

APPENDIX H

APPENDIX H
SHASTA COUNTY RESOURCE GUIDE

This Appendix consists of a resource guide to resources and agency contacts for social services to accommodate special needs populations.

(See Resource Guide Beginning on Next Page)

Every day at Shasta County Health and Human Services Agency, someone walks through our doors in need of help. Whether it's financial aid, health coverage, nutrition, housing or counseling, you look to us to help you receive the assistance that you need.

This guide focuses on direct client services provided by our agency and was created as a tool to help you find those resources. Thank you.

RESOURCE GUIDE

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CATEGORIES

Physical and Mental Health Resources: health insurance programs, treatment for children under 21 with certain chronic medical conditions and physical disabilities, Medi-Cal, maternal health, medical information lines, crisis intervention services, support groups, counseling, alcohol and other drug intervention and rehabilitation.

Food and Employment Supports: nutrition programs, financial assistance, job training, transportation assistance, education programs, and job registry.

Support and Services for Children, Youth and Families: childcare, after school programs, Head Start, family resource centers, summer camps and recreation programs, mentoring, tutoring, and protective services.

Support and Services for Older Adults and People with Disabilities: adult day care, congregate meals, Meals on Wheels, respite care, home health care, transportation and homemaker services.

Other Services: Community Health Advocates (CHAs) are a multi-lingual outreach unit providing support and assistance with paperwork for public assistance programs, housing, utilities, child care and more; and Vital Records provides assistance with registrations of births and deaths in Shasta County and obtaining certified copies of birth and death certificates, and issuing burial permits.

PHYSICAL and MENTAL HEALTH RESOURCES

Health insurance programs, Medi-Cal, maternal health, Children's Health Insurance Program, medical information lines, crisis intervention services, support groups, counseling, alcohol and other drugs intervention and rehabilitation.

- Alcohol and Other Drug Treatment
- Communicable Disease Prevention
- Health Coverage
- Maternal and Child Health or Family Health
- Mental Health Services



ALCOHOL and OTHER DRUG TREATMENT

Behavioral Health Services

Clients with mental health issues (stress, anxiety, parenting problems, relationship problems, low self-esteem etc.), alcohol and other drug problems or domestic violence issues are provided screening and assessment, case management, counseling, education, advocacy and therapy to eliminate barriers to employment. Frequency of appointments varies with the severity of the problems. Groups and licensed therapists are also available.

Locations and hours:

Anderson Regional Office

2889 East Center St., Anderson
Monday–Friday: 8 AM–Noon, 1-5 PM

Burney Regional Office

36911 Main Street (Hwy. 299 E), Burney
Mon,Tue,Thurs: 8 AM-Noon, 1-5 PM

CalWORKs Employment Services

1400 California St., Redding
Monday -Friday: 7:30 AM – 5 PM

Shasta Lake Regional Office

4216 Shasta Dam Blvd., Shasta Lake
Wednesday: by appointment only

Website	Behavioral Health Services
Branch	Regional Services
Physical Address	Administration: 1506 Market Street, Redding, CA
Phone	530-245-6411 main line and for <u>ALL</u> appointments
Hours	(see above)
Eligibility	Must be approved for CalWORKs (or have an application pending with CalWORKs)
Application Process	Referrals can be made by self-referral, ETW workers requests may be submitted at any of the locations listed above or faxed to 530-225-5492 or 530-225-3844.
Fees	No cost

Outpatient Alcohol and Other Drug Programs (Youth and Adult)

This outpatient program focuses on treatment of alcohol and other drug abuse. Through contracted providers the program provides individual and group counseling, substance abuse education, crisis intervention, assessment and referral services. Treatment options (including referrals to community programs) will be recommended based on the client's history of alcohol or drug abuse, background and financial status. Specialized services for adolescents (including Juvenile Drug Court), gender-specific groups and groups for individuals with mental illness are available.

Website	Outpatient Alcohol and Other Drug Programs
Branch	Adult Services
Physical Address	2640 Breslauer Way, Redding, CA 96001
Phone	530-225-5240; or 530-225-5252 Access line for crisis intervention
Hours	Monday – Friday, 8 AM – 5 PM; evening groups available
Eligibility	Youth and adults with substance abuse problems who need treatment
Application Process	530-225-5936 for information, or to schedule an assessment, or contact any of the local contracted providers listed in <i>Notes</i> section below.
Fees	Sliding scale and Medi-Cal
Note	Alcohol and Other Drug Services available at these contracted providers: 530-275-1076 Empire Recovery Outpatient Services, 5014 Shasta Dam Blvd., Shasta Lake City 530-244-7074 Empire Recovery Outpatient Services, 1263 California Street, Redding 530-337-6263 Hill Country Health & Wellness Center, 29632 Hwy. 299 East, Burney 530-335-4004 Pit River Behavioral Health Dept., 36977 Park Avenue, Burney 530-245-6411 HHS Perinatal Treatment Services, 1506 Market Street, Redding 530-365-8523 Right Road Recovery, 2110 Ferry Street, Anderson 530-722-1114, Visions of the Cross, 3648 El Portal Avenue, Redding

Perinatal Treatment Services

Perinatal Treatment Services are for women who are pregnant, have recently given birth, or have preschool age children and have a substance abuse problem. Services include day treatment; outpatient treatment, individual and group counseling; parenting skills development; and case management. On-site child care cooperative and transportation are available. Babies under the age of 4 months can remain with mother during treatment.

Website	Perinatal Treatment Services
Branch	Regional Services
Physical Address	1506 Market Street, Redding, CA 96001
Phone	530-245-6411
Hours	Doors open: Monday – Friday, 8 AM-Noon, and 1-5 PM Day treatment hours: Mon, Tues, Thurs, Friday: 9 AM – 12:30 PM
Eligibility	Pregnant women and/or women with at least one preschool age child who need alcohol and drug treatment services. Pregnant women and women up to two months postpartum have top priority. Participant must have custody of child or be working to regain custody .
Application Process	Intakes are by drop-in on Wednesdays, 8AM – Noon and 1-5 PM or by calling 530-245-6411
Fees	Sliding scale and Medi-Cal
Note	Transportation is available. A child care cooperative is on the premises.

