

YOUR HEALTH AND SAFETY IS OUR TOP PRIORITY:

EFFECTIVE IMMEDIATELY ALL SOCIAL SERVICES AGENCY'S LOBBIES ARE TEMPORARILY CLOSED

<p>EASTMONT TOWN CENTER 6955 Foothill Boulevard Oakland, CA 94605 Adult and Aging Services, Suite 300 Eastmont Self-Sufficiency Center, Suite 100</p>	<p>EDEN AREA MULTI-SERVICE CENTER 24100 Amador Street Hayward, CA 94544</p>	<p>ENTERPRISE OFFICE 8477 Enterprise Way Oakland, CA 94621</p>
<p>FREMONT OFFICE 39155 Liberty Street, Suite C330 Fremont, CA 94536</p>	<p>LIVERMORE OFFICE 2481 Constitution Drive, Suite B Livermore, CA 94551</p>	<p>THOMAS L. BERKLEY SELF-SUFFICIENCY CENTER 2000 San Pablo Avenue Oakland, CA 94612</p>

WHAT YOU NEED TO KNOW...

Effective March 19, 2020, our office lobbies will be temporarily closed. This comes as an immediate effort to protect the health and safety of our clients, community and workforce and help contain and slow the spread of COVID-19.

The Alameda County Social Services Agency is encouraging clients that need assistance with Aging and Adult Protection Programs to **use the telephone, email and online services** that are available to practice effective social distancing.

Clients receiving Adult Protective Services, Veterans Services, Guardianship and Conservatorship services can also expect more phone contact with our workforce to complete as much work as possible beforehand and minimize the time we visit with you face to face.

Thank you very much for your flexibility and understanding as we all adjust to the current circumstances.

FOR ADULT PROTECTIVE SERVICES

- Call: 866-CALL-APS or Call: 510-577-3500
- reporttoaps.org

SENIOR INFORMATION AND ASSISTANCE

- Call: 800-510-2020
- seniorinfo@acgov.org

COUNTY VETERANS SERVICE OFFICE

- Call: 510-577-1926
- veterans@acgov.org

AREA AGENCY ON AGING

- Call: 510-577-1900

PUBLIC ADMINISTRATORS OFFICE

- Call: 510-577-3539

PUBLIC CONSERVATORS OFFICE

- Call: 510-577-7045

PUBLIC GUARDIANS OFFICE

- Call: 510-577-3585

ADDITIONAL RESOURCES

- IHSS Payroll Information 510-577-1877
- IHSS Recipients: 510-577-1900
- www.MyBenefitsCalWin.org (CalFresh, CalWORKS, Refugee Cash Assistance, Medi-Cal)
- www.CoveredCA.Com (Medi-Cal)
- www.GetCalFresh.org (CalFresh)
- Call: 510-263-2420 or 1-888-999-4772

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Oakland, CA 94605
Adult and Aging Services, Suite 300
Eastmont Self-Sufficiency Center, Suite 100

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Hayward, CA 94544

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The Alameda County Social Services Agency is encouraging clients that are receiving In-Home Supportive Services (IHSS) to **use the telephone, email and online services** to get their needs met and practice effective social distancing. Please see information to the right for important links to our services.

Clients receiving IHSS can also expect more phone contact with our workforce to complete as much work as possible beforehand and minimize the time we visit with you face to face.

Clients needing assistance from the Public Authority for IHSS (Registry Services, Provider Health Benefits or Training) please continue to contact the numbers listed to the right.

Thank you very much for your flexibility and understanding as we all adjust to the current circumstances.

TELEPHONE

- To apply for IHSS over the phone, or request an application, call 510-577-1800
- To inquire on Provider Enrollment or for IHSS payroll issues or concerns, call 510-577-1877

MAIL

- To apply by mail, send the application to:
6955 Foothill Blvd, Suite 300 (Third Floor),
Oakland, CA 94605

FAX

- To apply by fax, download an application from our website at: <https://alamedasocialservices.org> and fax to 510- 577-1803

IHSS PROVIDER WEB INTERACTIVE SYSTEM

- Look up payroll or case information by accessing our website at <https://alamedasocialservices.org>

PUBLIC AUTHORITY HEALTH BENEFITS

- To request Health Benefits information, call 510-577-3551

PUBLIC AUTHORITY TRAINING

- To receive information on Public Authority Training Services, call 510-577-3554

PUBLIC AUTHORITY REGISTRY SERVICES

- To request IHSS Public Authority Registry services, please call 510-577-1980