



The County of Fresno Department of Social Services' response to COVID-19 Coronavirus

The County of Fresno Department of Social Services (DSS) is committed to assisting adults, children, and families to achieve health, safety and self-sufficiency through a diverse range of programs and partnerships.

DSS has planned, prepared and is responding by adhering to Federal/State/Local public health guidance to help protect you and prevent exposures to COVID-19 Coronavirus. We will continue business operations to meet our goals of providing excellent service delivery to the community. For your safety, we are strongly encouraging you to utilize the online resources we have available as many of the services and benefits can be obtained without coming into the office. At this time, all Eligibility interviews will be conducted by telephone.

Our online and call center are a convenient and secure way to apply for program services, maintain eligibility and seek answers to your questions. Online Resources:

Apply for Benefits at www.mybenefitscalwin.org

- Benefit programs: CalFresh, Medi-Cal, CalWORKs, and General Relief
- You will be contacted by telephone and mail to inform you of the date and time of your telephone interview.

Personal Access to Social Services (P.A.S.S.) – Visit DSSPASS.fresnocountyca.gov

- Access Case Information
- Download Grant Verifications (WHIS reports)
- Upload Documents and verifications

Need to reschedule your appointment or missed your appointment? Call: 1-855-832-8082

- Hours of operations: Monday through Friday from 7:30 a.m. - 4:30 p.m.

Request a new Medi-Cal BIC card by calling 1-877-600-1377 and follow the prompts

- Available 24 hours a day

Request a replacement EBT card by calling 1-877-328-9677

- Available 24 hours a day
- You will never be asked for your PIN Number

24/7 Automated System: 1-877-600-1377

- Case and Benefit Information

(UPDATE 4/1/20- see DSS Lobby Closures letter posted). We encourage the use of alternate online resources.