Tobacco Cessation / Quit Program

These services are for people who want to quit smoking or chewing tobacco. The “Just Breathe” cessation class is for families with children under 6. Quit kits, self-help information and referrals to other programs are available, including Mercy Medical Center’s “Quit for Good” program and other classes.

Website	Quitting Tobacco
Branch	Public Health (Healthy and Safe Families)
Physical Address	2660 Breslauer Way, Redding, CA 96001
Phone	530-229-8467
Hours	Monday – Friday, 8 AM to 5 PM
Eligibility	All people in Shasta County
Application Process	None. 530-229-8467 for additional information on quitting tobacco, or referral to community cessation resources
Fees	None

Local Resources for [Tobacco Cessation and Education](#)



COMMUNICABLE DISEASE PREVENTION

Immunization Clinic (Shots and Vaccinations)

Public Health offers a comprehensive immunization program for adults and children. Routine, low-cost childhood and adult immunizations are available for travel and those required for specialized occupational needs, such as rabies and hepatitis.

Locations and immunization hours:

Redding Office – Main Office

2650 Breslauer Way, Redding

Phone: 530-225-5591

Toll Free: 800-971-1999

Monday: 8-11 AM and 1-4:30 PM

Tuesday: 8-11 AM

Wednesday: 8-11 AM and 1-4:30 PM

Thursday: 4-6:30 PM

Friday: 8-11 AM

Burney Regional Office

36911 Main Street/Hwy 299 E, Burney

Phone: 530-335-6700

Toll Free: 877-935-5576

1ST Thursday of month: 1-4:30 PM

Website	Shots and Vaccinations
Branch	Public Health and Regional Services
Physical Address	Offered throughout Shasta County. Click on website link for site locations
Phone	530-225-5591
Hours	Click on website link for hours
Eligibility	All people in Shasta County
Application Process	530-225-5591 Toll free 1-800-971-1999, for information on locations and hours or see above links
Fees	Varies; Click on link for fee schedule: Immunization Fee Schedule or Private Insurance Client Fee

Sharps Disposal and Exchange

To prevent the spread of blood-borne infections, such as Hepatitis B, Hepatitis C and HIV, kiosks are installed throughout Shasta County for safe, convenient disposal of sharps (needles, syringes and lancets). As of Sept. 1, 2008, California law prohibits disposal of sharps in trash or recycle bins.

Website	Sharps Disposal and Exchange
Branch	Public Health
Physical Address	City of Redding Transfer Station, 2255 Abernathy Lane, Redding Shasta County Public Health Kiosks - Listed here
Phone	City of Redding: 530-224-6209 Shasta County Public Health: 530-225-5591
Hours	City of Redding: Thursday – Saturday, 9 AM – 4 PM
Eligibility	People who wish to exchange dirty needles for clean ones
Application Process	None
Fees	None

For more information see: [SEP FAQ's](#)

Tuberculin Skin Testing

This program tests for possible exposure to tuberculosis. A second visit must be made 72 hours after the test is given to interpret the results.

Locations and hours:

Redding Office-Main Office

2650 Breslauer Way, Redding

Phone: 530-225-5591

Toll Free: 800-971-1999

Monday, 8-11 AM and 1-4:30 PM

Tuesday, 8-11 AM

Friday, 8-11 AM

Burney Regional Office

(Call for an appointment)

530-335-5576

Toll Free: 877-935-5576

Website	Tuberculosis Testing
Branch	Public Health
Physical Address	(see above) and also view: Where to find us
Phone	(see above)
Hours	(see above)
Eligibility	All people in Shasta County
Application Process	None
Fees	Immunization Rates



HEALTH COVERAGE and MEDICAL PROGRAMS

Medi-Cal Access Program (MCAP)

This program is low-cost health coverage for pregnant women. If you don't have insurance to cover your pregnancy and are not receiving no-cost Medi-Cal or Medicare Part A or Part B, MCAP may be the assistance you and your baby need. MCAP can also help you if you have a private health insurance plan with a maternity-only deductible or copayment greater than \$500. Check with your private health insurance plan to see if your deductible or copayment is for maternity-only services.

Website (State)	MCAP
Branch	State of California
Physical Address	N/A
Phone	Toll free, 1-800-433-2611 for MCAP direct Toll free, 1-800-300-5122 for Maternal Child Health for local assistance
Hours	MCAP toll-free line available Monday - Friday, 8 AM – 8 PM and Saturday, 8 AM – 5 PM
Eligibility	Pregnant; California resident; not in other programs; not covered by private insurance costing less than \$500; meet MCAP income guidelines Who can qualify?
Application Process	Complete an application and mail to the MCAP Program, Download Application
Fees	A small cost to be an MCAP subscriber; MCAP does not charge co-payments or monthly deductibles: What does MCAP cost?

California Children's Services (CCS)

CCS is a statewide medical program which provides diagnostic and medical treatment services, medical case management, and physical and occupational therapy services to children under age 21 with certain chronic medical conditions and physical disabilities.

Website	California Children's Services
Branch	Public Health
Physical Address	2615 Breslauer Way, Bldg. 5, Redding, CA 96001
Phone	530-225-5760
Hours	Monday – Friday, 8:00 am – 5:00 pm
Eligibility	Under 21 years of age with CCS eligible medical condition; meet family income requirements (generally under \$40,000 a year with exceptions); California resident.
Application Process	How to Apply
Fees	Varies, sliding scale (depending on income, there could be an enrollment and/or assessment fee)

County Insurance (County Medical Services Program)

County Medical Services Program (CMSP) provides health coverage for Shasta County adults 21-64 who have net non-exempt income at or below 200% of the federal poverty level and who are not eligible for Medi-Cal benefits.

