Important Announcement

SSA Shares Coronavirus Information

On March 13, 2020, the County Health Officer issued a directive, effective at 12:00 a.m. on March 14, 2020, prohibiting public or private gatherings of more than 100 people. The County Health Office has also banned gatherings of 35 to 100 people unless certain conditions are met. County Health Officer issued an order in response to COVID-19 (novel coronavirus). SSA is working in close coordination with Public Health, County Executive’s Office and the State on how to minimize contact. As the outbreak of COVID-19 in Santa Clara County continues to accelerate, the county has decided to take more aggressive measures to slow the spread of the disease and protect critical healthcare system capacity and other essential services. The Department of Public Health (DPH) would like to ensure our community, service providers and employees are educated on prevention measures and protecting those who are most vulnerable to severe illness. See DPH’s latest recommendations on prevention measures.

SSA services updates

SSA Service Centers are temporarily closed. We are still available to help you meet many of your essential service needs without interruption by phone and online. Learn more.

Department of Employment and Benefit Services:

To Apply for Benefits or Homeless Assistance, Schedule or Reschedule an Appointment, Report Changes, Contact a County Worker, or Submit a Report or Document:

- Go Online or Download App @ MyBenefitsCalWIN.org
- Call Us at 1-877-962-3633 or Your County Worker's Direct Line
- Mail to PO Box 11018 or Use Drop Box at Office
- FOR EBT INQUIRIES Call: 1-877-328-9677

Very limited access to our lobbies will be made available on a case-by-case basis, by appointment only. Please contact us at 1-877-962-3633 or contact Your County Worker’s Direct Line to make necessary appointment or arrangement.

Department of Family and Children Services:

DFCS has suspended classes and trainings for parents and caregivers. Child and Family Team Meetings will be held by phone or with Skype capability whenever possible. We have closed non-essential lobbies and will support information by phone. Notifications have been posted at office locations. The Hub for young adults will remain open to support young adults in extended foster care for immediate needs, but all classes and trainings will be postponed. Most Court hearings have been postponed or will be held via Skype.
The following essential operations will remain to ensure we still meet the Health, Safety and Wellbeing needs of the public. DFCS will continue to process emergency home approvals to place children with relatives or individuals known to them. In-person investigations for Immediate Response and 10-day assessments for risk and safety will continue. In-person home visits for all children and families under the Jurisdiction of the Juvenile Court or voluntary cases and visits between parents and children will continue following the Public Health guidelines provided with regards to COVID-19. Children, families, caregivers and young adults with immediate needs will be able to make contact with their case carrying social worker. The Child Abuse and Neglect hotline for child abuse calls remains in place with remote capability being put in place. Care and placement services for children removed due to child abuse or neglect will remain in place.

The Child Abuse & Neglect Center is still operating and can be reached at (833) SCC-KIDS (722-5437)

- In cases of an immediate emergency, always call 911 for law enforcement intervention. Where the situation is not an emergency needing the police, reports should be made to the Child Abuse and Neglect Center.

Department of Adult & Aging Services:

Adult Protective Services APS 24/7 hotline remains operational, and reports of suspected or know abuse and neglect of Elders and Dependent Adults will continue to be accepted:

- APS Hotline: 408-975-4900 and 1800-414-2002
- For Law Enforcement only: 408-975-4800

Adult Protective Services is currently following State guidelines that allows APS programs to collect, and review information related to the client’s situation and needs by phone prior to conducting a face to face/in person visit. Priority will be assigned to those at highest risk and in imminent danger and APS will be coordinating with law enforcement for in person responses.

In Home Supportive Services

IHSS is accepting applications by phone or fax. If you are a provider or would like to apply for services, Please do not come in person. Our lobby may be closed to the public.

- Call 408-792-1600 and Press # to leave a voice mail that you are requesting to apply with your name and phone number.
- Fax 408-792-1601 that you are requesting to apply with your name and phone number.

Service Provider: For inquiries about IHSS timesheets and payment discrepancies:

- Please Enroll in Electronic Timesheets online at https://www.etimesheets.ihss.ca.gov/login
**Public Administrator/Guardian/Conservator**

PAGC remains operational; however, the main number, 408-755-7610 is available for voice messages only. Staff check voice mails intermittently throughout the week. Referrals for LPS Conservatorship, Probate Conservatorship and Public Administration will continue to be accepted but may take longer to review and process.

The Public Administrator Guardian Conservators Office is currently following County guidelines and will continue to reach out to conservatees, families and facilities via phone several times per month. Phone and email contact are the best ways to reach a Deputy Public Guardian or an Estate Administrator; we will respond to your request as quickly as we can.

**Senior Nutrition Program**

No Senior Congregate Dining Sites Are Offering Dine-In Meals as of March 16 – To-Go/Take-Out Meals Available

The County of Santa Clara Senior Nutrition Program is committed to the health and well-being of all older adults throughout our community. In an effort to maintain that commitment and protect the health of our participants in this complicated time, we and our partners have made the difficult decision to close all sites for dine-in meals as of March 16. We have now moved toward a take-out model at most locations, while a handful of locations have temporarily closed. Click here for a map of locations and hours of operation.

Meals on Wheels continues to provide home-delivery of meals. Call (408) 350-3246 for more information.

**Veteran Service Office:**

Located at 68 N. Winchester Ave has closed its lobby to the public. Our Veteran Service Representatives will be contacting clients with scheduled meetings to conduct the appointment by phone. Please call our office with questions at 408-918-4980.

**Health advisory**

Anyone can be infected by the COVID-19. The most vulnerable populations appear to be older people and people with pre-existing medical conditions, such as asthma, diabetes, and heart disease. Public health officials advise people of all ages to get more informed on how the virus spreads and take simple steps to avoid infection.

The County is providing virus prevention information to the most vulnerable populations at senior living, meals, and activity centers as well as to people experiencing homelessness.

On March 13, the County issued a Public Health Order prohibiting non-essential visitors from entering long-term care facilities within Santa Clara County. Read more.
Stay informed

For the latest updates, visit SSA section on County Page. Also visit DPH for local news and the Centers for Disease Control.


- Recommendations for Individuals [PDF]
- Recommendations for Businesses and Workplace [PDF]
- Recommendations for Community Based Organizations [PDF]