

PATHWAYS

California Statewide Resource & Referral Portfolio

Support Awareness • Housing Stability • Family Resources • Community Navigation

VERSION 1 — STATEWIDE COMPLETION

A practical referral guide for survivors, families, seekers, advocates and community members across all 58 California counties.

Pathways is a connector. The agencies listed below provide the specialized services. Availability, funding, eligibility, office hours and service areas may change.

Emergency: Call 911 when there is immediate danger.
Domestic Violence Hotline: 1-800-799-7233 • Text START to 88788
California 211: Dial 211 for local resource navigation.

How to Use This Portfolio

Start with the statewide doorway that matches the immediate need. If the person needs local assistance, use the county index near the end of this portfolio. For housing, food, benefits, child care, legal help, health, employment and other needs, call the listed agency or use its locator before traveling.

Safety note: If someone may be monitoring a survivor's phone or browser, consider using a safer device and follow the safety guidance of a domestic-violence program.

Pathways Referral Practice

- Ask first: Is there immediate danger, homelessness tonight, lack of food, or a medical/mental-health emergency?
- Use the highest-priority doorway first: emergency safety, shelter/housing, food/basic needs, children/family, benefits, health, legal, employment.
- Confirm eligibility and current funding directly with the provider. A listing in this portfolio is not a guarantee of payment, placement or acceptance.
- Document the referral date, agency, phone number, contact person if known, and outcome.
- For rural communities, use county social services, 211, regional providers and tele-services when a local office is not available.

1. Emergency Safety & Domestic Violence

National Domestic Violence Hotline

Phone: 1-800-799-7233; TDD 1-800-787-3224; text START to 88788 **Services:** 24/7 confidential domestic-violence support, safety planning and local referrals. **Note:** If immediate danger exists, call 911.

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

California Partnership to End Domestic Violence

Phone: (916) 444-7163 **Services:** California domestic-violence program referrals and statewide advocacy resources.

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

California Safe at Home

Phone: 1-877-322-5227; TTY/TDD 711 **Services:** Confidential address program for eligible victims of domestic violence, sexual assault, stalking, human trafficking, child abduction, and elder/dependent-adult abuse. **Note:** Applications are completed through an enrolling agency.

<https://www.sos.ca.gov/registries/safe-home>

National Sexual Assault Hotline

Phone: 1-800-656-4673 **Services:** 24/7 confidential sexual-assault support and referrals.

<https://rainn.org/>

National Human Trafficking Hotline

Phone: 1-888-373-7888; text 233733; TTY 711 **Services:** Confidential trafficking support and referrals.

<https://humantraffickinghotline.org/>

988 Suicide & Crisis Lifeline

Phone: 988 **Services:** Call or text for crisis support.

Information verified against cited official sources on October 3, 2026. Programs, funding and eligibility can change. Call before traveling. | 2

2. Catholic Charities & Community Charity Support

Catholic Charities agencies may offer rental or utility assistance, food, housing navigation, shelter, immigration services, family support and other emergency assistance. Programs differ by agency and funding cycle. Use the locator or call the regional agency before traveling.

Catholic Charities of California — Services & Agency Network

Services: Statewide network directory covering housing, rental assistance, utility assistance, shelter, family services and other programs.

<https://catholiccharitiesca.org/service/>

Catholic Charities USA — Local Agency Locator

Phone: (703) 549-1390 (national office; not a direct-service line) **Services:** Find the Catholic Charities agency nearest to a California ZIP code.

<https://www.catholiccharitiesusa.org/about-us/find-a-local-agency/>

Catholic Charities of Los Angeles

Phone: (213) 251-3400 **Services:** Regional Catholic Charities services; California network listing indicates service across three counties and multiple assistance categories.

<https://catholiccharitiesca.org/agency/catholic-charities-of-los-angeles/>

Catholic Charities East Bay

Phone: (510) 768-3100 **Services:** Housing, rental/utility assistance, immigration and other family/community services.

<https://catholiccharitiesca.org/agency/catholic-charities-east-bay/>

Catholic Charities of San Francisco

Phone: (415) 972-1200 **Services:** Housing, rental/utility assistance, shelter, immigration, family and senior services.

