

PRESS RELEASE

FOR IMMEDIATE RELEASE

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County of Orange Social Services Agency Call Center and Benefits Drive-Through Impacted This Weekend Due to Planned System Update

***Saturday Drive-Through Benefits Issuance Closed on 2/6/21,
SSA Call Center Open with Limited Functionality on Saturday 2/6/21***

Orange County, Calif. (February 4, 2021) – The County of Orange Social Services Agency (SSA) announced that maintenance of its benefits eligibility and determination system will be performed on Saturday, February 6 and Sunday February 7, 2021. This scheduled work will lead to a system outage. As a result, the SSA Call Center will have limited functionality on Saturday, February 6th, and drive-through benefits issuance of Golden State Electronic Benefit Transfer (EBT) cards and Medi-Cal Benefits Identification Cards (BIC) will be suspended for that day.

The system is expected to resume its full operations effective 6 a.m. on Monday, February 8, 2021.

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 at www.mybenefitscalwin.org. Individuals applying for CalFresh benefits only may visit www.getcalfresh.org and households interested in applying for Medi-Cal only may visit www.coveredca.com.

While the SSA Call Center will continue to receive calls this Saturday from 7 a.m. to 4:30 p.m. at (800) 281-9799, Call Center operators may not have the ability to fully assist clients with specific case information until the system is fully operational.



- 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 or at 714-940-1000.
- 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.

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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