

## IMPORTANT PHONE NUMBERS

- ◇ *California Student Aid Commission*  
888-224-7268 (press3)  
[www.csac.ca.gov](http://www.csac.ca.gov)
- ◇ *California Youth Connections (CYC)*  
323-267-0720  
[www.calyouthconn.org](http://www.calyouthconn.org)
- ◇ *California Youth Crisis Hotline*  
800-843-5200 (24hrs)
- ◇ *Domestic Violence Emergency Help Line*  
800-799-7233(SAFE)
- ◇ *Los Angeles Child Protection Hotline*  
800-540-4000 (24 hrs/7 days)
- ◇ *Mental Health Services, Transition-age Youth Division*  
213-738-2408
- ◇ *Social Security Administration*  
800-7721213
- ◇ *State Ombudsman Office*  
877-846-1602

**Los Angeles County  
Department of Children and Family Services  
Youth Ombudsman Office**

425 Shatto Place  
Los Angeles, CA 90020

Phone: 877-694-5741 (877-MY ILP 411)  
or (213) 351-5720  
Fax: (213) 487-4431  
E-mail: [pinquiries@dcsf.lacounty.gov](mailto:pinquiries@dcsf.lacounty.gov)



**Los Angeles County  
Department of  
Children and Family Services  
Youth Ombudsman Office**

**Overwhelmed?  
Need Resources?  
The Youth Ombudsman Office is here  
to assist you access the services you  
are eligible for.**



## Youth Ombudsman Office

The Youth Ombudsman's Office was developed to respond to complaints and concerns of foster and probation foster youth regarding ILP and AB12 services delivery and the availability of resources.

Complaints and concerns are investigated to help ensure that youth receive the services they are eligible to receive.

It is the policy of this Office to maintain confidentiality of the information provided to the extent possible. Exceptions to this policy will be discussed with the callers and informed that all suspected reports of child abuse and neglect be reported to the Child Protection Hotline (800-540-4000).

## How to Contact Us?

Youth Ombudsman Office

213-351-5720

or

877-694-5741 (877-MY ILP 411)

[pinquiries@dcsf.lacounty.gov](mailto:pinquiries@dcsf.lacounty.gov)



## What we do?

- ◆ Assist with questions regarding ILP Services and eligibility.
- ◆ Assist with questions regarding AB12 / Extended Foster Care Services and eligibility.
- ◆ Listens to concerns in order to assist.
- ◆ Document concerns and resolution.
- ◆ Assist youth with filing appeals and grievances.
- ◆ Gather all relevant information and remain neutral during the review.
- ◆ Formulate a process for possible resolution and make recommendations.
- ◆ Give feedback on actions and recommendations to every inquiry.