

March 3, 2025

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 25-16

The purpose of this letter is to inform County Welfare Departments regarding the implementation of Senate Bill (SB) 465, which adds Section 10609.98 to the Welfare and Institutions Code and requires each county human services agency to post a single page on its internet website with a list of resources available to refugees.



JENNIFER TROIA
DIRECTOR

CALIFORNIA HEALTH & HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
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GAVIN NEWSOM
GOVERNOR

March 3, 2025

ALL COUNTY LETTER NO. 25-16

TO: ALL COUNTY WELFARE DEPARTMENTS
ALL COUNTY WELFARE DIRECTORS
ALL COUNTY FISCAL OFFICERS
ALL COUNTY CONSORTIUM PROJECT MANAGERS
ALL COUNTY CALWORKS PROGRAM SPECIALISTS
ALL CALFRESH PROGRAM SPECIALISTS
ALL COUNTY REFUGEE CASH ASSISTANCE CONTACTS
ALL COUNTY REFUGEE COORDINATORS

SUBJECT: IMPLEMENTATION OF SENATE BILL 465 REQUIRING EACH
COUNTY HUMAN SERVICES AGENCY TO POST A SINGLE
PAGE ON ITS INTERNET WEBSITE WITH A LIST OF
RESOURCES AVAILABLE TO REFUGEES

REFERENCE: [SENATE BILL \(SB\) NO. 465, WELFARE AND INSTITUTIONS
CODE SECTION \(§\) 10609.98, 29 UNITED STATES CODE §
794d, CALIFORNIA GOVERNMENT CODE § 7405, WELFARE
AND INSTITUTIONS CODE § 13275, ALL COUNTY WELFARE
DIRECTORS LETTER \(ACWDL\) DATED OCTOBER 19, 2023,
CALIFORNIA GOVERNMENT CODE § 17500-17630](#)

This All County Letter (ACL) informs County Welfare Departments (CWDs) of [Senate Bill \(SB\) 465](#), which adds [Section \(§\) 10609.98](#) to the Welfare and Institutions Code and requires each county human services agency to post a single page on its internet website with a list of available resources for refugees. This page may include, among other resources, information about public transportation, financial literacy, resources for establishing credit, job orientation and training programs, mental health services, and affordable housing and rental assistance programs available to refugees.

BACKGROUND

The increased use of online platforms to access information about benefits and services has resulted in the need for all government agencies to ensure the information posted on their websites is up to date and accessible as required by [29 United States Code § 794d](#) and [California Government Code § 7405](#). This shift has coincided with a period of unprecedented arrivals among populations eligible for Office of Refugee Resettlement (ORR) benefits and services, many of whom arrive in communities across California without the navigation assistance traditionally provided by resettlement agencies and are unable to find information about how to apply for the numerous public benefits and services for which they are eligible. Without this information, refugee and other ORR eligible populations may be unable to access benefits from available programs and support.

SENATE BILL 465

On October 7, 2023, [SB 465](#) was signed into law by the Governor of California. This bill added [§ 10609.98](#) to the Welfare and Institutions Code, which reads, in relevant part:

(b) Each county human services agency shall post a single page on its internet website with a list of available resources for refugees that may include, but is not limited to, all of the following:

- 1) Public transportation, including, but not limited to, schedule information and free or discounted rate information.
- 2) Financial literacy information.
- 3) Resources for establishing credit.
- 4) Job orientation and training programs.
- 5) Mental health services.
- 6) Affordable housing and rental assistance programs.

COUNTY WEBSITE REQUIREMENTS

Each county human services agency's website must include, within 180 days of the posting of this letter, a single page listing available resources for refugees residing in that county, including, but not limited to, any of the above-listed resources that are available.

Additional resources that counties are encouraged to include, if available, are:

- 1) Local Resettlement Agencies.
- 2) Community-based organizations and other non-profit organizations serving refugees and other immigrant populations.

- 3) Refugee Health Assessment Program (RHAP) and other health-related resources.
- 4) Immigration legal services providers.
- 5) Youth services.
- 6) Women, Infants, and Children (WIC) program.
- 7) Local food banks.
- 8) Resources for free or discounted clothing and household goods.
- 9) Any community information number, such as 211, that the county operates for referrals to services.

Counties designated as “[refugee impacted](#)” in accordance with [Welfare and Institutions Code § 13275](#) and currently receiving Refugee Support Services (RSS) funding must also include on this page all available RSS-funded programs and/or services, such as Services for Older Refugees (SOR), and names of service providers.

Finally, counties are reminded that [ACWDL dated October 19, 2023](#) separately requires all counties to include on their websites information about specific programs and benefits for which refugees and certain other immigrant populations are generally eligible, including the California Work Opportunity and Responsibility to Kids (CalWORKs) program, Refugee Cash Assistance (RCA) program, the Cash Assistance Program for Immigrants (CAPI), and the Trafficking and Crime Victims Assistance Program (TCVAP). Counties are encouraged to build one single webpage that satisfies these requirements as well as the requirements listed in this letter.

REIMBURSEMENT TO COUNTIES FOR WEBSITE DEVELOPMENT COSTS

[California Government Code §§ 17500-17630](#) requires the state to reimburse local agencies for certain costs mandated by the state. A forthcoming County Fiscal Letter will provide counties with information about the reimbursement process for costs associated with updating their websites as required by this letter. If you have any questions or need additional guidance regarding the information in this letter, please contact the Refugee Programs Bureau at (916) 654-4356 or at RefugeePolicy@dss.ca.gov.

Sincerely,

Original Document Signed By

KATHY YANG
Deputy Director
Office of Equity