

Important Notice on Coronavirus Disease 2019 (COVID-19)

We understand you may be concerned about recent Coronavirus Disease 2019 (COVID-19) developments.

To ensure the health and safety of our clients, staff, and the community at large, Alameda County Social Services Agency is encouraging clients who are receiving or wish to apply for Medi-Cal, CalFresh, CalWORKs, Welfare-to-Work, Refugee Cash Assistance, and General Assistance to use the **telephone, mail, and online services** that are currently available.

We also encourage you to consider conducting your interview over the phone (this option is currently available for CalFresh and CalWORKs Redeterminations).

We would like to thank you for your cooperation, patience, and understanding during this time.

Apply Online

- www.MyBenefitsCalWin.org (CalFresh, CalWORKs, Refugee Cash Assistance, Medi-Cal)
- www.CoveredCA.com (Medi-Cal)
- www.GetCalFresh.org (CalFresh)

Telephone

- Speak to an eligibility worker to apply for Medi-Cal and CalFresh over the phone, request an application, or report information.
- 510-263-2420 or 1-888-999-4772

Mail

- P.O. Box 12941, Oakland, CA 94604

Fax

- 510-670-5095

Semi-Annual Reporting (SAR 7) Online

- <https://public.alamedasocialservices.org/ESAR7>

Document Submission Online

- www.MyBenefitsCalWIN.org
- www.GetCalFresh.org/docs

Renewal Appointment Rescheduling Online

- www.Qmatic.alamedasocialservices.org/alameda-appointments-reschedule

Customer Automated Response System (CARS)

- Look up case information or message a worker at www.public.alamedasocialservices.org/CARS