Locations and hours:

Eligibility & Employment Services-Cascade

2460 Breslauer Way, Redding
Phone: 877-652-0731
Monday - Friday: 7:30 AM–5PM

Anderson Regional Office

2889 East Center Street, Anderson
Phone: 530-378-1146
Monday-Friday: 8 AM-Noon, 1-5 PM

Eligibility & Employment Services-Burney

36911 Main Street/Hwy 299E, Burney
Phone: 530-335-5576 or 877-652-0731
Toll Free: 877-652-0731
Monday -Friday: 8 AM-5 PM

Downtown Redding Center

1220 Sacramento Street, Redding
Phone: 530-229-8441
Monday–Thursday : 8 AM–5 PM
Friday: 8 M-Noon, 1-5 PM

Enterprise Regional Office

2757 Churn Creek Road, Redding
Phone: 530-224-4200
Monday - Friday: 8 AM–5 PM

Shasta Lake Regional Office

4216 Shasta Dam Blvd., Shasta Lake
Phone: 530-275-7500
Monday - Friday: 8 AM–5PM

Website (State)	CMSP
Branch	Adult Services
Physical Address	(see above)
Phone	(see above)
Hours	(see above)
Eligibility	Individuals ages 21-64 who have incomes at or below 200% of federal poverty level and who are NOT eligible for Medi-Cal could be eligible. The county will determine which programs you may qualify for.
Application Process	Visit one of the sites listed above and ask for a CMSP application or have one mailed to you or apply online here C4Yourself Access to Benefits
Fees	None

[CMSP benefits](#)

Medi-Cal

Medi-Cal pays for medical services for children and adults with limited income and resources. Benefits are available for low-income individuals including families with children, seniors, persons with disabilities, youth in foster care, pregnant women, and people with specific diseases such as tuberculosis, breast cancer or HIV/AIDS. Eligibility staff can help determine which programs individuals may qualify for.

Locations and hours:

Eligibility & Employment Services, Cascade

2460 Breslauer Way, Redding
Phone: 877-652-0731
Monday - Friday: 7:30 AM–5PM

Downtown Redding Center

1220 Sacramento Street,
Redding
Phone: 530-229-8441
Monday–Thursday : 8 AM–5 PM
Friday: 8 M-Noon, 1-5 PM

Anderson Regional Office

2889 East Center Street,
Anderson
Phone: 530-378-1146
Monday-Friday: 8 AM-Noon, 1-5

Enterprise Regional Office

2757 Churn Creek Road,
Redding
Phone: 530-224-4200
Monday - Friday: 8 AM–5 PM

Eligibility and Employment Services , Burney

36911 Main St., (Hwy. 299E), Burney
530-335-5576 or 877-652-0731

Monday-Friday: 8 AM - 5 PM

Shasta Lake Regional Office

4216 Shasta Dam Blvd., Shasta
Lake
Phone: 530-275-7500
Monday - Friday: 8 AM–5PM

Website	Medi-Cal
Branch	Regional Services
Physical Address	(see above)
Phone	(see above)
Hours	(see above)
Eligibility	Those who meet income limits and property requirements, which may vary. Contact one of the locations near you to find out if you qualify.
Application Process	Call or visit one of our offices (referenced above) and ask for a Medi-Cal application. Or see website for mail-in application: Medi-Cal Application Enrollment Form
Fees	None to some share of cost, depending on determination

For more information and access to Medi-Cal FAQ's see: [Medi-Cal Frequently Asked Questions](#)

Prescription Discount Card Program

While not an insurance program, the Shasta County Prescription Discount Card provides discounts on prescription drugs that aren't covered by insurance. The free cards are distributed by Shasta County and may be used at any participating retail pharmacy.

Website	Prescription Discounts
Branch	Public Health and Regional Services
Physical Address	Cards are available at many locations throughout Shasta County, including all HHSAs offices and Shasta Community Health Center, Redding libraries and local pharmacies. See website for locations.
Phone	530-229-8486; Toll Free: 877-321-2652
Hours	Visit website for sites where discount card is available
Eligibility	All Shasta County residents
Application Process	None
Fees	No fee for card; one card covers all family members

Medical Marijuana State Identification Card (MMIC) Program

This voluntary program is available to people whose physicians have recommended the use of marijuana for one or more serious medical conditions.

Website	Medical Marijuana State Identification Card Program
Branch	Adult Services
Physical Address	2640 Breslauer Way, Redding, CA 96001
Phone	530-225-5240 and ask for Medical Marijuana State ID Card Program; or call 530-245-6426
Hours	Must be seen by appointment only Call Monday – Friday: 8 AM – 5 PM to set an appointment time
Eligibility	Must be recommended by a valid physician; patient can designate a primary caregiver and apply for a caregiver identification card
Application Process	Applicants must apply within their county of residence, have a valid physician's recommendation and complete the Medical Marijuana Application/Renewal form . All applicants (patient and primary caregiver) must be present during the application process. All applicants must provide a government-issued photo identification (such as a driver's license) and show proof of residency.
Fees	Non-refundable processing fee of \$106. If the applicant is a Medi-Cal beneficiary at the time of application acceptance, the fee will be reduced to \$53 per MMIC requested.



MATERNAL and CHILD HEALTH
or FAMILY HEALTH

Breastfeeding Support

As mothers and trained breastfeeding professionals, Breastfeeding Support Staff understands the deep need to provide assistance to breastfeeding women, their infants and families.

Locations and hours:

Anderson Regional Office

2889 East Center St., Anderson
For appointment call 530-229-8441

Burney Regional Office

37092 Main Street/Hwy 299E, Burney
For appointment call 530-335-6700

Enterprise Regional Office

2757 Churn Creek Rd., Redding
For appointment call 530-229-8441

Downtown Redding Center

1220 Sacramento St.,
Redding
Phone: 530-229-8441
Walk-in hours: Mon-Fri 1-4
PM

Shasta Lake Regional Office

4216 Shasta Dam Blvd., Shasta Lake
For appointment call 530-229-8441

Website	Breastfeeding Support
Branch	Regional Services
Physical Address	Downtown Redding Center, 1220 Sacramento St., Redding
Phone	530-229-8441 for appointments, or call The National Breastfeeding Helpline 800-994-9662; TDD 888-220-5446 or La Leche League Helpline 877-452-5324
Hours	(see above)
Eligibility	All mothers, support people including fathers, grandparents, medical staff, childbirth educators, lactation professionals, community members and employers interested in becoming a breastfeeding friendly business.
Application Process	Stop by the Downtown Redding Center during walk-in hours or call for appointment at one of our other Regional Offices above
Fees	None

Child Health & Disability Prevention (CHDP)

The Child Health and Disability Prevention (CHDP) program provides complete well-child check-ups to promote health, prevent disease, injury and disability for children in Shasta County.

