

You do not have to wait in line!

The 24-hour automated system is designed to provide you with information regarding:

- QR 7 status
- Benefit amounts
- Requesting forms
- Office hours and locations
- Case status and activity
- Case contact information

1-877-410-8827

You will need your case number and PIN to access this information.

Your case number is located on the bottom left hand corner of your EBT card.



FREQUENTLY ASKED QUESTIONS

Q What does the Interactive Voice Response (IVR) Automatic Information System do?

A The IVR provides general information regarding:

- ◆ Business hours for DPSS offices
- ◆ Dates and times of holiday closures for DPSS offices, and
- ◆ Specific case information.

Q What information can it give me about my case?

A The IVR provides specific case information for you regarding:

- ◆ CalWORKs
- ◆ CalFresh
- ◆ Medi-Cal, and
- ◆ Welfare-to-Work.

Q When is IVR available?

A IVR is available 24 hours a day/7 days a week

Q Can anyone access my case information?

A No, your information is safeguarded because only you have your Case Number and PIN, both of which are necessary to gain access to your case information.

Q Do I have to use IVR?

A No, you may still contact DPSS if you:

- ◆ Do not have a touch-tone telephone
- ◆ Want to speak directly with a worker, or
- ◆ Do not want to use IVR.

DPSS 3610 (1/11)

Interactive Voice Response (IVR)

An Automatic Information System



1-877-410-8827

Welcome to the C-IV INTERACTIVE VOICE RESPONSE SYSTEM, a new way to access information about:

- Our business hours
- Your personal case information for:
 - ◆ CalWORKs
 - ◆ CalFresh
 - ◆ Medi-Cal
 - ◆ Welfare-to-Work

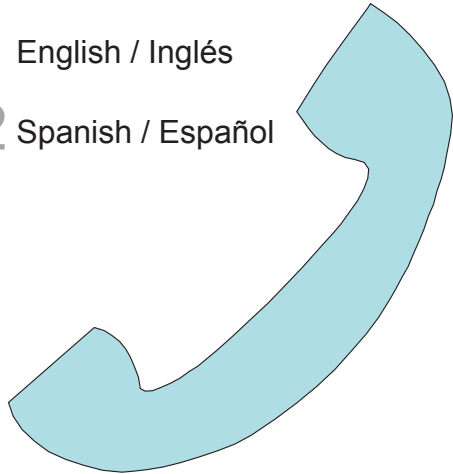
STEP 1

DIAL 1-877-410-8827

STEP 2

SELECT LANGUAGE

- 1 English / Inglés
- 2 Spanish / Español



STEP 3

WELCOME MENU

Select Option

- 1 If you already have a PIN
- 2 To request a new PIN or if you have forgotten your PIN, you will need your social security number
- 3 For office hours
- * To repeat the above options

STEP 4

CASE INFORMATION

- Please enter your 7-digit case number, followed by the # sign. If your case number begins with the letter "A", press the number "2" on your telephone keypad. (Example: A123456 = 2123456)
- Enter your 4-digit PIN.
- In case of a duplicate PIN on the same case, please enter your date of birth using format of 2-digit month, 2-digit day, and 4-digit year (MMDDYYYY).

STEP 5

CASE INFORMATION

Select from the following options the information you wish to hear:

- 1 Benefits Information
- 2 Request forms
- 3 Change current PIN
- 4 Worker contact information
- 5 Office Hours
- * Repeat Options
- # Return to welcome menu
- ☎ Hang up

When finished with any option, you will be given the choice to select again from the above list or hang up.

Please go to the website at c4Yourself.com to check your profile or visit your local county office for advice.

NOTE: Changes made to your case during the last 24 hours may not have been updated to the IVR system.

