



COUNTY OF LAKE
DEPARTMENT OF SOCIAL SERVICES
P.O. Box 9000
Lower Lake, CA 95457

Crystal Markytan
Social Services Director
Public Guardian/Administrator

FOR IMMEDIATE RELEASE
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For more information contact:
(707) 995-4200
SocialServices@lakecountyca.gov

SERVING OUR CUSTOMERS DURING COVID-19

15975 Anderson Ranch Parkway, Lower Lake, CA – Eligibility Services

Our Eligibility department, located at 15975 Anderson Ranch Parkway, Lower Lake, CA 95457, administers the Medi-Cal, CalFresh, General Relief, and CalWORKs programs. We remain open to serve the public Monday – Friday, 8:00 AM – 5:00 PM, excluding holidays. To ensure public safety during the COVID-19 pandemic, in-person services are limited. All services remain available remotely online, by phone, fax, mail or drop-box.

We strongly encourage the public to use non-in-person services to conduct their business with us. Applications for emergency services do not need to be filed in-person, and can be made by any of the methods listed below.

Workers are available by telephone Monday – Friday, 8:00 AM – 5:00 PM at (800) 628-5288 toll free, or (707) 995-4200 locally.

The public can apply for services, and manage their case, anytime online at:

- www.c4yourself.com or the mobile app for all programs
- www.coveredca.com for medical programs
- www.getcalfresh.org for the CalFresh program

As a reminder, Lake County Libraries are currently open and provide public computers with internet access as well as free Wi-Fi. For more information on library locations and hours, visit: <http://library.lakecountyca.gov/>

Application packets and a variety of forms in English and Spanish are available for pick up from a kiosk to the left of our main entrance without the need to enter the lobby. Documents and applications can be returned by:

- Drop boxes located by the main doors and front gate
- Fax to (707) 995-4204
- Mail to P.O. Box 9000, Lower Lake, CA 95457

Administration
Phone (707) 995-4260
FAX (707) 995-4294

Adult Services
Phone (707) 995-4680
FAX (707) 995-4661

Child Welfare Services
Phone (707) 262-0235
FAX (707) 262-0299

Eligibility
Phone (707) 995-4200
FAX (707) 995-4204

Employment Services
Phone (707) 995-9015
FAX (707) 995-9055

Current customers can check their CalWORKs or CalFresh balance, report a lost or stolen Electronic Benefit Transfer (EBT) card, or request a replacement EBT card, by calling (877) 328-9677 or going online at www.ebt.ca.gov. Many additional services are available at the website.

Current customers can check their benefits, case status, and reports due using our Integrated Voice Response (IVR) system by calling (877) 410-8814 if they have enrolled. Customers can enroll by contacting their worker.

If visiting our office, the public may ring the buzzer located to the right of our main entrance for assistance during our normal business hours. Reception will provide information via intercom on how to get services. Before receiving in-person services, the public must pass COVID-19 screening, and wear a mask. A mask will be provided if needed. Individuals who are unable to pass COVID-19 screening and/or wear a mask will be served through alternate means.

Available in-person services, accessed by ringing the buzzer, include:

- Application and interview for emergency CalWORKs services, including homeless assistance
- Application submission for other programs (drop in drop-box)
- Drop-off documents (drop in drop-box)
- Pick-up blank forms
- Pick-up reprints from case
- Get help with paperwork
- Reasonable accommodations for disabilities
- Use of lobby phones for those without access to telephone/internet

The drop-boxes are checked several times daily during normal business hours. All documents and applications deposited by 5:00 PM are date stamped received that work day.

Individuals who are homeless and cannot receive mail general delivery may make arrangements with their worker to pick-up mail from us.

EBT card pick-up, and Personal Identification Number (PIN) reset, is also available at the EBT Window, Monday – Friday, 9:00 AM – 5:00 PM.

Flexible verification standards and temporary good cause excuse from meeting certain program requirements may be available during the COVID-19 pandemic. The public should contact their worker for details.

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