<https://catholiccharitiesca.org/agency/catholic-charities-of-san-francisco/>

Northern Valley Catholic Social Service

Phone: (530) 241-0552; toll-free (800) 846-1451 **Services:** Regional Northern California services including family support, housing-related assistance and wellness services.

<https://catholiccharitiesca.org/agency/northern-valley-catholic-social-services/>

Catholic Charities Diocese of Stockton

Phone: (209) 444-5900 **Services:** Regional services including rental/utility assistance, family, senior, shelter and veteran services.

<https://catholiccharitiesca.org/agency/catholic-charities-diocese-of-stockton/>

Catholic Charities Diocese of San Diego

Phone: (619) 323-2841 **Services:** San Diego and Imperial County food, emergency case management, shelter and other community services.

<https://ccdsd.org/>

3. Housing, Rental Assistance, Affordable Housing & Homelessness

California 211

Phone: Dial 211 **Services:** Local housing, shelter, rent/utility assistance, food, health, employment and crisis referrals.

<https://www.211ca.org/>

HUD — California Housing Resources

Services: Public housing, Housing Choice Voucher/Section 8 and HUD-assisted housing information. Use local Public Housing Agency contacts for waiting-list status.

<https://www.hud.gov/states/california>

California Department of Housing & Community Development (HCD)

Phone: (916) 263-7400 **Services:** State housing programs, affordable-housing information and local housing resources.

<https://www.hcd.ca.gov/>

Important: Section 8/Housing Choice Voucher and public-housing waiting lists are managed locally. Openings, preferences and application methods change. Do not pay anyone who claims they can guarantee a voucher or move an applicant to the top of a waiting list.

4. Food, Nutrition & Basic Needs

CalFresh Benefits Helpline

Phone: 1-877-847-3663 **Services:** Food-benefit information and county contact routing.

<https://www.cdss.ca.gov/inforesources/calfresh>

BenefitsCal

Services: Online portal used in California to apply for and manage benefits such as CalFresh, CalWORKs and Medi-Cal, depending on program and county.

<https://benefitscal.com/>

California WIC

Phone: 1-888-942-9675 **Services:** Nutrition support for eligible pregnant/postpartum people, infants and children under five; local WIC office locator.

<https://www.cdph.ca.gov/Programs/CFH/DWICSN/Pages/Program-Landing1.aspx>

California Association of Food Banks — Find Food

Services: Food-bank and emergency-food navigation.

<https://www.cafoodbanks.org/find-food/>

5. Children, Child Care, After-School & Family Support

California Child Care Resource & Referral Network

Phone: 1-800-KIDS-793 (1-800-543-7793) **Services:** ZIP-code based connection to local child-care resource and referral agencies; English and Spanish information specialists.

<https://rrnetwork.org/>

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California Department of Social Services — Child Care & Development

Services: State child-care program information and subsidized child-care resources.

<https://www.cdss.ca.gov/inforesources/child-care-and-development>

For after-school, recreation, tutoring and youth programs, also contact the local school district, city/county parks and recreation department, Boys & Girls Club, YMCA/YWCA, libraries and 211. Program schedules and fees are local and change frequently.

6. Public Benefits & County Human Services

County human-services agencies are the principal local doorway for CalFresh, CalWORKs and related public-assistance programs. The 58-county phone index is included in Section 15.

California Department of Social Services — County Offices

Services: Official county social-services office directory.

<https://www.cdss.ca.gov/county-offices>

BenefitsCal

Services: Online benefits application and case-management portal.

<https://benefitscal.com/>

7. Health, Mental Health & Substance-Use Services

Medi-Cal

Phone: 1-800-541-5555 **Services:** Medi-Cal member and program information; county eligibility is generally handled through county human services.

<https://www.dhcs.ca.gov/services/medi-cal/>

DHCS — County Mental Health Plan Directory

Services: County mental-health access lines, beneficiary handbooks and provider directories.

<https://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx>

DHCS — Substance Use Disorder County Access Lines

Services: County-by-county 24/7 or designated substance-use access lines and provider directories.

