

PRESS RELEASE

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County of Orange Social Services Agency Announces South County Regional Office Changes

*Permanent Closure of Aliso Viejo Regional Center, Effective December 31, 2020;
Re-opening of Laguna Hills Regional Center Slated for January 4, 2021*

Orange County, Calif. (December 23, 2020) – The County of Orange Social Services Agency (SSA) announced that its Aliso Viejo Regional Center (AVRC) located at 115 Columbia will close its doors on December 31, 2020. AVRC core operations and staff will be consolidated into SSA’s nearby Laguna Hills Regional Center (LHRC), located at 23330 Moulton Parkway, scheduled to re-open on January 4, 2021.

The decision to close AVRC was made as a result of the Agency’s analysis of long-term cost savings associated with the closure and determination that the consolidation of multiple programs into LHRC will allow SSA to more effectively serve the community.

Due to the COVID-19 pandemic, 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.

- 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 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.

LHRC will join three other regional centers offering limited functionality, **open to the public from Monday through Friday from 9 a.m. to 1 p.m.** In-office visits are intended especially for those individuals who may

have limited or no access to a phone or internet. SSA triage staff will continue to conduct brief visitor health screenings at these locations and all visitors must wear appropriate face coverings prior to entering the facilities.

With the addition of LHRC, the following SSA regional office locations open to the public will include:

Anaheim Regional Center 3320 E. La Palma Ave. Anaheim, CA 92806	Laguna Hills Regional Center *Re-opening 1/4/21* 23330 Moulton Parkway Laguna Hills, CA
Garden Grove Regional Center 12912 Brookhurst St. Garden Grove, CA 92840	Santa Ana Regional Center 1928 S. Grand Ave., BLDG. B Santa Ana, CA 92705

Residents can also access other SSA services and programs as follows:

- SSA will continue to provide drive-through benefits issuance — for the distribution of new and replacement Electronic Benefit Transfer (EBT) and Benefits Identification Cards (BIC) — by appointment only. To schedule an appointment, please call the SSA Call Center at (800) 281-9799 or contact your assigned caseworker.
- 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.
- To apply for Cash Assistance Program for Immigrants (CAPI), please call (800) 281-9799.
- If you suspect a child is at risk of abuse or neglect, call our Child Abuse Registry at (800) 207-4464 or (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, visit: www.ssa.ocgov.com.

To stay up-to-date on information concerning the COVID-19 situation in Orange County, go to: www.ochealthinfo.com/novelcoronavirus.

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