

# PRESS RELEASE

**FOR IMMEDIATE RELEASE**

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## County of Orange Social Services Agency to Re-Open Cypress Regional Center on March 15, 2021

### *Total of Five Locations Serving Residents Across Orange County*

**Orange County, Calif.** (March 11, 2021) – The County of Orange Social Services Agency (SSA) announced that it will re-open a fifth regional office location to the public with limited functionality effective Monday, March 15, 2021. The Agency’s **Cypress Regional Center** joins the following open SSA public assistance benefits offices, with lobby hours from **Monday to Friday from 8 a.m. to 5 p.m.:**

<u>Anaheim Regional Center</u> 3320 E. La Palma Avenue Anaheim, CA 92806	<u>Laguna Hills Regional Center</u> 23330 Moulton Parkway Laguna Hills, CA 92653
<u>Cypress Regional Center</u> 6100 Chip Avenue Cypress, CA 90630	<u>Santa Ana Regional Center</u> 1928 S. Grand Avenue Santa Ana, CA 92705
<u>Garden Grove Regional Center</u> 12912 Brookhurst Street Garden Grove, CA 92840	

In alignment with the other open regional centers, clients who arrive at the SSA Cypress location 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. All visitors, unless under the age of two, those who have breathing issues or those with an underlying medical or mental health issue, are required to wear a face mask or cloth facial covering for the safety of others.

*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 4,000 staff across Orange County. For more information, visit us at <http://ssa.ocgov.com/>.*

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 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](http://www.mybenefitscalwin.org)
  - As another option, individuals applying for **CalFresh** benefits only may visit [www.getcalfresh.org](http://www.getcalfresh.org)
  - Households interested in applying for **Medi-Cal** only may also visit [www.coveredca.com](http://www.coveredca.com)
- By phone: please call SSA's Call Center at (800) 281-9799
  - Call Center hours are 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 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.

Limited visitations and Live Scan appointments will continue by appointment only for Children & Family Services clients.

All other SSA offices will remain closed to the public until further notice.

For additional information on SSA programs, please visit: [www.ssa.ocgov.com](http://www.ssa.ocgov.com), and to stay up-to-date with information concerning the COVID-19 situation in Orange County, please visit [www.ohealthinfo.com/novelcoronavirus](http://www.ohealthinfo.com/novelcoronavirus).

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