



OpenDoors

Supporting Sonoma County, Together.

Staff Toolkit

SONOMA COUNTY HUMAN SERVICES DEPARTMENT

Open Doors Staff Toolkit

**SPONSORED BY SONOMA COUNTY
HUMAN SERVICES DEPARTMENT**

As frontline staff, you play a key role in connecting community members to the resources they need. This toolkit is designed to equip you with the knowledge and materials to guide residents—no matter what brought them through our doors — to the resources they need. By working together, we can ensure every Sonoma County resident has access to the support they need to thrive.

Your Role in the Open Doors Campaign

You are the bridge between residents and essential services. No matter what type of assistance someone is seeking, our goal is to always connect people with the resources they need, even if it's not the service your office provides.

This toolkit provides resources to help you effectively share information and assist community members:

- 1 Overview of the Open Doors Campaign
- 2 Infographic of Available Services
- 3 Printable Service Directory Brochure
- 4 Printable Flyer to share with Residents
- 5 Printable Poster for Public Areas



About the Campaign

The Open Doors campaign is a collaborative effort to simplify access to essential services available from Sonoma County Departments and from our Community-Based Organization partners by organizing them into easy-to-navigate categories. This helps residents find what they need quickly—improving both their experience and our ability to support them.

Your role as staff is vital. You're often the first point of contact in connecting individuals and families to the right resources.

We encourage you to:

- Explore the tools at OpenDoorsSC.com.
- Share these resources with clients and families.
- Collaborate with our partners, including County Departments and community-based organizations, to strengthen our safety net.

Family & Children

Programs that assist families with childcare services, parenting resources and child and youth welfare support to ensure the well-being of children, youth and families.



Victim Services & Violence Prevention

Support for victims of all forms of violence to aid survivors through shelter, counseling, legal aid, and safety planning to help individuals heal and rebuild safely.



Employment & Training

Job training, career development and job search resources designed to support adults and youth in gaining employment and financial stability.



Food Assistance

Food programs like CalFresh and WIC that help individuals and families access nutritious food through EBT cards and local food pantries, distributions, and hot meal services.



Health & Dental

Access to healthcare through programs such as Medi-Cal and Covered California; includes listing of medical and dental providers that accept Medi-Cal and/or provide low cost or sliding scale services.



Aging & Disability

Programs offering in-home care, assisted living resources, meals, transportation, social activities and other resources to support the health, independence and engagement of older adults and people with disabilities.



Mental Health & Substance Use

Services offering support, treatment, and resources to promote mental well-being, and assist those affected by mental health or substance use disorders.



Immigrants

Legal assistance for immigrants, language services and community resources that support immigrants in navigating to residency, citizenship and community integration.



Legal

Free and low-cost legal aid programs providing assistance with civil legal matters including housing disputes, public benefits, immigration and family law issues.



Veterans

Specialized resources for veterans and their families including healthcare, housing assistance, job placement services and benefits guidance.



Housing & Shelter

Emergency shelters, transitional housing, and homeless support services and affordable housing resources designed to help individuals and families move toward stable, more permanent housing.



Disaster Response & Other

Community disaster preparedness, response and recovery information and resources. Additional programs and offerings that fall outside other listed categories, including financial assistance and support resources.



Why It's Important

Seamless Access to Services

Historically, many residents have struggled to navigate support systems. Open Doors ensures that staff across all departments are equipped with the knowledge and tools to connect people to the right services, making access easier and more efficient.

Your Role in Making a Difference

- 1 Stay informed about available programs and eligibility requirements.
- 2 Use the website or brochure to guide residents to the right resources.
- 3 Refer residents appropriately— help them understand all of their options, even if they come in for a different service.
- 4 Work collaboratively with other departments to ensure no one falls through the cracks.

We Support Our Community, Together.

By working as a team, we can ensure that every Sonoma County resident receives the support they need to live a healthier, more stable life. Notify us by email at OpenDoors@schsd.org about any additional resources or changes needed on our website. We welcome your feedback.



