



# DSS System Changes Coming Soon!

**On September 4, 2023, Fresno County Department of Social Services is changing to a new system.**

## OFFICE CLOSURE DATES



Friday, September 1, 2023 Lobby and Call Center will be **CLOSED** to the public

Monday, September 4, 2023 Offices **CLOSED** for Labor Day

Tuesday, September 5, 2023 **REDUCED** Office Hours from 9:00 AM — 2:00 PM



## WHAT YOU NEED TO KNOW...

- ➡ There will be **NO CHANGES** to:
  - ◆ Your **Case, Case Number**
  - ◆ Your **EBT or BIC** card
- ➡ No case changes can be made starting at 5:00 PM on August 31, 2023 through September 4, 2023
- ➡ MyBenefits CalWIN and DSS PASS sites will go away on August 31, 2023, at 5:00 PM, **BenefitsCal** will replace it
- ➡ On September 5, 2023, Lobby and Call Center wait times will increase
- ➡ **Delay your office visit the week of September 5 – 8, 2023, to avoid long wait times**

## WHAT YOU NEED TO DO...

- ✓ **Submit all documents due in August, As Soon as Possible**
- ✓ On or after September 4, 2023, register at [BenefitsCal.com](https://www.benefitscal.com) to apply for benefits or manage your case online
- September 1, 2023 through September 4, 2023, apply for:
  - **CalFresh** at [www.getcalfresh.org](https://www.getcalfresh.org)
  - **Medi-Cal** at (Covered California) [www.healthforcalifornia.com](https://www.healthforcalifornia.com)
  - **Any Program** by Mail, Fax (559) 600-7706 or by dropping off applications at your nearest drop box location
- ✓ If you have any questions regarding your EBT card, call the EBT Customer Service line at **1-877-328-9677**
- ✓ For more detailed information on these changes, visit : [Fresnocountyca.gov/BenefitsCalFresno](https://fresnocountyca.gov/BenefitsCalFresno) or scan QR code above

***We thank you for your patience and understanding while we undergo this major system change.***