

Want to obtain case information and complete case actions over the phone?

Customer Service Center (CSC)

Call the CSC at **1-877-410-8829** to:

- Access the Visual IVR system
- Request a replacement Electronic Benefit Transfer (EBT) card*
- Reschedule RE/RC appointments*
- Obtain case/benefit information, worker information, office hours, and locations
- Request forms, proof of income, and an IVR Personal Identification Number (PIN)
- Report changes
- Speak to a worker

VIVR

Visually navigate the IVR with your smart phone! Call the CSC and select the option to connect using your phone. A text with the Visual IVR link will be sent to you.

Once connected, you can:

- Apply for assistance
- Check the status of submitted documents
- Take pictures of documents related to reported changes and upload them to your case
- All other options listed in IVR section above, with exceptions identified by an asterisk*



SELF SERVICE Options

In one of our offices? Try the kiosk!

Skip the reception line to:

- Scan in documents
- Check in for appointments
- Request EBT cards, Benefit Identification Cards (BICs), and supportive services
- Request to see a worker
- Pick up mail/documents

The kiosk can also provide a receipt!



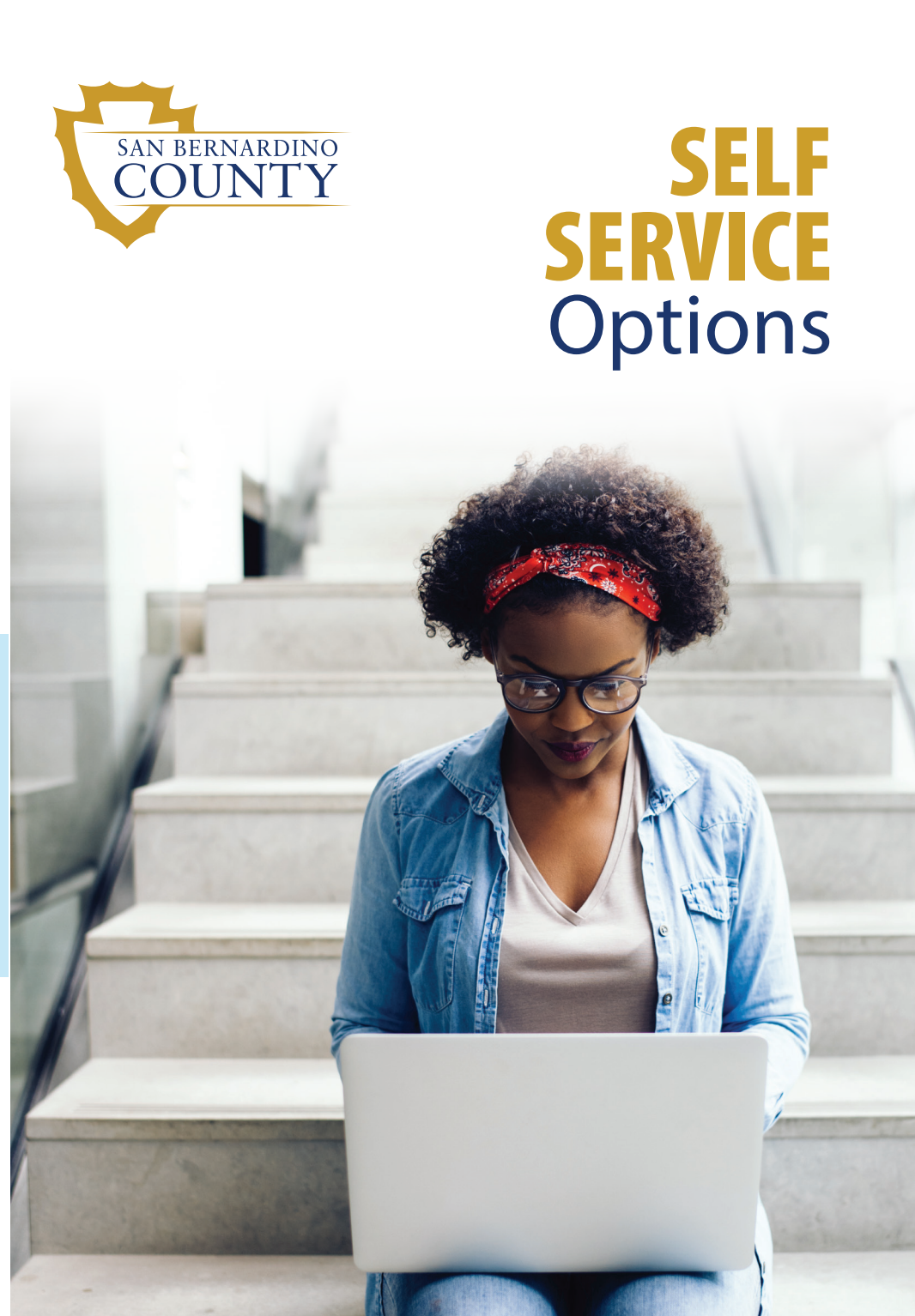
**TRANSITIONAL ASSISTANCE
DEPARTMENT (TAD)**

