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# CalWORKs Service Center New Changes. Faster Services.

## Frequently Asked Questions

### What are the new changes?

The Department of Human Assistance is creating a CalWORKs Service Center with enhanced and expanded phone services to better serve customers. Beginning August 21<sup>st</sup>:

- Customers will no longer have an assigned worker for their ongoing eligibility case – any worker will be able to assist them.
- The Bowling Green office at 4433 Florin Road will close its lobby and become the CalWORKs Service Center.

### How will the new CalWORKs Service Center work?

Customers will have the following choices to receive services:

- **Call:** The enhanced and expanded phone services include dedicated staff to assist customers over the phone. When customers call (916) 874-3100 or (209) 744-0499 between 8:00 am – 5:00 pm, they will reach staff dedicated to answering questions and resolving issues.
- **Click:** Customers also are encouraged to go online at [www.mybenefitscalwin.org](http://www.mybenefitscalwin.org) to access benefits information and to upload their documents. Clicking online is available to customers 24 hours a day.
- **Come In:** Most matters now can be resolved easily by calling or clicking. Customers may still come in to an open office if they choose and for Welfare-to-Work appointments, homeless assistance and initial CalWORKs application approval. In person access will no longer be available at Bowling Green, 4433 Florin Road.

### Will the Application and Redetermination process change?

Application processing will be the same.

- Once customers' eligibility is determined and their case is approved, they will be encouraged to call the CalWORKs Service Center and receive assistance from a worker by phone.
- Redetermination can be done over the phone with any worker.

### Where do customers go if they need:

To apply for benefits

- Customers may apply for CalWORKs online at [www.mybenefitscalwin.org](http://www.mybenefitscalwin.org) or in person at our open lobby offices. CalFresh and Medi-Cal applications can be taken by phone at (916) 874-3100, by fax (916) 874-2729 or online at [www.mybenefitscalwin.org](http://www.mybenefitscalwin.org). Paper applications are also available in any of our open lobby offices.

#### Welfare-to-Work Assistance

- Eligible customers will be assigned an Employment Advisor to help them on their journey to employment. In person Welfare-to-Work appointments will occur at our CalWORKs offices with open lobbies.

#### To submit documents

- Documents may be submitted online at [www.mybenefitscalwin.org](http://www.mybenefitscalwin.org) 24 hours a day.
- Customers may also fax, mail, and drop off documents at any of our offices with an open lobby.

#### To obtain an EBT card?

- A replacement EBT card can be requested by calling 1-877-328-9677 and the replacement will be mailed to the customer.
- Customers may also call the Service Center (916) 874-3100 or (209) 744-0499 between 8:00 am – 5:00 pm and make arrangements to pick up an EBT card at any of our offices with an open lobby.

#### To pick up Verification of Aid forms (Income Verification)?

- Customers may request Verification of CalWORKs or Verification of Medi-Cal online at [www.mybenefitscalwin.org](http://www.mybenefitscalwin.org).
- Customers may call the Service Center where any worker can assist them, or they may go to any of our offices with an open lobby.

#### To see someone in person?

- For convenience, we encourage customers to take advantage of the expanded phone services by first calling the Service Center at (916) 874-3100 or (209) 744-0499.
- Customers can still receive services if they choose, at any of our offices with an open lobby.

**Which offices have open lobbies?**

**North**

**Research**

**3960 Research Drive  
Sacramento, CA 95838**

- ✓ Applications
- ✓ Homeless Services
- ✓ Welfare-To-Work appointments
- ✓ EBT cards
- ✓ Verification of Aid forms

**North Highlands**

**5747 Watt Ave  
North Highlands, CA 95660**

- ✓ Applications
- ✓ Homeless Services
- ✓ Welfare-To-Work appointments
- ✓ EBT cards
- ✓ Verification of Aid forms

**Central**

**Fulton**

**2700 Fulton Ave  
Sacramento, CA 95821**

- ✓ Applications
- ✓ Homeless Services
- ✓ Welfare-To-Work appointments
- ✓ Full Fiscal Services (including EBT cards)
- ✓ Verification of Aid forms

**Rancho Cordova**

**10013 Folsom Blvd  
Rancho Cordova, CA 95827**

- ✓ Applications
- ✓ Homeless Services
- ✓ Welfare-To-Work appointments
- ✓ EBT cards
- ✓ Verification of Aid forms

**28<sup>th</sup> Street**

**1725 28th St  
Sacramento, CA 95816**

- ✓ Applications
- ✓ Full Fiscal Services (including EBT cards)
- ✓ Verification of Aid forms

**South**

**Susie Gaines Mitchell**

**2450 Florin Road  
Sacramento, CA 95822**

- ✓ Applications
- ✓ Homeless Services
- ✓ Welfare-To-Work appointments
- ✓ Full Fiscal Services (including EBT cards)
- ✓ Verification of Aid forms

**Galt**

**210 North Lincoln Way  
Galt, CA 95632**

- ✓ Applications
- ✓ Homeless Services
- ✓ Welfare-To-Work appointments
- ✓ EBT cards
- ✓ Verification of Aid forms