



EMPLOYMENT &  
HUMAN SERVICES

MEMORANDUM

Kathy Gallagher, Director

40 Douglas Drive, Martinez, CA 94553 • (925) 608-5000 • Fax (925) 313-9748 • [www.ehds.org](http://www.ehds.org)

To: All Staff, Code 2A Date: March 31, 2020  
From: Tish Gallegos, Community Relations  
Subject: Reminder – EHSD Lobby Restrictions Due to COVID-19

In order to best direct EHSD customers and help them receive the services they need during this time, we want to remind you that the department continues restricting access to our public lobbies to help prevent the spread of COVID-19. Please DO NOT send community members to visit the following locations until further notice:

- |  |                                 |
|--|---------------------------------|
| 400 & 500 Ellinwood Way, Pleasant Hill | 1305 Macdonald Avenue, Richmond |
| 4545 & 4549 Delta Fair Blvd., Antioch  | 1535 Fred Jackson Way, Richmond |
| 3105 Willow Pass Road, Bay Point       | 151 Linus Pauling, Hercules     |
| 151 Sand Creek Road, Brentwood         | 1275A Hall Avenue, Richmond     |

Thank you for instead directing all EHSD customers to access our services in one of the following ways:

- Report Child Abuse – Call 1 (877) 881- 1116
- Report Elder Abuse – Call 1 (877) 839-4347
- MyBenefitsCalWIN.org — Apply for benefits. CalWORKs, CalFresh, and Medi-Cal customers can also check application status, upload documents, report changes, renew benefits, check eligibility, case status or benefits balance.
- EHSD.org — Customers can apply, check application status, upload documents or get more information about CalWORKs, CalFresh, Medi-Cal and other benefits.
- Phone assistance — Call (925) 957-5647 or (925) 957-5648 (Spanish)
- Drop box outside lobbies – Customers can complete, sign and leave documents for processing. Hard-copy applications are available outside the lobby entrances for all benefit programs.
- IHSS (to apply) - (925) 229-8434
- IHSS Public Authority (providers) - (800) 333-1081
- CFS Discovery Unit – (925) 602-9288
- VESTIA – (925) 521-5060; Season of Sharing Hotline (925) 521-5065

You can also encourage customers to visit [EHSD.org](http://EHSD.org) and click on “COVID-19 in Contra Costa County” at the top of the home page for updates and resources. We appreciate all you are doing to continue delivering support to our community members during the COVID-19 health crisis.