



Contra Costa County California Employment & Human Services



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Employment & Human
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Podcasts

English Version

“ACCESS CalWIN”

Are you currently receiving financial, medical, or food assistance from Contra Costa County, and want to find out about the status of your case? We know how hard it can be to reach one of our busy staff, so we now provide you with a toll-free telephone number that you can call 24 hours a day, 7 days a week to get specific information about your case. The number to call is: 1-877-505-4630.

When you call this number, you will be asked to select from a menu of options, depending on what kind of information you want.

Some of the information you can ask for includes:

- information about your existing CalWORKS, Food Stamps, Medi-Cal, or General Assistance case
- specific information about what your current case status is or what the benefit amount is you should be receiving this month
- information about the benefits you received in the previous 6 months
- or when your next reporting forms are due

When asking about your case, be sure to have your case number or social security number available

- You can also call our toll free number to get information about our office locations and hours,
- find out how to apply for assistance,
- how to report child abuse or elder abuse,
- how to report fraud,
- get information about your Electronic Benefits Card – called the EBT card, such as how to request a replacement card,
- or find out about other services we have.

You can also leave a message for your worker or talk to a live county worker during regular business hours.

If you want more information about our services or how to apply for assistance, you can visit our website at www.cccounty.us and select “Employment and Human Services” from the list of Departments.

Again, the number to call is 1-877-505-4630