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To the Residents of Orange County:

In response to COVID-19, the County of Orange Social Services Agency (SSA) is committed to providing essential public assistance benefits to help support the critical needs of the families, adults, seniors and children we serve, now more than ever. Our staff are here to continue to deliver quality social services to the community during these challenging times.

New Customers:

While our public assistance benefits offices are currently closed to the public, we urge you to utilize other channels to apply for benefits. Individuals/families who are interested in enrolling for benefits may submit an application online at www.MyBenefitsCalWIN.org, through our call center at **800-281-9799**, by [mail](#), or via fax at **714-645-3482**. CalFresh only applications may be submitted at www.getcalfresh.org.

We have extended our call center hours as follows:

Monday – Friday 6:30 a.m. - 8:00 p.m.

Saturday 7:00 a.m. - 4:30 p.m.

NEW! Emergency Allotment for Existing CalFresh Customers:

If you are not already receiving the maximum allotment, a CalFresh Emergency Allotment will be automatically added to your Electronic Benefits Transfer (EBT) card. This allotment will increase your CalFresh benefit to the maximum benefit amount for the months of March and April 2020.

<u>Benefit Month</u>	<u>Benefit Issuance</u>
March Allotment	4/12/2020
April Allotment	5/10/2020

Current Customers:

If you are currently receiving **CalFresh, CalWORKs and/or General Relief** your benefits will continue at the same level for March, April and May 2020. If you are receiving **Medi-Cal**, your benefits will continue at the same level for March, April, May and June 2020. You do not need to call our office as your benefits will continue without interruption.

CalFresh, General Relief and CalWORKs Customers:

You do NOT need to submit a Semi-Annual Report (SAR 7), Quarterly Report (QR 7) or Annual Recertification/Redetermination paperwork. Your Recertification/Redetermination will be due six months from your original due date. You will receive a notification letter informing you of when your next Annual Recertification/Redetermination is due.

The following table shows your adjusted Annual Recertification/Redetermination packet deadlines:

Current Due Month	New Due Month
March	September
April	October
May	November

If your SAR 7, CalFresh Annual Recertification, and/or CalWORKs Annual Redetermination included information that would increase your benefits, please contact the County to report this information online at www.MyBenefitsCalWIN.org, over the phone at **800-281-9799**, by [mail](#), or via fax at **714-645-3482**.

You must continue to report if your gross monthly income is above your household's Income Reporting Threshold (IRT). Please note, if you have recently experienced a decrease in your income, you may want to report this change as your benefit amount may increase.

For individuals who are continuing to participate in Welfare-to-Work activities, supportive services continue to be available. To submit your request, call **800-281-9799** or fax in your request to **714-645-3482**.

Medi-Cal Customers:

If you received your Annual Renewal packet, you may submit by [mail](#) or online at www.MyBenefitsCalWIN.org, however it will not be processed at this time. Additionally, changes in your income, household or address may be reported online at www.MyBenefitsCalWIN.org, over the phone at **800-281-9799**, by [mail](#), or via fax at **714-645-3482**.

In-Home Supportive Services (IHSS) Customers:

To apply for In-Home Supportive Services (IHSS) or for questions related to ongoing IHSS cases, call (714) 825-3000.

While SSA is mandated to continue to perform reassessments, IHSS reassessments have been automatically extended for 90 days from March 18, 2020. It is important to note that SSA staff are still performing these reassessments; however, due to COVID-19, the State permitted this extension in recognition that counties' workforces may be impacted and the extension will assist in ensuring completion of these reassessments. SSA staff are also working to check in with IHSS recipients to assess basic needs are being met and ensure the continued safety of our vulnerable senior population.