

PRESS RELEASE

FOR IMMEDIATE RELEASE

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County of Orange Social Services Agency to Re-Open Central Regional Office on July 6, 2021

Alternative Access Points Available to Avoid Wait Times

Orange County, Calif. (July 1, 2021) – The County of Orange Social Services Agency (SSA) announced that it will reopen another regional office location to the public effective Tuesday, July 6, 2021. The Agency’s **Central Regional Office** joins the following open SSA public assistance benefits offices, with lobby hours from **8 a.m. to 5 p.m. Monday through Friday**:

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| <u>Anaheim Regional Center</u> 3320 E. La Palma Ave. Anaheim, CA 92806 | <u>Garden Grove Regional Center</u> 12912 Brookhurst St. Garden Grove, CA 92840 |
| <u>Central Regional Office</u> 2020 W. Walnut St. Santa Ana, CA 92703 | <u>Laguna Hills Regional Center</u> 23330 Moulton Parkway Laguna Hills, CA 92653 |
| <u>Cypress Regional Center</u> 6100 Chip Ave. Cypress, CA 90630 | <u>Santa Ana Regional Center</u> 1928 S. Grand Ave. Santa Ana, CA 92705 |

Per California Occupational Safety and Health guidelines, all visitors who are fully vaccinated are not required to wear a mask when visiting an SSA office but may do so for safety. Unvaccinated visitors are required to wear a mask or cloth facial covering when entering an SSA office and for the duration of their visit. Children younger than 2, those who have breathing issues or those with an underlying medical or mental health issue are exempt from wearing a mask.

SSA continues to highly encourage Orange County households interested in applying for **CalFresh, Medi-Cal, General Relief** and **CalWORKs** benefits or wishing to review existing case

The County of Orange Social Services Agency (OCSSA) provides Adult Services, Aid Programs, eligibility for public assistance benefits, Children & Family Services and Family Self-Sufficiency programs to the County’s residents. OCSSA employs more than 4,200 staff across Orange County. For more information, visit us at <http://ssa.ocgov.com/>.



information 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 6:30 a.m. to 8 p.m. Monday through Friday and from 7 a.m. to 4:30 p.m. Saturdays.
- 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 between 8 a.m. and 5 p.m. Monday through Friday.
- In addition, if you suspect a child is at risk of abuse or neglect, call our 24-hour Child Abuse Registry at (800) 207-4464 or at 714-940-1000.
- Please call the 24-hour Adult Protective Services Hotline at (800) 451-5155 if you suspect a senior or dependent adult is at risk of abuse or neglect.

Family visitations and Live Scan appointments will continue by appointment only for Children and Family Services customers.

SSA has modified the Electronic Benefit Transfer (EBT) Benefits Issuance hours of operation to 9 a.m. to 3:30 p.m. Monday through Friday. Clients may contact their case worker or the SSA Call Center to make an appointment.

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