



## COUNTY OF SANTA CRUZ HUMAN SERVICES DEPARTMENT

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# HSD OUTREACH TOOLKIT



DATE: May 12, 2026  
TO: Benefits Collaborative Members  
FROM: County Human Services Department  
SUBJECT: **Phone Customer Services Center Closure – Outreach Toolkit for April**

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### ABOUT

The Human Services Department (HSD) is closing our Phone Customer Services Center on specified Wednesdays, now through June 2026, to allow HSD staff to process current paperwork and prepare for new paperwork processes as benefits work requirements, asset limit changes and additional H.R.I related record-keeping requirements are implemented.

### TOOLKIT

Please use the following link to access our *Phone Customer Services Center Closures 2026* toolkit: [Benefits Collaborative Toolkit Collaterals](#)

Once assets are downloaded, please share information about the upcoming closures in March with those you serve. You can amplify this message in the following ways:

- **PRINT FLYERS:** Flyers for printing can be downloaded from the link above, in English and Spanish (double-sided) and printed for use in your organizations and offices, and at community tabling opportunities where the community is being served.
- **SOCIAL MEDIA:** Images for use on your social media pages can be downloaded from the link above. Here is our recommended social media post text:

#### **ENGLISH:**

🗨️ The County's Phone Customer Services Center will be closed on some Wednesday in May to allow Human Services staff to process paperwork. Closure dates:

- Wednesday, May 6
- Wednesday, May 13
- Wednesday, May 20

County offices remain open if support is needed during this time. Please visit in person, at:

- 📍 1020 Emeline Avenue, Santa Cruz 🏠
- 📍 500 Westridge Drive, Watsonville 🏠

DID YOU KNOW? [www.BenefitsCal.com](http://www.BenefitsCal.com) lets you apply for and manage your benefits online anytime, anywhere.

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**SPANISH:**

📞 El centro de servicio telefónico al cliente del condado estará cerrado la mayoría de los miércoles de mayo para permitir que el personal de Servicios Humanos tramite documentos pendientes. Fechas de cierre:

- Miércoles, 6 de mayo
- Miércoles, 13 de mayo
- Miércoles, 20 de mayo

Las oficinas del condado permanecen abiertas si se necesita apoyo durante este tiempo. Por favor, visite en persona, en:

- 📍 1020 Emeline Avenue, Santa Cruz 🏠
- 📍 500 Westridge Drive, Watsonville 🏠

¿Sabía que [www.BenefitsCal.com](http://www.BenefitsCal.com) le permite pedir y mantener sus beneficios en línea en cualquier momento y desde cualquier lugar?

**Questions?** Additional support: [EBSDBenefitsCollaborative@santacruzcountyca.gov](mailto:EBSDBenefitsCollaborative@santacruzcountyca.gov)