

# QUESTIONS ABOUT YOUR COUNTY BENEFITS MAIL?



- NOT GETTING YOUR COUNTY MAIL?
- NOT SURE WHERE IT'S BEING SENT?
- NEED TO UPDATE YOUR ADDRESS?

If you are unhoused and receive County benefits — like CalFresh, Medi-Cal, CalWORKs, or General Assistance — please reach out so we can make sure your mail is going to the right address.

## Contact Us

We are here to help you apply for benefits, and answer any questions.



**Phone:** M–F, 8 am – 4 pm\*  
1-888-421-8080

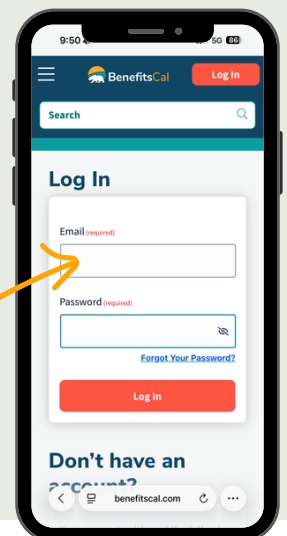
*\*Phones are closed most Wednesdays*



**In person:** M–F, 8 am – 5 pm  
1020 Emeline Avenue, Santa Cruz  
500 Westridge Drive, Watsonville



**Online:** BenefitsCal.com  
Apply for and manage your benefits anytime, anywhere.



Flip over for information about County mail services.



# COUNTY MAIL SERVICES FOR PUBLIC BENEFITS CLIENTS

Santa Cruz County's Employment and Benefits Services Division (EBSD) offers mail services to help you receive official mail related to your public benefits.

## What is this mail service?

This service allows you to use a County office as your mailing address so you can receive important information about your benefits.

## Who can use this mail service?

This is not a general mail service. This service is only available to people who are applying for or receiving County public benefits such as:

- Medi-Cal
- CalFresh
- CalWORKs
- General Assistance

## How do I sign up for this mail service?

You must contact our office and tell us where you want to pick-up your mail. We have two office locations available for mail pick-up:

- 1020 Emeline Ave., Santa Cruz
- 500 Westridge Dr., Watsonville

## What mail will the County accept?

We will accept:

- Mail sent from our office
- Mail from other government agencies:
  - For example: DMV, EDD, or Social Security

## What mail will NOT be accepted?

We cannot accept:

- Personal letters
- Packages
- Mail from friends, family, or private businesses

## When can I pick up my mail?

You can pick up your mail Monday thru Friday from 8 am-5 pm.

## Where can I pick up my mail?

Go to the office you selected. When you arrive, check-in at the front kiosk and choose "Mail Pick-Up."

## How long will my mail be held?

Mail will be held for up to 30 days. After 30 days:

- Mail from other government agencies will be returned to the sender
- Mail from the County will be securely shredded (copies may be reprinted if needed)

## Can the County forward my mail?

No. The County does not forward mail. You must pick up your mail in person.

## Can I update my mailing address?

Yes. Contact our office to report a change of address.

## Can I manage my benefits online?

Yes. Visit [BenefitsCal.com](http://BenefitsCal.com) to apply for benefits, view notices, check your case status, update your address, and submit documents.

## How can I get help?

We are here to help you apply for benefits, and answer any questions.



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