

## **Lobbies are Temporarily Closed to Help Prevent the Spread of COVID-19**

North Oakland Self-Sufficiency Center  
2000 San Pablo Ave  
Oakland, CA 94612

Eastmont Self-Sufficiency Center  
6955 Foothill Blvd Suite 100  
Oakland, CA 94605

Enterprise Self-Sufficiency Center  
8477 Enterprise Way  
Oakland, CA 94621

Eden Area Multi-Service Center  
24100 Amador St.  
Hayward, CA 94544

Fremont Office  
39155 Liberty St. Suite C330  
Fremont, CA 94536

Livermore Office  
2481 Constitution Dr. Suite B  
Livermore, CA 94551

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](http://www.MyBenefitsCalWIN.org) (CalFresh, Medi-Cal, CalWORKs, RCA)
- LaterDocs: [www.GetCalFresh.org/docs](http://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](http://www.MyBenefitsCalWin.org) (CalFresh, CalWORKs, Refugee Cash Assistance, Medi-Cal)
- [www.CoveredCA.com](http://www.CoveredCA.com) (Medi-Cal)
- [www.GetCalFresh.org](http://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:
  - North Oakland Self-Sufficiency Center: 510-891-0700
  - Eastmont Self-Sufficiency: 510-577-7067
  - 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/>