

New Changes. Faster Services. Effective August 21!

The Sacramento County Department of Human Assistance is launching a new CalWORKs Service Center to improve customer experience. Faster and easier services are available now when you:



(916) 874-3100 or (209) 744-0499
M - F – 8:00 am to 5:00 pm
Fast and easy phone services!
Any worker can help you!



Anytime!
Apply, renew, upload documents,
view case information and more!
www.mybenefitscalwin.org



ONLY when necessary!
Most issues
can be resolved faster
by phone!

When are the changes coming?

Effective August 21, 2017.

What are the new changes?

You will no longer have a single worker assigned to help you with your benefits because any worker can help you when you phone or come in. You don't have to wait! You may also access your benefits online at www.mybenefitscalwin.org.

For your convenience we encourage you to take advantage of the expanded phone services and call the Service Center first to avoid office visits.

Will I have to wait when I call?

Additional workers are being dedicated to our CalWORKs service center so that you shouldn't have to wait. When you call, follow the prompts for language choice and for CalWORKs. Your call will be answered by a worker who is there to help you.

How do I submit documents? Documents may be submitted online at www.mybenefitscalwin.org 24 hours a day. You may also fax, mail, and drop off documents at one of our offices with an open lobby.

Where do I go for Welfare-to-Work

Assistance? In-person Welfare-to-Work appointments will occur at our CalWORKs offices with open lobbies. If eligible, you will be assigned an Employment Advisor, who will help you on your journey to employment.

Where do I go if I need to speak to someone in person?

You may go to any of our offices with an open lobby. Beginning August 21, in-person services will no longer be offered at 4433 Florin Road (Bowling Green Office).