Infographic

Use the printable infographic, a reference guide to help you learn what each service area offers to community members. This guide will help you share the right information with those seeking support.

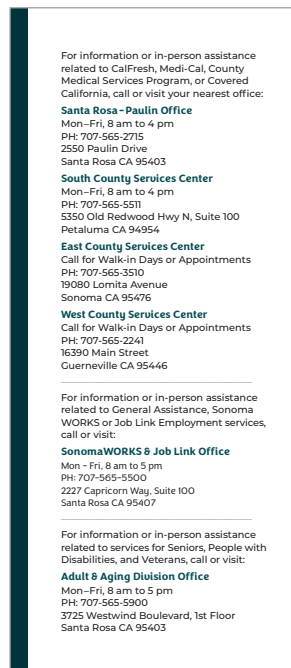
 OpenDoors <i>Supporting Sonoma County, Together.</i>		Online Resources Explore our digital directory for quick access to available services. Scan the QR code or visit OpenDoorsSC.com to learn more.		
 Family & Children Programs that assist families with childcare services, parenting resources and child and youth welfare support to ensure the well-being of children, youth and families.		 Victim Services & Violence Prevention Support for victims of all forms of violence to aid survivors through shelter, counseling, legal aid, and safety planning to help individuals heal and rebuild safely.		
 Employment & Training Job training, career development and job search resources designed to support adults and youth in gaining employment and financial stability.		 Food Assistance Food programs like CalFresh and WIC that help individuals and families access nutritious food through EBT cards and local food pantries, distributions, and hot meal services.		
 Health & Dental Access to healthcare through programs such as Medi-Cal and Covered California; includes listing of medical and dental providers that accept Medi-Cal and/or provide low cost or sliding scale services.		 Aging & Disability Programs offering in-home care, assisted living resources, meals, transportation, social activities and other resources to support the health, independence and engagement of older adults and people with disabilities.		
 Mental Health & Substance Use Services offering support, treatment, and resources to promote mental well-being, and assist those affected by mental health or substance use disorders.		 Immigrants Legal assistance for immigrants, language services and community resources that support immigrants in navigating to residency, citizenship and community integration.		
 Legal Free and low-cost legal aid programs providing assistance with civil legal matters including housing disputes, public benefits, immigration and family law issues.		 Veterans Specialized resources for veterans and their families including healthcare, housing assistance, job placement services and benefits guidance.		
 Housing & Shelter Emergency shelters, transitional housing, and homeless support services and affordable housing resources designed to help individuals and families move toward stable, more permanent housing.		 Disaster Response & Other Community disaster preparedness, response and recovery information and resources. Additional programs and offerings that fall outside other listed categories, including financial assistance and support resources.		

Printable Service Directory Brochure

Use this printable tri-fold brochure to share a selection of providers from each category with community members who may not have access to or be able to use the internet. It's a helpful tool for connecting them to the support services they need.



Front



Inside Flap



Center



Back



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Printable Flyer

Download and use the printable flyer to inform community members about the new Open Doors website and the many accessible services listed there that are available through the County of Sonoma and its partners.

We are making it easier for you to find local safety net services in Sonoma County with our new website: **OpenDoorsSC.com**. This user-friendly online guide connects you to local resources for all the categories listed below, making assistance easier to access for everyone. Visit today!

To access the Open Doors website, type the site address in your browser or use your cell phone camera to take a picture of this QR Code and follow the link.



For assistance by
phone, call 2-1-1
or 800-325-9604.



