

For CalSAWS Support:

Step 1: Send your support request to your home office Information Technology Technical Support Analyst (ITTSA) group email with the information below and any available CalSAWS screenshots.

- Case Name:
- Case Number:
- Employee Name:
- What was the user doing when the problem occurred?
- What is the name of the screen when the problem occurred?
- What is the detail description of the error message?
- Error code:
- Provide step by step instructions to reproduce the problem:
- What is the expected outcome?

Step 2: ITTSA creates a Cherwell ticket and submits the ticket to the CalSAWS Help Desk.

Step 3: You may contact the CalSAWS Help Desk at 562-345-7888 or LRSHelpdesk@dpss.lacounty.gov to follow up on your CalSAWS tickets.

For Technical Support:

Step 1: Send an e-mail to your home office ITTSA group email with the completed questions below.

- Type of issue
- Contact info
- Office name

Step 2: An ITTSA will contact you to provide the needed assistance, either onsite or by phone.

Step 3: You may contact the TSC Help Desk at 562-345-9955 for urgent requests.

Home Office ITTSA Group Emails

District Office	#	Email Address	District Office	#	Email Address
Belvedere	05	BelvedereTechs@dps.lacounty.gov	Pomona	36	PomonaTechs@dps.lacounty.gov
Civic Center	14	CivicCenterTechs@dps.lacounty.gov	Pomona GROW		PomonaTechs@dps.lacounty.gov
Compton	26	ComptonTechs@dps.lacounty.gov	Rancho Park	60	RanchoParkTechs@dps.lacounty.gov
Cudahy	06	CudahyTechs@dps.lacounty.gov	San Fernando Sub Office	32	SanFernandoTechs@dps.lacounty.gov
East Valley	11	EastValleyTechs@dps.lacounty.gov	San Gabriel Valley	20	SanGabrielTechs@dps.lacounty.gov
El Monte	04	ElMonteTechs@dps.lacounty.gov	Santa Clarita Sub Office	51	SantaClaritaTechs@dps.lacounty.gov
Exposition Park	12	ExpoTechs@dps.lacounty.gov	South Central	27	SouthCentralTechs@dps.lacounty.gov
Florence	17	FlorenceTechs@dps.lacounty.gov	South Family	31	SouthComplexTechs@dps.lacounty.gov
Glendale	02	GlendaleTechs@dps.lacounty.gov	South Special	07	SouthComplexTechs@dps.lacounty.gov
Hawthorne Medi-Cal	92	HawthorneTechs@dps.lacounty.gov	Southwest Family	83	SouthwestFamilyTechs@dps.lacounty.gov
Lancaster	34	LancasterTechs@dps.lacounty.gov	Southwest Special	08	SouthwestSpecialTechs@dps.lacounty.gov
Lancaster General Relief Sub Office	67	LancasterTechs@dps.lacounty.gov	West Valley	82	ChatsworthTechs@dps.lacounty.gov
Lincoln Heights Sub Office	66	LincolnHeightsTechs@dps.lacounty.gov	WFP&I	72	HawthorneTechs@dps.lacounty.gov
Medi-Cal LTC	80	LTCTechs@dps.lacounty.gov	Wilshire Special	10	WilshireSpecialTechs@dps.lacounty.gov
Medi-Cal Outreach	42	TelstarTechs@dps.lacounty.gov	Appeals & State Hearing		ExpoTechs@dps.lacounty.gov
Metro East	15	MetroEastTechs@dps.lacounty.gov	CSC OFFICES		
Metro Family	13	MetroFamilyTechs@dps.lacounty.gov	Customer Service Center I - El Monte -		CSC1Techs@dps.lacounty.gov
Metro North	38	MetroNorthTechs@dps.lacounty.gov	Customer Service Center II - La Cienega		CSC2Techs@dps.lacounty.gov
Metro Special	70	MetroSpecialTechs@dps.lacounty.gov	Customer Service Center III - Northridge		CSC3Techs@dps.lacounty.gov
Norwalk	40	NorwalkTechs@dps.lacounty.gov	Customer Service Center IV - El Monte		csc4techs@dps.lacounty.gov
Paramount	62	Paramount-GAIN5Techs@dps.lacounty.gov	Customer Service Center V - El Monte (Aerojet/Telstar)		csc5techs@dps.lacounty.gov
Pasadena	03	PasadenaTechs@dps.lacounty.gov	Customer Service Center VI - Expo Park		CSC6Techs@dps.lacounty.gov
		IHSS OFFICES	CSC Intake VII - Southwest Family		southwestfamilytechs@dps.lacounty.gov
IHSS Ops I - Lancaster		LancasterTechs@dps.lacounty.gov	CSC Intake VIII - Paramount		paramount-gain5techs@dps.lacounty.gov
IHSS Ops I Chatsworth		ChatsworthTechs@dps.lacounty.gov	IHSS Call Center (Chatsworth)		ChatsworthTechs@dps.lacounty.gov
IHSS Ops II - Pomona		PomonaTechs@dps.lacounty.gov	IHSS Call Center (Crossroads)		FODTechs@dps.lacounty.gov
IHSS Ops II El Monte		SanGabrielTechs@dps.lacounty.gov			GAIN OFFICES
IHSS Ops III Metro IHSS		MetroSpecialTechs@dps.lacounty.gov	GAIN Region I West County Main		GAIN1Techs@dps.lacounty.gov
IHSS Ops IV Hawthorne		HawthorneTechs@dps.lacounty.gov	GAIN Region II - West San Fernando Valley		ChatsworthTechs@dps.lacounty.gov
IHSS Ops V - Burbank		BurbankTechs@dps.lacounty.gov	GAIN Region III Pomona, sub		RosemeadTechs@dps.lacounty.gov
IHSS Ops V - Rancho Dominguez		Paramount-GAIN5Techs@dps.lacounty.gov	GAIN Region III San Gabriel Valley Main		RosemeadTechs@dps.lacounty.gov
		CROSSROADS & BECTEL OFFICES	GAIN Region III Santa Anita, Sub		RosemeadTechs@dps.lacounty.gov
HRD		HRDTechs@dps.lacounty.gov	GAIN Region IV Central County Main		ExpoTechs@dps.lacounty.gov
FOD		FODTechs@dps.lacounty.gov	GAIN Region V Harbor One Stop, Sub		SouthwestSpecialTechs@dps.lacounty.gov
Crossroads		CrossroadsITSupport@dps.lacounty.gov	GAIN Region V South County Main		Paramount-GAIN5Techs@dps.lacounty.gov
Academy/PEMS/ESD		Bechteltechs@dps.lacounty.gov	GAIN Region VI Belvedere		BandiniTechs@dps.lacounty.gov
			GAIN Region VI Southeast County Main		BandiniTechs@dps.lacounty.gov
			GAIN Region VII - East San Fernando Valley		BurbankTechs@dps.lacounty.gov