

What is the social safety net?

Public Assistance (DEBS)

- Food Assistance (CalFresh)
- Health Coverage (Medi-Cal)
- Cash Assistance (CalWORKs & General Assistance)
- Housing/Homeless Assistance
- Employment & Training Programs

Community Based Organizations (CBOs)

- Food Banks
- Housing/Homeless Assistance
- Behavioral Health
- Hospitals & Clinics
- Child Care
- Transportation
- Immigration or other Legal Services
- Education & Training
- Employment Programs
- Domestic Violence
- Emergency Assistance Network (EAN)
- *Various other services*

How to apply?

Five ways to apply:

[Flyer link](#)

1. Online
2. Phone
3. Fax
4. Mail
5. Drop Box at Office Locations

DEBS Mission:

Transition public assistance recipients to employment and eventual self-sufficiency and to ensure that low-income individuals and families receive necessary health, nutrition, financial and employment services.



The flyer for the Santa Clara County Social Services Agency features the county seal and title at the top. It lists three services: Cash Assistance, Healthcare, and Food Assistance, each with a bilingual description. Below this is an illustration of a diverse family standing in front of a building labeled 'SSA'. A message states that lobbies are temporarily closed. The flyer then lists five ways to apply: online, phone, fax, mail, and drop box locations, each with specific contact information and bilingual instructions. A note at the bottom provides an alternative contact method for those unable to reach the agency through the listed channels.

SANTA CLARA COUNTY
SOCIAL SERVICES AGENCY

WE OFFER THESE SERVICES:
OFRECEMOS ESTOS SERVICIOS:
CHÚNG TÔI CUNG CẤP CÁC DỊCH VỤ:

CASH ASSISTANCE
ASISTENCIA MONETARIA
TRỢ CẤP TIỀN MẶT

HEALTHCARE
ASISTENCIA MÉDICA
BẢO HIỂM SỨC KHỎE

FOOD ASSISTANCE
ASISTENCIA ALIMENTARIA
TRỢ CẤP THỰC PHẨM

Santa Clara County Social Services Agency wants to keep you safe & healthy.
Lobbies are temporarily closed.

Agencia de Servicios Sociales del Condado de Santa Clara quiere mantenerlo seguro y saludable.
Recepciones temporalmente cerradas.
Sở Xã Hội của Hạt Santa Clara muốn quý vị được an toàn và khỏe mạnh. Sảnh chính tạm thời đóng cửa.

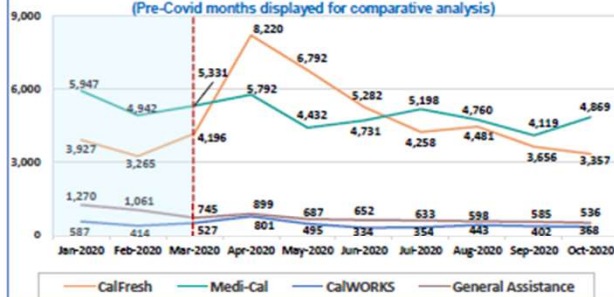
5 WAYS TO APPLY
SOLICITE DE 5 MANERAS: | 5 CÁCH ĐỂ NỘP ĐƠN:

- 1 ONLINE: WWW.MYBENEFITSCALWIN.ORG**
En Línea | Mạng Trực Tuyến
APPLY FOR CALFRESH ONLINE:
WWW.GETCALFRESH.ORG
Solicite Calfresh En WWW.GETCALFRESH.ORG
Nộp Đơn Xin Calfresh Qua Mạng WWW.GETCALFRESH.ORG
- 2 PHONE: 1-877-962-3633**
Por Teléfono | Điện Thoại
If your business cannot be conducted from home via phone/online, call this number to make other arrangements.
Si su asunto no se puede llevar a cabo desde su casa; por teléfono ó en línea, llame a este número para hacer otros arreglos.
Nếu những việc cần của quý vị không được giúp tại nhà qua mạng hoặc điện thoại, hãy gọi số này để có sự sắp xếp khác.
- 3 FAX: 408-295-9248**
Fax | Điện Thư
- 4 MAIL: PO Box 11018, San Jose CA 95103**
Por Correo | Thư
- 5 DROP BOX LOCATIONS:**
Ubicaciones De Buzones | Những Hộp Thư Tại Văn Phòng
Assistance Application Center: 1867 Senter Rd, San Jose
General Assistance Services: 1919 Senter Rd, San Jose
North County: 1330 W. Middlefield Rd, Mtn. View
Medi-Cal Benefits Assistance: 650 S. Bascom Ave. Ste. A, San Jose
South County: 379 Tomkins Ct, Gilroy



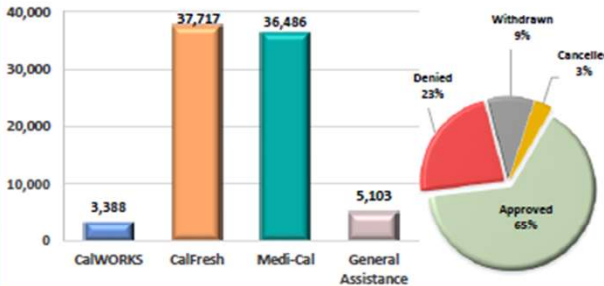
TOTAL APPLICATIONS RECEIVED: 88,533

Monthly Program Applications Received
 (Pre-Covid months displayed for comparative analysis)



