

# Need information about your case?

## Customer Service Center (CSC)

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

- Request a replacement Electronic Benefit Transfer (EBT) card
- Reschedule 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

## In a local TAD office? 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 provide a receipt!**



**TRANSITIONAL ASSISTANCE  
DEPARTMENT (TAD)**

1-877-410-8829

[www.SBCounty.gov/TAD](http://www.SBCounty.gov/TAD)



TAD SS 411.1 (08/21)



# SELF SERVICE Options



**TRANSITIONAL ASSISTANCE**

## Do you have internet access? Check out [BenefitsCal.com](http://BenefitsCal.com)!

The **BenefitsCal** website allows you to:

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



**BenefitsCal**

### Got a smart phone or mobile device?

Access your **BenefitsCal** account 24/7

You can even submit documents using your smart phone camera!

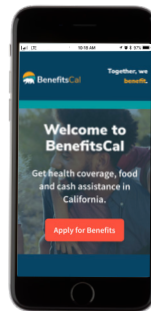
Follow the steps below to create a **BenefitsCal** account:

Step	Action
1	Access <b>BenefitsCal</b> by going to <a href="http://www.BenefitsCal.com">www.BenefitsCal.com</a>
2	Click the <b>Create An Account</b> hyperlink
3	<ul style="list-style-type: none"> <li>• Answer all questions (first and last name, email, password, and mobile phone number)</li> <li>• Check the Consent / Terms and Conditions boxes</li> <li>• Click the <b>Next</b> button</li> </ul>
4	<ul style="list-style-type: none"> <li>• Select three security questions</li> <li>• Provide answers for each question</li> <li>• Click the <b>Create Account</b> button</li> </ul>
5	<ul style="list-style-type: none"> <li>• Check your email for a six-digit verification code</li> <li>• Enter the code into the <b>Verification Code</b> field</li> <li>• Click the <b>Submit</b> button</li> </ul>

Don't forget to link your **BenefitsCal** account to your case!

Step	Action
1	<b>Log In</b> to your <b>BenefitsCal</b> account at <a href="http://www.BenefitsCal.com">www.BenefitsCal.com</a>
2	Click the <b>Link a case</b> hyperlink
3	<ul style="list-style-type: none"> <li>• Provide your date of birth and zip code</li> <li>• Enter one of the following:                             <ol style="list-style-type: none"> <li>1. Last 4-digits of your Social Security Number (SSN),</li> <li>2. Electronic Benefit Transfer (EBT) card number, or</li> <li>3. Case number</li> </ol> </li> <li>• Click the <b>Next</b> button</li> </ul>

## Electronic Notices and Text Messages!



With **Electronic Notices** all notices, forms, and reports will be posted to your secure **BenefitsCal** account giving you easy access to information about your case/benefits. You will not receive paper mail except when it is related to state hearings. We will send you an email when correspondence is available in your account.

With **Text Messaging**, we will send a courtesy text message to your mobile phone informing you of important case information.

To sign up for **Electronic Notifications and Text Messages**:

Step	Action
1	<b>Log In</b> to your <b>BenefitsCal</b> account at <a href="http://www.BenefitsCal.com">www.BenefitsCal.com</a>
2	Click the <b>User Profile</b> icon in the top right corner to display <b>Your Account Settings</b>
3	Select <b>Communication Preferences</b> from the menu
4	Slide the toggles to the left to activate <b>Electronic Notices</b> and <b>Text Messages</b> , and click the <b>UPDATE</b> button

You can also sign up for **Text Messaging** by texting **CALTEXT** to **72422**.

## Interactive Voice Response (IVR) System!

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**.

## Live Web Chat!

For general information or technical questions **BenefitsCal** allows you to "chat" online with a worker. Log in to your **BenefitsCal** account and click the **Live Web Chat** link at the top of the screen.

Scan this QR code to apply for benefits today!