1-877-410-8829

www.SBCounty.gov/TAD



TAD SS 411.1 (01/20)



TRANSITIONAL ASSISTANCE

Do you have internet access? Check out C4Yourself.com!



The C4Yourself website allows you to:

- Apply for benefits
- Submit your:
 - Semi-Annual Reports (SAR 7s)
 - Re-Evaluations (REs)
 - Recertifications (RCs)
- Report changes
- Send and receive forms/documents
- Receive messages
- Obtain benefit and case information

Got a smart phone or mobile device?

C4Yourself has a mobile app!



Download the app from the Apple App Store or Google Play to have your C4Yourself account accessible anytime, anywhere!



You can even submit documents using your smart phone camera!

To **create a C4Yourself account** and **link it to your case**, follow the steps below:

Step	Action
1	Access C4Yourself using the website or mobile app
2	<ul style="list-style-type: none"> • Click Create an Account • Website: click Register a new account here
3	<ul style="list-style-type: none"> • Answer all questions (user name, password, County secret questions/answers and e-mail address) • Click Next or Submit
4	Website: Click the My Account tab Mobile app: Log into your account and click My Account
5	<ul style="list-style-type: none"> • Click Register With My County • Website: click Request a link to your case
6	<ul style="list-style-type: none"> • Answer all of the questions to ensure the correct case is connected to your C4Yourself account • Click Next
7	<ul style="list-style-type: none"> • Select the office closest to your home • Click Next or Submit
8	• Check your C4Yourself message inbox for further instructions

Do you want to receive your TAD mail fast, secure, and in one location? Enroll in Electronic Notifications (e-Notifications)!



Receive your official documents in your C4Yourself account by enrolling in e-Notifications. An e-mail will be sent each time a new document has been posted to your account. All notices are electronically posted and not sent in the mail (with the exception of State Hearing Notices). You may enroll in e-Notifications via:

- C4Yourself,
- Mobile App, or
- The NA 1273 - Electronic Notification Agreement form

For assistance, call 1-877-410-8829 or visit your local TAD office.

Want other ways to speak with a worker? Try C4Yourself Live Chat or Call Me!

Live Chat: For general information or technical questions C4Yourself allows you to “chat” online with an Eligibility Worker (EW). Log in to your C4Yourself account and click the Live Chat link at the top of the screen.

Call Me: For case specific questions and/or actions you can request a call from an EW by clicking on the C4Yourself Call Me link and entering your contact information. *Please type in your phone number using only numbers. Do not use parenthesis or hyphens.*



Want reminder messages? There's two ways to keep you in the know! Text Notifications

Receive text reminders when you have an appointment, are missing necessary documents for your case, forms/packets have been sent or received, and other important information! Sign up for Texting Notifications by texting: **C4Y to 62315**

Interactive Voice Response (IVR) Outbound

Receive automated phone messages to remind you of missing documents and upcoming appointments. To sign up, speak with a worker at an office or call **1-877-410-8829**.