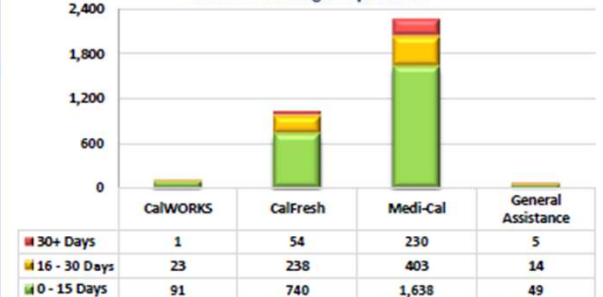
TOTAL APPLICATIONS DISPOSITIONED: 82,694

Applications Dispositioned by Program/Status

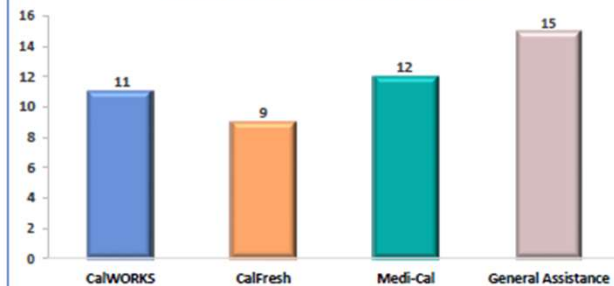


TOTAL CASES PENDING DISPOSITION: 3,486

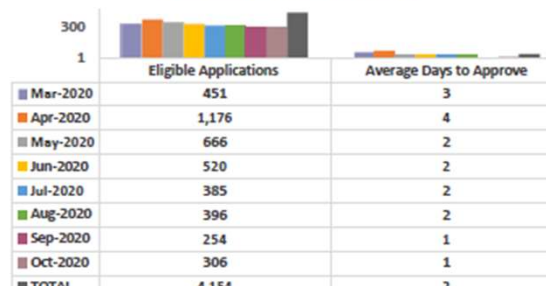
Cases Pending Disposition



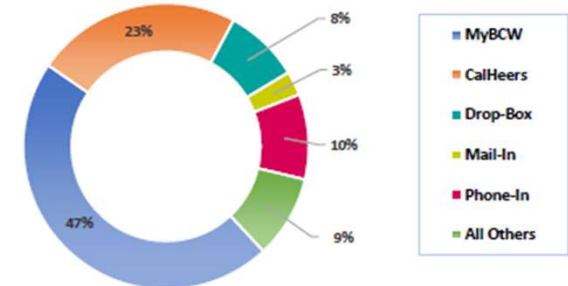
Average Days to Approve by Program



CalFresh Expedited Services

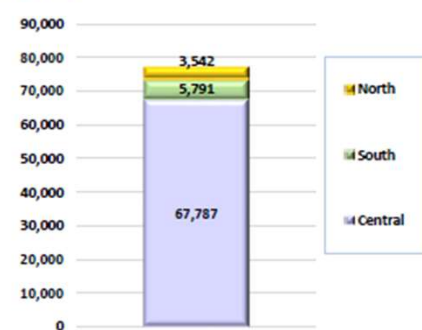


Application Sources

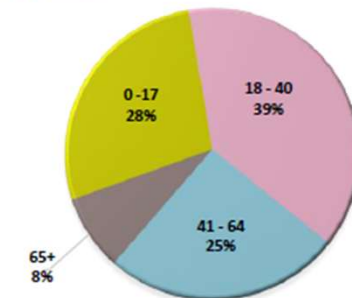


DEMOGRAPHICS: TOTAL APPLICANTS - 120,842

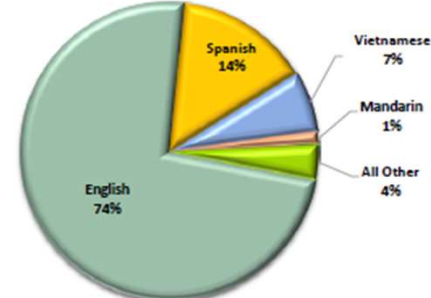
REGION



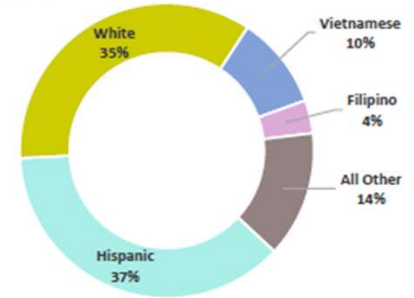
AGE GROUP



LANGUAGE



ETHNICITY



Continual strides forward (a few examples)

- Technology
 - Email & Text usage
 - Telephonic signature
 - Electronic verification sources
 - Self-Service Options (Online application, Document submission)
 - Shifts to client centered design (Public websites, IVR design)
- Process/Procedure
 - No wrong door
 - Ongoing pilots of initiatives that increase access
- Policy
 - Alignment of policies between public assistance programs
 - EBT Online Purchasing for CalFresh
 - Expansion of CalFresh and Medi-Cal to additional low income populations

Challenges & Barriers

- Distrust/Fear of Government
- Misnomers/confusion about the process of applying
- Digital divide – lack of access vs mobile access
- Bureaucracy
- Systemic inequality

Opportunities

- Continue to leverage technology to improve self-service options and processing efficiencies
- Ensure lived experience and the voice of the client is incorporated into outreach and programmatic decisions
- Legislative advocacy for smart programmatic and policy decisions that have positive short and long term outcomes
- Continue to build and leverage CBO relationships to connect and strategically utilize trust relationships with clients
- Strategically leverage funding sources to maximize relationships with other government organizations and CBOs in service of target populations