



COUNTY OF YOLO

Office of the County Administrator

Daniel Kim
Interim County Administrator

625 Court Street, Room 202 ▪ Woodland, CA 95695
Phone: (530) 666-8042 ▪ Fax: (530) 668-4029
www.yolocounty.org

Jenny Tan
Public Information Officer
Jenny.Tan@yolocounty.org

FOR IMMEDIATE RELEASE
April 19, 2021

Contact: Jenny Tan, Public Information Officer
Email: jenny.tan@yolocounty.org

Yolo County Adds New Phone Line to Simplify Residents’ Access to Local Assistance Programs

Woodland, CA – The Yolo County Health and Human Services Agency (HHSA) has launched a new, consolidated phone line designed to simplify access to HHSA’s many programs for residents. The toll-free phone line is available in English, Spanish and Russian and can be reached by dialing 1-833-744-HHSA (1-833-744-4472) with automated transfer options available 24 hours a day, 7 days a week.

The new number provides quick and easy access to services for callers who do not know how to reach the programs or services directly. Implementing this central phone number is a step towards building a “no wrong door” approach and ensuring barrier-free access to HHSA’s services. Direct phone numbers remain active and callers may continue to use those if they already know how to reach their desired program or service.

“Our community is struggling, and it is the mission of Yolo County Health & Human Services to support our residents in need,” said Yolo County HHSA Director Karen Larsen. “The new phone number aids us in our goal of reducing obstacles and barriers for Yolo County residents to receive the services they need.”

Yolo County residents can use the new number to connect with HHSA programs, including:

- HHSA office locations in Woodland, West Sacramento, Davis and Winters
- Mental Health and Substance Use Disorder Access Line (24-hour)
- Service Center eligibility programs, including Medi-Cal, CalFresh, Cash Assistance for Families, General Assistance and Refugee Cash Assistance
- Employment and business-related services
- Reporting of child abuse and neglect (24-hour) and additional Child Welfare Services
- Adult Protective Services (24-hour) and additional Adult and Aging programs, including In Home Supportive Services, Public Authority, Public Guardian, Veterans Services and Behavioral Health Services
- Pregnant or Parenting Services, including WIC, Breastfeeding, Car Seat Safety, Lead Poisoning, the Nurse Home Visiting program and Perinatal Hepatitis
- Other Community Health programs, including Emergency Medical Services, Tobacco Prevention, Oral Health and Infectious Disease
- COVID-19 Public Information Line and COVID-19 Provider Hotline

HHSa provides services that advance our mission of ensuring Yolo County residents are healthy, safe and economically stable. Yolo County residents are encouraged to connect with HHSa at 1-833-744-HHSa or online at the [Yolo County HHSa webpage](#) to discover additional information and to inquire about services they are eligible for.

###