<https://www.dhcs.ca.gov/individuals/substance-use-disorder-county-access-lines/>

988 Suicide & Crisis Lifeline

Phone: 988 **Services:** Call or text for immediate behavioral-health crisis support.

<https://988lifeline.org/>

8. Disability, Accessibility & Independent Living

California Department of Rehabilitation

Phone: 1-800-952-5544; TTY 1-844-729-2800 **Services:** Vocational rehabilitation, disability employment and independent-living related programs.

<https://www.dor.ca.gov/>

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California LifeLine

Services: Discounted home phone and cell phone services for qualified households; CPUC also describes an approved broadband pilot.

<https://www.cpuc.ca.gov/consumer-support/financial-assistance-savings-and-discounts/lifeline>

For local independent-living centers, assistive technology, Deaf/ASL services, blind/low-vision resources and transportation, use 211 and the Department of Rehabilitation's local resources.

9. Older Adults, Caregivers & Elder Abuse Resources

California Aging & Adult Information Line

Phone: 1-800-510-2020 **Services:** Routes callers to the appropriate Area Agency on Aging for local senior and caregiver services.

https://aging.ca.gov/Find_Services_in_my_County/

Long-Term Care Ombudsman Hotline

Phone: 1-800-231-4024 **Services:** 24/7 complaints and assistance related to residents of long-term care facilities.

<https://aging.ca.gov/>

HICAP — Medicare Counseling

Phone: 1-800-434-0222 **Services:** Health Insurance Counseling and Advocacy Program for Medicare beneficiaries and people planning for Medicare/long-term care.

https://aging.ca.gov/Programs_and_Services/Medicare_Counseling/

10. Employment, Training & Economic Stability

America's Job Center of California (AJCC)

Services: No-cost employment and training services, job-search support, youth/veteran/disability services and workforce referrals.

<https://edd.ca.gov/ajcc>

CalJOBS

Services: California job-search, resume and training resources.

<https://www.caljobs.ca.gov/>

For entrepreneurship, contact local Small Business Development Centers (SBDCs), Women's Business Centers and SCORE. Legitimate business assistance generally does not require paying someone to 'unlock' a government grant.

11. Legal, Court & Advocacy Referrals

California Courts — Self-Help

Services: Every California Superior Court has a free Self-Help Center. Staff can provide legal information, forms and procedural help but do not become the person's lawyer.

<https://selfhelp.courts.ca.gov/>

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California Courts — Free or Low-Cost Legal Help

Services: Legal-aid and lawyer-referral pathways for qualifying civil matters.

<https://selfhelp.courts.ca.gov/get-free-or-low-cost-legal-help>

California Courts — Domestic Violence Restraining Orders

Services: Step-by-step restraining-order information and forms; no filing fee to ask for a domestic-violence restraining order.

<https://selfhelp.courts.ca.gov/DV-restraining-order/index>

Pathways referral note: Pathways may provide education, navigation and referrals, but this portfolio does not create an attorney-client relationship and is not legal representation.

12. Immigration, Language & Identification

California Courts — Interpreter & Accessibility Resources

Services: Court self-help, interpreter and disability-access information.

<https://selfhelp.courts.ca.gov/>

USCIS — Find Legal Services

Services: Information for finding authorized immigration legal services and avoiding notario/immigration-service fraud.

<https://www.uscis.gov/scams-fraud-and-misconduct/avoid-scams/find-legal-services>

California Safe at Home

Phone: 1-877-322-5227 **Services:** Confidential substitute mailing address for eligible survivors; county enrolling-agency directory available online.

<https://www.sos.ca.gov/registries/safe-home/where-find-an-enrolling-agency>

13. Transportation, Technology & Communication

California 211

Phone: Dial 211 **Services:** Local transportation, medical transportation, transit assistance and community resource referrals.

<https://www.211ca.org/>

California LifeLine

Services: Discounted qualifying phone service; see current eligibility and participating providers.

<https://www.cpuc.ca.gov/consumer-support/financial-assistance-savings-and-discounts/lifeline>

For paratransit and reduced-fare programs, contact the local transit agency. For non-emergency medical transportation under Medi-Cal, members should contact their Medi-Cal plan or DHCS guidance.

