

ACSSA Remote and In-Person Access Options

Alameda County Social Services Agency (ACSSA) office lobbies are open for in-person services with reduced capacity to allow for social distancing. ACSSA continues to provide access to essential services and programs including CalFresh, CalWORKs, General Assistance (GA), Refugee Cash Assistance (RCA), Cash Assistance Program for Immigrants (CAPI) and Medi-Cal. Please note that a face mask or face covering is required upon entry to an office. Due to COVID-19, the use of **telephone, mail, and online services** is still encouraged for those needing to apply for or renew benefits and services. Visit www.alamedacountysocialservices.org/contact-us/our-offices for a list of ACSSA office locations. In-person services are available during regular business hours between 8:30 AM to 5:00 PM, Monday through Friday.

Semi-Annual Reporting (SAR 7) Online

- <https://public.alamedasocialservices.org/eSAR7> (GA, CalWORKs, CalFresh)

Renewal Submission Online

- <https://ecf37.acgov.org> (CalFresh)
- www.benefitscal.com (CalFresh, CalWORKs RCA, Medi-Cal)
- <https://GAOnlineApplication.acgov.org/> (GA)

Document Submission Online

- www.benefitscal.com (CalFresh, Medi-Cal, CalWORKs, RCA)
- www.benefitscal.com (CalFresh, Medi-Cal, CalWORKs, RCA, GA)
- <https://virtualkiosk.acgov.org/> (CalFresh, Medi-Cal, CalWORKs, RCA, GA, Welfare-to-Work, CalFresh Employment & Training)

Customer Automated Response System (CARS)

- Look up case information or message a worker at <https://public.alamedasocialservices.org/CARS>

EBT Card Replacements

- By phone at 877-328-9677
- Online at <https://virtualkiosk.acgov.org/>

Employment Services

- Contact your Employment Counselor (EC) by phone.
- If you do not know who your EC is, call the following numbers:
 - North Oakland Self-Sufficiency Center: 510-891-0700
 - Eastmont Self-Sufficiency: 510-577-7067
 - Eden Area Multi-Service Center: 510-670-6225
 - Enterprise Self-Sufficiency Center: 510-639-1090

Apply Online

- www.benefitscal.com (CalFresh, CalWORKs, RCA, Medi-Cal)
- www.CoveredCA.com (Medi-Cal)
- www.benefitscal.com (CalFresh)
- <https://GAOnlineApplication.acgov.org/> (GA)

Telephone

- To apply for CalFresh, CalWORKs, RCA, GA, and/or Medi-Cal over the phone, or to request an application for any program call 510-272-3663. To hear automated case information or speak to an eligibility worker regarding your case, call 510-263-2420 or 1-888-999-4772.

Fax

- 510-670-5095 (All Programs)

Mail

- P.O. Box 12941, Oakland, CA 94604 (All Programs)

Appointment Rescheduling Online

- Reschedule your CalWORKs or CalFresh **initial** appointment online within 20 days of submission at: <https://Qmatic.alamedacountysocialservices.org/alameda-appointments/>
- Reschedule your CalWORKs or CalFresh **renewal** appointment online before the appointment has been missed at: <https://Qmatic.alamedasocialservices.org/alameda-appointments-reschedule/>

Scan for online self-service options!

