

Customer Service Center (CSC)

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

- Reschedule appointments
- Obtain case/benefit information, worker information, office hours, and locations
- Request forms, proof of income, and an IVR Personal Identification Number (PIN)
- Request a replacement Electronic Benefit Transfer (EBT) card
- Report changes and request to speak to a worker

In a local TAD office? *Try the kiosk! Get a receipt!*

Skip the 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

IMPORTANT DATES TO REMEMBER

The next SAR 7 or RE/RC due date is:



1(877) 410-8829



www.SBCounty.gov/TAD

TAD SS 411.1 (05/25)

Self-Service Options



Transitional Assistance





Do you have internet access?

Check out 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

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

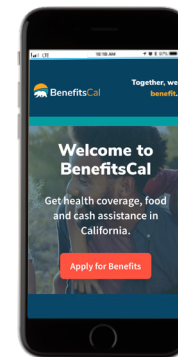
Don't forget to link your BenefitsCal account to your case!

Step	Action
1	Log In to your BenefitsCal account at www.BenefitsCal.com
2	Click the Link a Case hyperlink
3	<ul style="list-style-type: none">• Provide your date of birth and zip code• Enter one of the following:<ol style="list-style-type: none">1. Last 4-digits of your Social Security Number (SSN),2. Electronic Benefit Transfer (EBT) card number, or3. Case number• Click the Next button

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	Log In to your BenefitsCal account at www.BenefitsCal.com
2	Click the User Profile icon in the top right corner to display Your Account Settings
3	Select Communication Preferences from the menu
4	Slide the toggles to the left to activate Electronic Notices and Text Messages , and click the Update 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.

**Skip the line and apply online!
Scan this QR code to apply for
BenefitsCal today!**