14. Donations & Household Setup

For clothing, diapers, beds, furniture, household goods, hygiene supplies, school supplies and emergency donations, begin with 211, local family-resource centers, Catholic Charities, food banks, domestic-violence

programs and community action agencies. Donation inventory changes quickly, so call before sending a client to a site.

Pathways can use this category both ways: (1) to refer families who need material assistance, and (2) to identify community partners that accept in-kind donations for survivors and families.

15. California 58-County Referral Index

Use this county index for the local public-benefits doorway. For each county, also use 211 (where available), the California Courts Self-Help locator, the DHCS mental-health/substance-use directories, and the California Department of Aging county locator.

County	County Human-Services Doorway	Telephone
Alameda	Social Services Agency	1-888-999-4772
Alpine	Health & Human Services	(530) 694-2235
Amador	Department of Social Services	(209) 223-6550
Butte	Department of Employment & Social Services	North (530) 879-3845; South (530) 538-7711
Calaveras	Calaveras Works & Human Services Agency	(209) 754-6448
Colusa	Department of Health & Human Services	(530) 458-0250
Contra Costa	Employment & Human Services / Social Services	District offices; use county directory or 211
Del Norte	Department of Health & Social Services	(707) 464-3191
El Dorado	Health and Human Services Agency	(530) 642-7300
Fresno	Department of Social Services	1-877-600-1377
Glenn	Human Resource Agency	(530) 934-6514
Humboldt	Department of Health & Human Services	1-877-410-8809 CalFresh; (707) 476-4700 all programs
Imperial	Department of Social Services	(760) 337-6800
Inyo	Department of Health & Human Services	(760) 872-1394
Kern	Department of Human Services	(661) 631-6000; 1-877-410-8812
Kings	Human Services Agency	(559) 582-3241
Lake	Department of Social Services	(707) 995-4200
Lassen	Department of Health & Human Services	(530) 251-8152
Los Angeles	Department of Public Social Services	1-866-613-3777; 626-569-1399; 310-258-7400; 818-701-8200
Madera	Department of Social Services	(559) 675-2300
Marin	Department of Health & Human Services	(415) 473-3400
Mariposa	Department of Human Services	(209) 966-2000
Mendocino	Department of Social Services	(707) 463-7700
Merced	Human Services Agency	(209) 385-3000
Modoc	Department of Social Services	(530) 233-6501
Mono	Department of Social Services	Walker (530) 495-1262; Mammoth (760) 924-1770; Bridgeport (760) 932-5600
Monterey	Department of Social Services / Social & Employment Services	(831) 755-4448
Napa	Health and Human Services	(800) 464-4214; (707) 253-4511
Nevada	Health and Human Services Agency	(888) 809-1340; (530) 265-1340
Orange	Social Services Agency	(714) 541-4895
Placer	Health & Human Services	(916) 784-6000; (530) 889-7610
Plumas	Department of Social Services	(530) 283-6350
Riverside	Department of Public Social Services	(951) 358-3000
Sacramento	Department of Human Assistance	(916) 874-3100
San Benito	Health & Human Services	(831) 636-4180
San Bernardino	Transitional Assistance Department	(909) 388-0245; 1-877-410-8829
San Diego	Health & Human Services Agency	1-866-262-9881
San Francisco	Human Services / Food Assistance Center	(415) 558-1001; (877) 366-3076
San Joaquin	Human Services Agency	(209) 468-1000
San Luis Obispo	Department of Social Services	(805) 781-1600

