

P R E S S R E L E A S E

FOR IMMEDIATE RELEASE

Date: Feb. 15, 2023

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CUSTOMER SERVICE CENTER TO TEMPORARILY CLOSE THURSDAYS

SHASTA COUNTY – The Shasta County Health and Human Services Agency (HHSa) Customer Service Center phone service will be closed on Thursdays from March 2 to May 31, 2023. The change is due to staffing shortages, along with an increased need for services in our community. Staff will use Thursdays as additional time to conduct CalFresh interviews and process CalFresh and Medi-Cal cases.

Customers still have multiple options for getting service on Thursdays. In addition to in-office visits, clients can visit [BenefitsCal.com](https://www.benefitscal.com) to apply for, maintain and check benefits at any time. The secure, web-based portal allows customers to set up a free account to:

- Access up-to-date case and benefit information
- Check the status of an application or renewal
- Submit a new application
- Submit a periodic report, such as a semi-annual report
- Recertify/renew benefits online
- Report changes and update information
- Upload verification documents
- Download and review forms or services
- Check appointment dates and times

For in-person service, customers may visit the offices below, 8 a.m. to 5 p.m. Monday – Friday:

- Anderson, 2889 E. Center Street, Anderson, CA 96007
- South Redding, 2460 Breslauer Way, Redding, CA 96001
- Burney, 36911 Main Street, Burney, CA 96013
- Enterprise, 2757 Churn Creek Road, Redding, CA 96002
- Downtown Redding, 1220 Sacramento Street, Redding, CA 96001
- Shasta Lake, 4216 Shasta Dam Boulevard, Shasta Lake, CA 96019

In addition, existing customers may call the Customer Service Center during closed hours and use the Interactive Voice Response (IVR) system to access account balances and request replacement forms. EBT cardholders can call the phone number on the back of their cards to get account balances.

The Customer Service Center is open to phone calls on Mondays, Tuesdays, Wednesdays and Fridays from 7:45 a.m. to 4:30 p.m. Call 1-877-652-0731.

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