Website	Well-Child Check-Ups
Branch	Public Health
Physical Address	2615 Breslauer Way, Bldg. 5, Redding, CA 96001
Phone	530-225-5122; Toll free 1-800-300-5122
Hours	Monday – Friday: 8:00 am to 5:00 pm
Eligibility	If on Medi-Cal up to age 21; if uninsured and low to moderate income, up to age 19
Application Process	Call Toll free number 1-800-300-5122 to see if you or your child qualifies; or ask your health care provider about CHDP health exams
Fees	None

Nurse Family Partnership

Nurse Family Partnership is a free, voluntary program that helps first time, at risk mothers, have healthy pregnancies, improve child health and development, and become more economically self sufficient. The program partners first-time moms with a Nurse Home Visitor. When a woman is enrolled in the program a specially trained nurse will visit the family throughout the pregnancy and until the baby turns 2 years old.

Locations and hours:

Anderson Regional Office

2889 East Center St., Anderson
Mon – Friday: 8 AM – Noon, 1-5 PM

CalWORKs Employment Services

1400 California Street, Redding
Monday – Friday: 7:30 AM – 5 PM

Shasta Lake Regional Office

4216 Shasta Dam Blvd., Shasta Lake
Monday – Friday: 8 AM – 5 PM

Website	Nurse Family Partnership
Branch	Regional Services
Physical Address	Main Location: 1400 California Street, Redding
Phone	530-245-6411 call for information and appointments
Hours	In-home hours vary; office hours from 8 AM–12 Noon and 1–5 PM
Eligibility	To qualify a woman must be a first-time mom, be less than 28 weeks pregnant, low-income, and live in the targeted area/county
Application Process	Referrals from WIC, Medical Providers, Community Based Organizations, Agencies or Self referrals can be faxed to 530-225-5494
Fees	None

Prenatal Care Guidance (Maternal, Child and Adolescent Health Services)

Prenatal care guidance services help low-income, Medi-Cal eligible, pregnant woman obtain early and regular prenatal care. A Public Health registered nurse can help pregnant women find a healthcare provider, make prenatal appointments, understand Medi-Cal for pregnancy care, and enroll in a temporary Medi-Cal program until their Medi-Cal application is approved. Referrals are made to additional services, such as WIC, transportation, shelters, substance abuse services, and other medical services. Home visits are available on a limited basis.

Website	Prenatal Care Guidance
Branch	Public Health
Physical Address	2650 Breslauer Way, Redding, CA 96001
Phone	(530) 225-5850; Toll free 1-800-300-5122
Hours	Monday – Friday: 8:00 AM – 5:00 PM
Eligibility	Pregnant women
Application Process	Call directly or obtain referral from Regional Services and other community service providers
Fees	None

Oral Health Information

The Shasta Healthy Smiles Oral Health Program's goal is to reduce the incidence of dental decay among young children by providing education and information on access to dental care.

Website	Shasta Healthy Smiles
Branch	Public Health
Physical Address	2650 Breslauer Way, Cottage 1, Redding, CA 96001
Phone	530-229-8042; Toll free: 1-800-300-5122
Hours	Monday-Friday: 8:00 am – 5: 00 pm
Eligibility	N/A. Families can call for dental referral and oral health information.
Application Process	None
Fees	None



MENTAL HEALTH SERVICES

Adult Mental Health Services

Program provides outpatient counseling, assessment and evaluation, case management, medication, social rehabilitation, and urgent care/crisis services for adults who struggle with persistent and severe mental illness. Services are based on recovery and strength-based philosophies and provided by specialized teams. Consumer and family service specialists are available to clients who need advocacy in the mental health system.

Website	Adult Mental Health
Branch	Adult Services
Physical Address	2640 Breslauer Way, Redding and Anderson Regional Office, 2889 East Center St., Anderson
Phone	Redding: 530-225-5200; Anderson: 530-378-6840; toll free 888-385-5201; TTY 530-245-6979; 24 hour help line 530-225-5252; and Suicide lifeline 530-244-2222 (8AM-8PM) or 24-hour national line 800-273-TALK
Hours	Walk-in hours between 8:30 AM – 5:00 PM. After hours, holidays and weekends, go to the emergency room for assessment, after medical clearance, those who need it will be referred to crisis services for a psychiatric evaluation
Eligibility	Adults who need mental health or crisis services and meet the criteria of “medical necessity”
Application Process	Call 530-225-5200 or walk in between 8:30 AM-3:00 PM. After hours, holidays and weekends, go to the emergency room for assessment, after medical clearance, those who need it will be referred to crises services for a psychiatric evaluation.
Fees	Medi-Cal, sliding scale

Note: Outpatient and crisis mental health services are also available in eastern Shasta County at the following location:

Burney Health Center
37491 Enterprise Drive, Burney, CA 96013
530-335-5457

Youth Mental Health Services

Program provides outpatient counseling, assessment and evaluation, case management, medication, social rehabilitation and urgent care/crisis services for youth with emotional and mental health needs. Special programs are available for youth in the juvenile justice system, foster youth, children up to age 22 who meet criteria for special education services, and students at court and community schools.

Website	Youth Mental Health
Branch	Children's Services
Physical Address	2640 Breslauer Way, Redding
Phone	530-225-5200; toll free 800-385-5201; TTY 530-245-6979; 24 hour help line 530-225-5252; and Suicide lifeline 530-244-2222 (8AM-8PM) or 24-hour national line 800-273-TALK
Hours	Monday-Friday, 8 AM-5 PM, or by appointment; hours for other programs may vary
Eligibility	Youth who need mental health treatment of crisis services related to a mental health disorder that impairs functioning. Screening available to all who appear to have these symptoms.
Application Process	Call 530-225-5200 or walk in between 8:30 AM-4:30 PM. After hours, holidays and weekends, go to the emergency room for medical assessment, after medical clearance, those who need it will be referred to crisis services for a psychiatric evaluation.
Fees	Medi-Cal, sliding scale; insurance if Shasta County Mental Health is in the insurance plan's provider panel or mental health is a covered service for those who meet "medical necessity" criteria.

Crisis Residential and Recovery Center (CRRC)

This center provides short term respite for mentally disabled adults who have become suicidal, critically depressed or otherwise psychiatrically incapacitated. This serves as a social rehabilitation facility, and services may avert the need for hospitalization. Stays are voluntary for up to 30 days. Services include daily groups focused on wellness and recovery, coping skills, medication treatment, education, daily living activities, peer support, and other topics as needed.

