

PRESS RELEASE

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County of Orange Social Services Agency to Modify Public Assistance Operations and Office Hours

New office hours, temporary closure of Cypress Regional Center, effective August 10, 2020; residents encouraged to continue to utilize online and phone access points for benefits

Orange County, Calif. (August 6, 2020) – The County of Orange Social Services Agency (SSA) announced that it will modify some of its limited functionality operations beginning Monday, August 10, 2020. The Agency will continue to keep its Aliso Viejo, Anaheim, Garden Grove and Santa Ana Regional Centers open to the public with reduced hours, **from Mondays through Fridays from 9:00 a.m. to 1:00 p.m.**

In addition, SSA will close its Cypress Regional Center (CRC) to the public until further notice as part of the modifications and will reallocate some of its California Work Opportunity and Responsibility to Kids (CalWORKs) program staff to the Garden Grove Regional Center to meet client demands. CRC has experienced the lowest volume of client traffic among the SSA facilities that are currently open to the public.

Guided by its mission of delivering high quality, responsive and accessible services to the public, SSA is committed to serving the community by making crucial public assistance benefits available to those in need. The Agency is dedicated to balancing the needs of its clients while working to ensure the safety of its staff and the community it serves—especially during the COVID-19 pandemic.

When SSA initially re-opened some of its offices in late June to the public, the Agency's re-entry plan allowed for the periodic evaluation of visitor traffic during its first month of operation. The modification to refine SSA's core business hours to the public reflects peak coverage times over the past four weeks and works to ensure SSA continues to remain a stable physical presence in the community, available to those

who require in-person assistance for their immediate needs.

SSA has implemented numerous protective measures to ensure the safety of its clients and employees. These safeguards include modifying lobby seating configurations, installing protective barriers and performing enhanced cleaning to help prevent the spread of illness. Clients who arrive at SSA facilities will go through a brief pre-check process prior to being allowed entry into an SSA lobby. SSA staff will inquire about the purpose of the client's visit and will conduct a short health screening questionnaire. Visitors will be strongly encouraged to practice physical distancing throughout their visit. It is highly recommended that all visitors, except those under the age of two or individuals with an underlying medical or mental health issue, wear a face mask or cloth facial covering for the safety of others.

Orange County households interested in applying for **CalFresh, Medi-Cal, General Relief and CalWORKs** benefits or wishing to review existing case information are strongly encouraged to visit SSA's online portal or contact the SSA Call Center, as outlined below, to avoid long in-person wait times and help prevent the spread of illness.

- Online: www.mybenefitscalwin.org
 - As another option, individuals applying for CalFresh benefits only may visit www.getcalfresh.org
 - Households interested in applying for Medi-Cal only may also visit www.coveredca.com
- By phone: please call SSA's Call Center at (800) 281-9799
 - Call Center hours are Weekdays (Monday – Friday) from 6:30 a.m. to 8 p.m. and Saturdays from 7 a.m. to 4:30 p.m.
- To apply for In-Home Supportive Services (IHSS) or for questions related to ongoing IHSS cases, please call (714) 825-3000 or fax (714) 825-3001.
- In addition, if you suspect a child is at risk of abuse or neglect, call our Child Abuse Registry at (800) 207-4464.
- Please call the Adult Protective Services Hotline at (800) 451-5155 if you suspect a senior or dependent adult is at risk of abuse or neglect.



Limited visitations and Live Scan appointments will continue by appointment only for Children & Family Services clients. Assigned social workers will contact clients directly to schedule appointments as applicable.

For additional information on SSA programs, please visit: www.ssa.ocgov.com

To stay up to date with information concerning the COVID-19 situation in Orange County, please visit www.ochealthinfo.com/novelcoronavirus.

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