As part of an effort to mitigate the spread of COVID-19 and to ensure the health and safety of our clients, staff, and the community at large, the above office lobbies will be temporarily closed starting March 19, 2020.

We will continue to provide essential services. Clients who are receiving or wish to apply for CalFresh, CalWORKs, Refugee Cash Assistance (RCA), Medi-Cal, and/or General Assistance (GA) may use telephone, mail, and online services.

During this closure, limited services available at our offices will include emergency EBT card/BIC, check, and homeless mail pick-up. Applications and documents can be submitted in a designated secure drop box.

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

Semi-Annual Reporting (SAR 7) Online

• https://public.alamedasocialservices.org/eSAR7 (GA, CalWORKs, CalFresh)

Document Submission Online

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

Customer Automated Response System

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

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 CalFresh and/or Medi-Cal over the phone, request an application for any program, or report information.
• 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 or email.
• If you do not know who your EC is contact the following numbers:
  o North Oakland Self-Sufficiency Center: 510-891-0700
  o Eastmont Self-Sufficiency: 510-577-7067
  o Eden Area Multi-Service Center: 510-670-6225

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/