Website	Crisis Residential & Recovery Center
Branch	Adult Services
Physical Address	2640 Breslauer Way, Redding
Phone	530-225-5972
Hours	Open 24 hours per day, 7 days per week
Eligibility	Must be ambulatory and medically self-sufficient
Application Process	Clients are referred through Shasta County Mental Health Outpatient
Fees	Insurance, sliding scale, Medicare and Medi-Cal accepted

FOOD and EMPLOYMENT SUPPORTS

Nutrition programs, financial assistance, job training, transportation assistance, education programs, and job registry. Employer supports such as tobacco education program and worksite wellness.

CalFresh

CalFresh (formerly the Food Stamp Program in California and known outside of California as SNAP) is a federal nutrition program that helps people with low or no income purchase healthy food. Benefits are issued on an Electronic Benefits Transfer (EBT) card that can be used at most grocery stores.

Location and hours:

Eligibility & Employment Services, Cascade Anderson Regional Office

2460 Breslauer Way, Redding
 Phone: 877-652-0731
 Monday-Friday: 7:30 AM-5:00 PM

2889 East Center St., Anderson
 Phone: 530-378-1146
 Mon–Friday: 8 AM–Noon, 1-5 PM

Eligibility and Employment Services , Burney

36911 Main St., (Hwy. 299E), Burney
 Phone: 530-335-5576 or 877-652-0731
 Toll Free: 877-935-5576
 Monday-Friday: 8 AM-5 PM

Downtown Redding Center

1220 Sacramento St.,
 Redding
 Phone: 530-229-8441
 Mon-Thurs: 8 AM–5PM
 Friday: 8 AM–Noon, 1-5 PM

Enterprise Regional Office

2757 Churn Creek Rd., Redding
 Phone: 530-224-4200
 Monday–Friday: 8 AM–5 PM

Shasta Lake Regional Office

4216 Shasta Dam Blvd., Shasta Lake
 Phone: 530-275-7500
 Monday–Friday: 8 AM-5 PM

Website	CalFresh
Branch	Regional Services
Physical Address	(see above)
Phone	(see above)
Hours	(see above)
Eligibility	Families with limited income and resources. Many working families are eligible, call one of offices near you to verify eligibility.
Application Process	877-652-0731 to obtain information. Application and face-to-face interview required. Call or stop by one of our offices near you.
Fees	None

CalWORKs

CalWORKs (California Work Opportunity and Responsibility to Kids) provides temporary cash aid and employment services to needy families with children. CalWORKs Employment Services program offers supportive services, including child care, transportation and other services necessary for a successful transition from welfare to work.

Eligibility and Employment Services site locations and hours:

CalWORKs Employment Services

1400 California Street, Redding
Phone: 530-225-5000
Monday–Friday: 7:30 AM–5 PM

Eligibility & Employment Services, Cascade

2460 Breslauer Way, Redding
Phone: 877-652-0731
Mon, Wed and Friday: 7:30 AM–5 PM
Tues and Thursday: 7:30 AM–5:30 PM

Eligibility & Employment Services, Burney

36911 Main Street/Hwy 299E, Burney
Phone: 530-335-5576, 530-335-4522
or
877-652-0731
Monday – Friday: 8 AM – 5 PM

Anderson Regional Office

2889 East Center Street, Anderson
Phone: 530-229-8200
Monday-Friday: 8 AM-Noon, 1-5 PM

Downtown Redding Center

1220 Sacramento Street, Redding
Phone: 530-229-8441
Monday–Thursday : 8 AM–5 PM
Friday: 8 M-Noon, 1-5 PM

Enterprise Regional Office

2757 Churn Creek Road, Redding
Phone: 530-224-4200
Monday - Friday: 8 AM–5 PM

Shasta Lake Regional Office

4216 Shasta Dam Blvd., Shasta Lake
Phone: 530-275-7500
Monday - Friday: 8 AM–5PM

Website	CalWORKs Employment Services
Branch	Regional Services
Physical Address	(see above)
Phone	(see above)
Hours	(see above)
Eligibility	Receiving CalWORKs cash assistance.
Application Process	Referral basis only.
Fees	None

General Assistance

Provides three months of cash assistance to eligible, employable adults and provides longer-term assistance to eligible adults who are temporarily disabled or who are awaiting a Supplemental Security Income (SSI) approval.

Locations and hours:

Eligibility & Employment Services, Cascade

2460 Breslauer Way, Redding

Phone: 877-652-0731

Monday – Friday: 7:30 AM – 5 PM

Eligibility and Employment Services, Burney

36911 Main Street/Hwy 299E, Burney

Phone: 530-335-5576 , 530-335-4522 or 877-652-0731

Monday – Friday: 8 AM – 5 PM

Website	General Assistance
Branch	Regional Services
Physical Address	(see above)
Phone	(see above)
Hours	Applications are taken Monday, Wednesday and Friday: 8 AM – 11 AM Appointments are scheduled Tuesday and Thursday: 8 AM – 5 PM
Eligibility	Eligible adult residents who are employable or have a disability; various property and income restrictions apply; temporary and permanent disabilities must be verified by physician. To be eligible adults must have resided in the county for a minimum of 15 days.
Application Process	Call or stop by either of the locations above.
Fees	None

Opportunity Center

The Opportunity Center is an employment training program for Shasta County residents with disabilities. Program participants learn job skills by performing paid work in a variety of environments and at the same time learn the skills necessary to obtain competitive employment in the local community.

Website	Employment Training Opportunities
Branch	Regional Services
Physical Address	1265 Redwood Boulevard, Redding, CA
Phone	530-225-5781
Hours	Monday – Friday, 8 AM – 5 PM
Eligibility	Age 18 and above; diagnosed with a disability and medically stable
Application Process	Call 530-225-5781 or Referral by Shasta County Adult Services, or Far Northern Regional Center Coordinator, 530-222-4791
Fees	None

[FAQ](#)

Public Authority Registry

The Public Authority helps match In-Home Supportive Service recipients with quality care providers by keeping a registry of people who need in-home care and those who are licensed to provide care.

