



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

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Social Services Director  
Public Guardian/Administrator

FOR IMMEDIATE RELEASE  
April 3, 2020

For more information contact:  
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**LOWER LAKE, Calif.** – April 3, 2020

### **CalFresh Emergency Allotments and Suspended Recertifications for Medi-Cal, CalWORKs and CalFresh**

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

Our Eligibility department, located at 15975 Anderson Ranch Parkway, Lower Lake, CA 95457, administers medical programs, CalFresh and CalWORKs.

#### H.R. 6201 Families First Coronavirus Response Act – CalFresh Emergency Allotments for March and April 2020

California has been approved to provide emergency allotments to eligible households for two months, March and April 2020. Customers do not need to contact our office, as emergency allotments will be issued automatically to all eligible households.

Emergency allotments will raise each household's regular monthly CalFresh allotment to the maximum allowable allotment based on household size. CalFresh households already receiving the maximum allowable allotment based on household size are not eligible to receive an emergency allotment of CalFresh Benefits. Household size will be determined based on the number of included household members in March and April.

For the month of March 2020, emergency allotments will be issued to eligible CalFresh households on April 12, 2020. For the month of April 2020, emergency allotments will be issued to eligible CalFresh households on May 10, 2020. If an eligible household receives their March or April allotment after the corresponding emergency allotment issuance date, they will still receive an emergency allotment automatically at a later date. All emergency allotments will be issued on the eligible household's existing electronic benefit transfer (EBT) card.

#### Governor's Order Suspends Recertifications and Semi-Annual Reports for 90 days

Annual recertifications and semi-annual reports for the Medi-Cal, CalFresh, and CalWORKs programs are suspended for the months of March, April and May 2020. Generally, customers' benefits will remain the same for March, April and May 2020, unless they contact their worker to report a change that may result in an increase in benefits (such as job loss). CalWORKs will not count these three months towards the time limit. CalWORKs and CalFresh households are still required to report when their total household income exceeds the Income Reporting Threshold (IRT) for their household size.

However, for recertifications and SAR 7's already processed prior to the Governor's Order in March, benefits will remain as recertified, the changes processed will not be reversed.

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<input type="checkbox"/> <b>Administration</b> Phone (707) 995-4260 FAX (707) 995-4294	<input type="checkbox"/> <b>Adult Services</b> Phone (707) 995-4680 FAX (707) 995-4661	<input type="checkbox"/> <b>Child Welfare Services</b> Phone (707) 262-0235 FAX (707) 262-0299	<input type="checkbox"/> <b>Eligibility</b> Phone (707) 995-4200 FAX (707) 995-4204	<input type="checkbox"/> <b>Employment Services</b> Phone (707) 995-9015 FAX (707) 995-9055
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For the CalFresh and CalWORKs programs, customers do not need to return their recertification packets or SAR7's. Customers do not need to contact our office, as benefits will continue without interruption. Recertifications will be due six months from the original recertification date. Customers will receive a letter informing them of when their next recertification is due. If the recertification packets were due in:

- March 2020 – The recertification is now due in September 2020
- April 2020 – The recertification is now due in October 2020
- May 2020 – The recertification is now due in November 2020

Customers should resume submitting the SAR 7 and recertification packets beginning in June 2020.

For the Medi-Cal Program, customers should still submit their recertification packets, but the packets will not be processed until June 2020 or later.

### How to Apply, Manage Your Case or Contact Us During COVID-19 Pandemic

To ensure public safety during the COVID-19 pandemic, access to our lobby is now via buzzer at our main entrance, Monday – Friday, 8:00 AM – 5:00 PM until further notice. The doors will only be opened for emergency CalWORKs homeless assistance or CalWORKs immediate need applications.

We will use non-face-to-face services to conduct all other business. Applications for emergency services do not need to be filed in-person, and can be made by any of the methods listed below.

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

- [www.c4yourself.com](http://www.c4yourself.com) or the mobile app for all programs
- [www.coveredca.com](http://www.coveredca.com) for medical programs
- [www.getcalfresh.org](http://www.getcalfresh.org) for the CalFresh program

Application packets and a variety of forms in English and Spanish are also available for pick up outside our lobby entrance without need to enter the lobby, and 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

Current customers can check their CalWORKs or CalFresh balance, report a lost or stolen EBT card, or request a replacement EBT card, by calling (877) 328-9677 or going online at [www.ebt.ca.gov](http://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 calling their worker.

To enforce the social distancing and group gathering requirements set by CDC and the Public Health Officer, all non-emergency contact will be conducted by telephone or mail:

- Workers are available by telephone Monday – Friday, 8:00 AM – 5:00 PM at (800) 628-5288 toll free, or (707) 995-4200 locally.
- All EBT cards will be mailed. Homeless individuals who do not have a mailing address can make other arrangements by contacting their worker.

Flexible verification standards and temporary good cause excuse from meeting certain program requirements may be available to applicants/customers during the COVID-19 pandemic. Contact your worker for details.

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