For information or in-person assistance related to CalFresh, Medi-Cal, County Medical Services Program, or Covered California, call or visit your nearest office:

Santa Rosa - Paulin Office

Mon-Fri, 8 am to 4 pm
PH: 707-565-2715
2550 Paulin Drive
Santa Rosa CA 95403

South County Services Center

Mon-Fri, 8 am to 4 pm
PH: 707-565-5511
5350 Old Redwood Hwy N, Suite 100
Petaluma CA 94954

East County Services Center

Call for Walk-in Days or Appointments
PH: 707-565-3510
19080 Lomita Avenue
Sonoma CA 95476

West County Services Center

Call for Walk-in Days or Appointments
PH: 707-565-2241
16390 Main Street
Guerneville CA 95446

For information or in-person assistance related to General Assistance, Sonoma WORKS or Job Link Employment services, call or visit:

SonomaWORKS & Job Link Office

Mon - Fri, 8 am to 5 pm
PH: 707-565-5500
2227 Capricorn Way, Suite 100
Santa Rosa CA 95407

For information or in-person assistance related to services for Seniors, People with Disabilities, and Veterans, call or visit:

Adult & Aging Division Office

Mon-Fri, 8 am to 5 pm
PH: 707-565-5900
3725 Westwind Boulevard, 1st Floor
Santa Rosa CA 95403



Printable Poster

Download and print both the English and Spanish posters. Display them in public areas to inform community members about the new Open Doors website and the many accessible services listed there that are available through the County of Sonoma and its partners.

Available sizes for in-house printing:
8.5 x 11, 11x 17.



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OpenDoorsSC.com

Open Doors, Together We Thrive.

Find local safety net services in Sonoma County at OpenDoorsSC.com. This user-friendly online guide connects you to resources for housing, food, healthcare, immigration, and more, making assistance easier to access for everyone.

Visit today!

How to Get Started

Ask a staff member about these services or explore our digital directory to learn more. Take the first step toward accessing the resources you need today! Use your cell phone camera to take a picture of this QR Code and follow the link.



 <p>Family & Children Programs that assist families with childcare services, parenting resources and child and youth welfare support to ensure the well-being of children, youth and families.</p>	 <p>Housing & Shelter Emergency shelters, transitional housing, homeless support services and affordable housing resources designed to help individuals and families move toward stable, more permanent housing.</p>	 <p>Employment & Training Job training, career development and job search resources designed to support adults and youth in gaining employment and financial stability.</p>	 <p>Food Assistance Food programs like CalFresh and WIC that help individuals and families access nutritious food through EBT cards and local food pantries, distributions, and hot meal services.</p>
 <p>Health & Dental Access to healthcare through programs such as Medi-Cal and Covered California; includes listing of medical and dental providers that accept Medi-Cal and/or provide low cost or sliding scale services.</p>	 <p>Aging & Disability Programs offering in-home care, assisted living resources, meals, transportation, social activities and other resources to support the health, independence and engagement of older adults and people with disabilities.</p>	 <p>Mental Health & Substance Use Services offering support, treatment, and resources to promote mental well-being, and assist those affected by mental health or substance use disorders.</p>	 <p>Immigrants Legal assistance for immigrants, language services and community resources that support immigrants in navigating to residency, citizenship and community integration.</p>
 <p>Legal Free and low-cost legal aid programs providing assistance with civil legal matters including housing disputes, public benefits, immigration and family law issues.</p>	 <p>Veterans Specialized resources for veterans and their families including healthcare, housing assistance, job placement services and benefits guidance.</p>	 <p>Victim Services & Violence Prevention Support for victims of all forms of violence to aid survivors through shelter, counseling, legal aid, and safety planning to help individuals heal and rebuild safely.</p>	 <p>Disaster Response & Other Community disaster preparedness, response and recovery information and resources. Additional programs and offerings that fall outside other listed categories, including financial assistance and support resources.</p>



2-1-1
Get Connected. Get Help.™

For assistance by phone, call 2-1-1 or 800-325-9604



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OpenDoorsSC.com

Contact Information

For more information regarding the Open Doors campaign or to report incorrect information, links or phone numbers, please email us at the address below.

**SONOMA COUNTY
HUMAN SERVICES DEPARTMENT**

OpenDoors@schsd.org

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