Website	Public Authority Registry
Branch	Adult Services
Physical Address	2640 Breslauer Way, Redding, CA 96001
Phone	530-229-8330
Hours	Monday – Friday, 8 AM – noon; 1-5 PM
Eligibility	Home care providers must pass background checks and take mandatory training to become part of the IHSS Registry
Application Process	530-229-8330 for home care providers; or stop by office to start process of getting on the IHSS registry
Fees	None
Notes	Regarding IHSS Clients (see IHSS page): If a client is receiving In-Home Supportive Services through Shasta County, they are eligible to use the IHSS PA's Registry Service. IHSS recipients who need assistance in finding a suitable care provider can call the IHSS PA at 530-229-8330

ShastaFACES2

Shasta County Health and Human Services is partnering with local businesses and families in need to create opportunities for success. ShastaFACES2 – *Family Assistance through Contracted Employment Services* – offers employers 100% reimbursement of wages if they hire eligible Shasta County residents.

Website	ShastaFaces2
Branch	Regional Services
Physical Address	1400 California Street, Redding
Phone	225-5000
Hours	Monday – Friday, 8 AM – noon; 1-5 PM
Eligibility	Must be in receipt of CalWORKs cash aid.
Application Process	Referral basis only.
Fees	None

Women, Infants and Children (WIC)

WIC, the Women, Infants and Children program, is a nutrition program that helps pregnant women, mothers and infants, and young children eat well, be active and stay healthy. WIC improves the health of its participants and promotes lifestyle changes.

Locations and hours:

Anderson Regional Office

2889 East Center St., Anderson
Mon – Friday: 8 AM – Noon, 1-5 PM

Burney Regional Office

36911 Main Street/Hwy 299E, Burney
Mon., Tue., Thurs.: 8 AM-Noon, 1-5 PM

Downtown Redding Center

1220 Sacramento St., Redding
Mon-Thurs: 8 AM – 5PM
Friday: 8 AM – Noon, 1-5 PM

Enterprise Regional Office

2757 Churn Creek Rd., Redding
Monday – Friday: 8 AM – 5 PM

Shasta Lake Regional Office

4216 Shasta Dam Blvd., Shasta Lake
Monday – Friday: 8 AM – 5 PM

Website	Women, Infants and Children
Branch	Regional Services
Physical Address	(see above)
Phone	530-225-5168, for information or to schedule an appointment
Hours	(see above)
Eligibility	Pregnant women, breastfeeding women up to one year, up to six months if not breastfeeding; parents, including single fathers, can receive benefits for infants and children under five years old; and all foster children under five years old.
Application Process	Benefits available to California residents only. Call 530-225-5168 where staff will determine if you and your family qualify.
Fees	None

For more information visit: [California Department of Health Services WIC Program](#)

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EMPLOYER SUPPORT

Tobacco Education Program

The Tobacco Education Program receives community complaints regarding Shasta County's smoke-free ordinance and educates the community on tobacco issues. The program works with retailers, housing, workplaces, schools and youth to ensure that tobacco laws are followed. Complaints about smoking in housing, at a worksite or any other place may be reported by phone. The program also works with employers and community members to increase awareness about the harmful effects of tobacco and secondhand smoke and to develop smoke-free laws and policies.

Website	Tobacco Education
Branch	Public Health, Healthy and Safe Families
Physical Address	2660 Breslauer Way, Redding, CA 96001
Phone	530-225-5134 530-225-5052 to report smoking violations (24-hour message phone)
Hours	Monday – Friday, 8 AM to 5 PM
Eligibility	All people in Shasta County
Application Process	None
Fees	None

Other Valuable Sites:

[Tobacco Laws & Violations](#)

[Shasta County Tobacco Education Coalition](#)

Worksite Wellness

Worksite wellness fosters a supportive work environment that encourages healthy lifestyle choices. This program helps employers promote healthy eating and physical activity among workers. It provides tools and resources that can be used by individuals or as part of a comprehensive worksite wellness program. Assistance in evaluating the health of the workplace is also available.

Website	Healthy@Work
Branch	Public Health
Physical Address	2660 Breslauer Way, Redding, CA 96001
Phone	530-229-8456
Hours	Monday – Friday, 8:30 AM to 5 PM
Eligibility	Shasta County employees
Application Process	Contact Sherrie Brookes, 530-229-8456
Fees	None

SERVICES and SUPPORT for YOUTH and FAMILIES

Childcare, home health care, after school programs, family resource centers, mentoring, tutoring and protective services.

Adoptions

Children's Services is licensed by the State as a full-service adoption agency. Our adoption services are available to all Shasta County residents. Adoption permanently transfers parental rights from birth parents to adoptive parents, who become that child's "forever family." It means giving children the love and understanding they need to develop to their full potential.

Website	Adoptions
Branch	Children's Services
Physical Address	1620 Market Street, Redding (inside Downtown Promenade)
Phone	530-225-5791
Hours	Monday – Friday: 8 AM – 5 PM
Eligibility	Adults over the age of 18 may apply. (Children 0-18 whose parents are not able to safely parent them and for whom an adoptive home can be identified are potentially eligible for services and must be referred by agency employee.)
Application Process	Call 530-225-5791 for more information; or attend an inquiry meeting to learn about adoption procedures and available children.
Fees	Financial assistance and Medi-Cal often available to help with costs

Child Passenger Safety Program

Children under age 8 must be properly buckled into a car seat or booster seat in the back seat. Free monthly education classes teach parents and caregivers how to properly install and use a child safety seat.

Locations and hours:

Redding - Main Office
2660 Breslauer Way, Redding
Phone: 530-245-6877
Monday–Friday: 8 AM–5 PM

Downtown Redding Center
1220 Sacramento Street, Redding
Phone: 530-229-8441
Monday–Thursday: 8 AM-5 PM
Friday: 8 AM-Noon, 1-5 PM

Website	Child Safety Seats
Branch	Public Health and Regional Services
Physical Address	(see above)
Phone	(see above)
Hours	(see above)
Eligibility	All Shasta County residents may attend classes; qualifying households can purchase a low -cost car seat after attending a class
Application Process	Register in advance for car seat classes at 245-6357
Fees	No fees for classes; reduced cost for car seat to qualifying households

Child Protective Services -Intake and Investigation

Provides child protection services (formerly called CPS), along with an array of other services to children and families in Shasta County. The team-based case management system provides intensive support to abuse and neglected children and their families.