San Mateo	Human Services Agency	1-800-223-8383
Santa Barbara	Department of Social Services	Lompoc (805) 737-7080; Santa Maria (805) 346-7135; Santa Barbara (805) 681-4401
Santa Clara	Social Services Agency	1-877-962-3633
Santa Cruz	Human Services Department	1-888-421-8080
Shasta	Health and Human Services	(530) 225-5767; (530) 225-5777 recorded information
Sierra	Human Services Department	(530) 993-6722
Siskiyou	Human Services / Welfare	1-800-662-7031
Solano	Health & Social Services	1-800-400-6001
Sonoma	Human Services Department	1-877-699-6868
Stanislaus	Community Services Agency	1-877-652-0734
Sutter	Health & Human Services / Welfare & Social Services	1-877-652-0735
Tehama	Department of Social Services	(530) 527-1911
Trinity	Health & Human Services	(530) 623-1265; 1-800-851-5658
Tulare	Health and Human Services Agency	1-800-540-6880
Tuolumne	Department of Social Services	(209) 533-5711
Ventura	Human Services Agency	(805) 477-5100; (866) 904-9362
Yolo	Health & Human Services / Employment & Social Services	(530) 661-2750
Yuba	Health & Human Services Department	(530) 749-6311

County index source note: California Department of Social Services county and CalFresh contact directories. Mono, Monterey, Napa and Nevada entries use the CDSS County Offices directory.

16. Rural California Access Plan

- Call the county human-services agency first for benefits and public assistance.
- Use 211 online or by phone when local 211 coverage is available; if dialing does not connect, use the online 211 California directory.
- Use regional providers when the county has no local specialist. Confirm that the provider serves the caller's ZIP code.
- Ask about telephone, video/telehealth, mobile outreach, transportation assistance and mail-based application options.
- For court matters, use the county Superior Court Self-Help Center; California Courts states that every Superior Court has free self-help services.
- For older adults and adults with disabilities, call 1-800-510-2020 to route to the local Area Agency on Aging.

17. Pathways Referral Record — Suggested Fields

Seeker / Client ID	
Date & Time	
Immediate Safety Concern	Yes / No / Unknown
Primary Need	
County / ZIP Code	
Agency Referred To	
Phone / Website	
Outcome / Follow-Up Needed	
Pathways Staff / Advocate	

18. Important Disclaimers

This portfolio is an informational referral resource. It is not a guarantee of eligibility, funding, housing placement, shelter availability, legal representation, medical treatment or benefits approval. Programs can close, move, change phone numbers, pause intake, exhaust funding or change eligibility rules.

Pathways should verify time-sensitive referrals before giving them to a client whenever possible. For emergencies, use 911 or the appropriate crisis line. For legal advice, refer to a licensed attorney or qualified legal-aid organization. For medical emergencies, call 911 or seek emergency medical care.

19. Verification Sources — October 3, 2026

- California Department of Social Services — Domestic Abuse Resources — <https://www.cdss.ca.gov/inforesources/cdss-programs/calworks/domestic-abuse-resources>
- California Department of Social Services — County Offices — <https://www.cdss.ca.gov/county-offices>
- California Department of Social Services — CalFresh County Contacts — <https://www.cdss.ca.gov/inforesources/calfresh/contact-numbers-and-information>
- California Courts — Self-Help — <https://selfhelp.courts.ca.gov/>
- California Courts — Court-Based Self-Help Services — <https://selfhelp.courts.ca.gov/court-based-self-help-services>
- California Courts — Victim Resources — <https://selfhelp.courts.ca.gov/criminal-court/victim-resources>
- California Secretary of State — Safe at Home — <https://www.sos.ca.gov/registries/safe-home>
- California DHCS — County Mental Health Plan Directory — <https://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx>
- California DHCS — Substance Use Disorder County Access Lines — <https://www.dhcs.ca.gov/individuals/substance-use-disorder-county-access-lines/>
- California Department of Aging — Find Services in My County — https://aging.ca.gov/Find_Services_in_my_County/
- California EDD — America's Job Center of California — <https://edd.ca.gov/ajcc>
- California CPUC — California LifeLine — <https://www.cpuc.ca.gov/consumer-support/financial-assistance-savings-and-discounts/lifeline>
- California Child Care Resource & Referral Network — <https://rrnetwork.org/>
- Catholic Charities of California — <https://catholiccharitiesca.org/service/>
- Catholic Charities USA — Agency Locator — <https://www.catholiccharitiesusa.org/about-us/find-a-local-agency/>
- HUD — California — <https://www.hud.gov/states/california>

PATHWAYS FOR VICTIMS OF DOMESTIC VIOLENCE

Helping seekers find the right door to safety, stability, resources and recovery.