

QR 7 Automated Call

You are receiving this call because we have not yet received your Quarterly Income Report (QR 7). Please have the following information at your fingertips when you take the call

□ Your date of birth – in the following format MMDDYYYY

Optional Language:

The message will be played in English. If the prefer language in CalWIN is one of these languages listed below, there will be an option to play the message in the preferred language.

Spanish

Cantonese

Mandarin

Vietnamese

Cambodian

Farsi

Verify Person

The recording will say we are Alameda County, looking for "John Doe". The person who answered, will have the following options:

They are "John Doe" and will be prompted to enter the DOB	1
They are not "John Doe" but they can get "John Doe". "John Doe" will then need to verify DOB	2
They are not "John Doe" and "John Doe" is not available	3
"John Doe" can no longer be reached at the number we dialed	4

Record call attempt in SSIRS. Another attempt will be made the next day.

Record call attempt in SSIRS. Send worker and email.

For security purposes, we will need your date of birth. Please enter your eight-digit date of birth on the telephone keypad, starting with the month, day and year. For example, July 4th, 1975 would be entered 07041975

Birthday Match

Our records indicate that we have not received your current quarterly QR 7

If you have already submitted your QR 7, press	1
We show your mailing address to be <Your address>. If you wish we can re-send a QR 7, press	2
If you have a new mailing address, press	3
If you no longer wish to receive assistance or you are not going to submit a QR7, press 4	4
For information about our locations and hours, press	5
To repeat your options, press	8

1, 2, 3

Office Locations

Six offices in Alameda County you may go to. All are open 8:30 am to 12 pm and 1 pm to 5 pm Monday - Friday, excluding holidays

Eastmont Self-Sufficiency Center at 6955 Foothil Blvd, Suite 100

North Oakland Office at 2000 San Pablo

Enterprise Office at 8477 Enterprise Way

Eden Self-Sufficiency Center at 24100 Amador St.

Social Services outstation at the Family Resource Center at 39155 Liberty St, Suite 330

Please press the number of the option that corresponds most closely to the reason

I'm moving out of Alameda County, press	1
I got a job, press	2
A family member is taking me in, press	3
All other reasons, press 4	4

Thank you call is complete