Website	Child Protective Services
Department	Children's Services
Physical Address	Intake: 1313 Yuba Street, Redding; Ongoing cases: 1550 California Street, Redding
Phone	Intake: 530-225-5650; Ongoing cases: 530-229-8080 CHILD ABUSE REPORTING 530-225-5144 (24 HOURS)
Hours	Monday – Friday: 8AM-5PM; and available for emergency response and reporting of child abuse/neglect 24 hours per day, 7 days per week
Eligibility	N/A
Application Process	N/A
Fees	None

Foster Care Placement Services

Shasta County Foster Homes provide care to children who are experiencing a traumatic event in their lives. These children are dependents of the court, wards of the Juvenile Justice System or voluntarily placed by their parents. Sibling groups are kept together whenever possible. Families with children, childless couples, single people and retirees are among the many types of people who make wonderful foster families.

Website	Foster Care
Branch	Children's Services
Physical Address	1550 California Street, Redding
Phone	530-229-8080
Hours	Monday-Friday: 8 AM-5 PM
Eligibility	Foster Care FAQ ; Kinship Care FAQ Youth ages 0-19; dependents and wards receiving foster care; families with cases in Juvenile Dependency Court system; relatives, foster parents and community service providers
Application Process	530-225-5554
Fees	None

[Foster Parent Resources](#)

Foster Care Licensing

Foster parents are carefully screened through a process of interviews and home visits. The license is issued by the Health and Human Services Agency, and regulations are established and monitored by the California State Department of Social Services.

Website	Foster Care Licensing
Branch	Children's Services
Physical Address	1550 California Street, Redding
Phone	530-225-5554
Hours	Monday-Friday: 8 AM-5 PM
Eligibility	Foster parents and homes are carefully screened through a process of interviews and home visits and background checking.
Application Process	Call 530-225-5554. Foster Care FAQ
Fees	None

Healthy Shasta

Healthy Shasta is a local partnership to promote healthier eating and physical activity, prevent obesity, and create environments where the healthy choice is the easy choice for north state residents. Individuals can get healthy eating and active living tips; local maps of hiking trails; locations and times of local farmers' markets; and information about local "healthy" events.

Website	Healthy Shasta
Branch	Public Health
Physical Address	2660 Breslauer Way, Redding
Phone	530-229-8428
Hours	Monday-Friday: 8 AM-5 PM
Eligibility	All residents of Shasta County, with focus on families
Application Process	Call 530-225-8428 to become part of Healthy Shasta movement and receive information on improving health, or find out about local, healthy activities. No application process.
Fees	None

[Subscribe](#) to Healthy Shasta Newsletter

Healthy Babies Program - Maternal Depression

When a family welcomes a new child into the world, it's supposed to be a time of happiness. Yet for many new mothers, maternal depression dampens this joy and can damage their ability to bond with their young child. Post-partum depression and depression during pregnancy are common, but they often go undiagnosed.

Website	Maternal Depression
Branch	Public Health
Physical Address	2650 Breslauer Way, Redding, CA 96001
Phone	530-225-5850 or (800) 300-5122
Hours	Monday-Friday: 8 AM-5 PM
Eligibility	Women who are pregnant or have a child under 2 years old and are experiencing depression and/or anxiety that was brought on or exacerbated during pregnancy, or since the birth of their child, and who are uninsured or underinsured.
Application Process	Call number above, or obtain referral from prenatal care provider or other community service providers.
Fees	None

Learn about depression during and after pregnancy ([English](#)) and ([Spanish](#))

Positive Parenting Program (Triple P)

Triple P is one of the few parenting programs in the world that's based on evidence from clinical research. For more than 30 years, Triple P's easy-to-understand, practical strategies have been shown to help families in all types of situations.

Website	Triple P
Branch	Children's Services
Physical Address	Triple P is available through many Shasta County Providers
Phone	1-855-275-8109
Hours	Monday-Friday: 8 AM-5 PM
Eligibility	Triple P is available for every parent
Application Process	None, contact individual providers
Fees	Contact individual providers regarding fee scales

Sudden Infant Death Syndrome (SIDS)

Sudden Infant Death Syndrome (SIDS) is the sudden death of an infant younger than one year of age where no cause of death can be found, even after a complete review of the case.

Website	Sudden Infant Death Syndrome
Branch	Public Health
Physical Address	2650 Breslauer Way, Redding, CA 96001
Phone	530-225-5851
Hours	Monday-Friday: 8 AM-5 PM
Eligibility	N/A
Application Process	N/A
Fees	None

[What is SIDS?](#)

[What does a safe sleep environment look like?](#)

SERVICES and SUPPORT for OLDER ADULTS and PERSONS WITH DISABILITIES

*Adult day care, congregate meals, Meals on Wheels, respite care, home health care,
transportation,
and homemaker services.*

Adult Protective Services

Adult Protective Services is committed to helping seniors (65 and older) and dependent adults (18-64) live in a safe environment, free from abuse and exploitation. APS investigates, intervenes and provides services to those who are unable to protect their own interest or to care for themselves.

Location and hours:

Adult Services – Main Office
2640 Breslauer Way, Redding
Phone: 530-225-5507
Monday-Friday: 8 AM-5 PM

Anderson Regional Office
2889 East Center St., Anderson
Phone: 530-229-8200
Mon–Friday: 8 AM–Noon, 1-5 PM

**Eligibility & Employment Services-
Burney**
36911 Main Street/Hwy 299E, Burney
Phone: 530-335-5576
Toll Free: 877-935-5576
Monday–Friday: 8 AM – 5 PM

Enterprise Regional Office
2757 Churn Creek Rd., Redding
Phone: 530-224-4200
Monday–Friday: 8 AM–5 PM

Website	Adult Protective Services
Branch	Adult Services (staff also available in referenced regional offices)
Physical Address	(see above)
Phone	(see above); or call the APS 24-hour hotline 530-225-5798 or e-mail jsessions@co.shasta.ca.us to report suspected elder abuse
Hours	(see above)
Eligibility	Anyone suffering from physical, financial or psychological abuse, neglect or exploitation or anyone who knows someone who is suffering
Application Process	None
Fees	None

In-Home Supportive Services

In-home supportive services are available for people who are aged, blind or disabled, can not perform activities of daily living and cannot remain safely in their own homes without help. We work with local caregivers to ensure that these people are able to remain in familiar surroundings – safely, comfortably and with as much independence as possible.

