

SSA Remote Access Options

The Alameda County Social Services Agency 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. Due to COVID-19, the use of **telephone, mail, and online services** is encouraged for those needing to apply for or renew benefits and services.

Semi-Annual Reporting (SAR 7) Online

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

Renewal Submission Online

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

Document Submission Online

- www.MyBenefitsCalWIN.org (CalFresh, Medi-Cal, CalWORKs, RCA)
- www.GetCalFresh.org/docs (CalFresh, Medi-Cal, CalWORKs, RCA, GA)

Customer Automated Response System (CARS)

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

EBT Card Replacements

- Call 877-328-9677

Renewal Appointment Rescheduling Online

- Reschedule your CalWORKs or CalFresh renewal appointment online (select telephone appointment only) before the appointment has been missed at <https://Qmatic.alamedasocialservices.org/alameda-appointments-reschedule/>

Apply Online

- www.MyBenefitsCalWin.org (CalFresh, CalWORKs, RCA, Medi-Cal)
- www.CoveredCA.com (Medi-Cal)
- www.GetCalFresh.org (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.

Mail

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

Fax

- 510-670-5095 (All Programs)

Employment Services

- Contact your Employment Counselor (EC) by phone.
- If you do not know who your EC is contact 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

Visit www.alamedacountysocialservices.org/contact-us/Our-Offices for a list of Alameda County Social Services Agency office locations. In-person services available include EBT card/BIC or check pick-up, homeless mail pick-up, application and renewal packet pick-up for all programs, application and document drop-off, eligibility interviews, social worker meetings, and mental health assessments for clients who do not have access to a telephone or have other barriers that prevent them from using available remote service options. In-person services are available during regular business hours, 8:30 a.m. to 5:00 p.m.