Location and hours:

Adult Services

2640 Breslauer Way, Redding
Phone: 530-225-5507
Mon–Friday: 8 AM-5 PM

Anderson Regional Office

2889 East Center St., Anderson
Phone: 530-229-8200
Mon–Friday: 8 AM-5 PM

Eligibility & Employment Services- Burney

36911 Main Street/Hwy 299E, Burney
Phone: 530-335-5576
Toll Free: 877-935-5576
Monday–Friday: 8 AM–5 PM

Enterprise Regional Office

2757 Churn Creek Rd., Redding
Phone: 530-224-4200
Monday – Friday: 8 AM – 5 PM

Website	In-Home Supportive Services
Branch	Adult Services (staff also available in referenced regional offices)
Physical Address	(see above)
Phone	(see above)
Hours	(see above)
Eligibility	California residents, residing in their own home; aged 65 and older, blind or disabled; receive Medi-Cal benefits; have low income as set by SSI/SSP standards, however if income exceeds SSI/SSP standards, eligibility may exist with a share of cost
Application Process	Call one of our offices near you for more information
Fees	Medi-Cal

Public Guardian

This voluntary program is available to people whose physicians have recommended the use of marijuana for one or more serious medical conditions.

Website	Public Guardian
Branch	Adult Services
Physical Address	2640 Breslauer Way, Redding
Phone	530-225-5103
Hours	Monday-Friday: 8 AM-5 PM
Eligibility	Through referral by Adult Protective Services, Mental Health Services, hospitals, families, and community organizations
Application Process	When Public Guardian receives a referral, staff conduct a thorough investigation to determine if conservatorship should be established; from 1-3 weeks depending on type of conservatorship*
Fees	Sliding scale fees based on ability to pay

***Probate Conservatorship:** Typically people whose mental and physical problems are associated with the aging process. The person often lives alone and sometimes has a large estate. The person has been determined to be unable to resist fraud or undue influence. Referrals come from Adult Protective Services, families, hospitals, and community organizations.

LPS Conservatorship: Serves people who are gravely disabled as a result of a mental disorder or mentally impaired by chronic alcoholism. Referrals come from the mental health system.

Senior Fitness and Resources

Promotes physical activity for adults age 50 and above, and connects seniors to valuable resources within our community.

Website	Senior Fitness
Branch	Public Health
Physical Address	2660 Breslauer Way, Redding
Phone	530-225-5478
Hours	Monday – Thursday: 8 AM – 5 PM
Eligibility	Adults age 50 or older
Application Process	None.
Fees	None

Senior Resources:

[Community Gardens](#)

[Emergency Food Banks & Assistance Programs](#)

[Plant A Row for the Hungry](#)

[Shasta Senior Nutrition Programs](#), includes Senior Brown Bag Program, and the Emergency Food Assistance Program USDA COMMODITIES

OTHER SERVICES

Community Health Advocates (CHAs) provide multi-lingual support and assistance with paperwork for hard -to-reach clients; and Vital Records (Birth & Death Registration) provides certified copies of birth and death certificates, and issues burial permits.

Community Health Advocates (CHAs)

CHAs are a part of an Outreach Unit within Regional Services. They provide support and assistance with paperwork to hard-to-reach clients. They provide services in three languages: English, Spanish, and Mien. CHAs are available to help with paperwork for public assistance programs, housing, utilities, childcare and more. Clients are encouraged to call the closest Regional office to make an appointment.

Location and Hours:

Anderson Regional Office

2889 East Center St., Anderson
 Phone: 530-229-8200
 Mon–Friday: 8 AM–Noon, 1-5 PM
 Assistance walk-in hours: Thurs. 1-4:30 PM

Burney Regional Office

36911 Main St., (Hwy. 299E), Burney
 Phone: 530-335-6700
 Mon., Tue., Thurs.: 8 AM- Noon, 1-5 PM
 Assistance walk-in hours: Monday 1-4:30 PM

Downtown Redding Center

1220 Sacramento St., Redding
 Phone: 530-229-8441
 Mon-Thurs: 8 AM – 5PM
 Assistance walk-in hours: Tues. 12:30-4:30 PM

Enterprise Regional Office

2757 Churn Creek Rd., Redding
 Phone: 530-224-4200
 Monday–Friday: 8 AM–5 PM
 Assistance walk-in hours: Tues. 2-4:30 PM

Shasta Lake Regional Office

4216 Shasta Dam Blvd., Shasta Lake
 Phone: 530-275-7500
 Monday–Friday: 8 AM–5 PM
 Assistance hours: call for appointment

Website	N/A
Branch	Regional Services
Physical Address	(see above)
Phone	(see above)
Hours	(see above)
Eligibility	All Shasta County residents
Application Process	None
Fees	None

Vital Records (Birth and Death Registration)

Vital Records registers all births and deaths in Shasta County, provides certified copies of birth and death certificates, and issues burial permits. Vital Records keeps birth and death certificates on file for three years; older records are available through the Shasta County Recorder's Office. Assistance is available for birth certificate amendments, acknowledgement of paternity and delayed birth certificates.

Website	Birth and Death Registration
Branch	Public Health
Physical Address	2650 Breslauer Way, Redding, CA 96001
Phone	530-225-5063 or 530-229-8476 Emergency filings, after hours: 530-262-5587
Hours	Monday–Friday, 8 AM–4:30 PM Emergency filings, after hours: 10 AM – 1 PM Saturday, Sunday and all County holidays
Eligibility	All people in Shasta County
Application Process	Call 530-225-5063 or 530-229-8476, for more information, or visit website
Fees	See website for specific registration fees

Home Births:

All home births must be registered within the first year. For more information call 530-229-8476 or 530-225-5063.

Birth/Death records older than three (3) years, contact:

Shasta County Recorder's Office
Office of Vital Records
1450 Court Street, Room 208
Redding, CA 96001
Phone: 530-225-5678



SHASTA COUNTY HEALTH AND HUMAN SERVICES AGENCY

Adult Services, Children's Services, Public Health, Regional Services and Office of the Director