

# DPSS Customer Alert Regarding the Coronavirus (COVID-19)

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## DPSS Customer Alert Regarding the Coronavirus (COVID-19)

In light of the increased concerns regarding the Coronavirus, the [Department of Public Social Services \(DPSS\)](#) has received inquiries about what the department is doing to reduce possible exposure to the illness in DPSS offices and how will the virus impact to the delivery of services to the public.

In order to reduce the need for customers to visit a DPSS office to obtain services, the department strongly encourages [online enrollment](#) to lessen the possibility of exposure to the virus.

The department is recommending the following for new and existing customers:

### **New Applicants:**

New applicants can [apply online](#) for all programs except [In-Home Supportive Services \(IHSS\)](#);

IHSS applicants can also apply via the IHSS Helpline by calling **(888) 822-9622**; however, assessments will need to be conducted in person;

[CalFresh](#) applicants can also apply for benefits by phone by calling the DPSS Customer Service Center (CSC) at **(866) 613-3777**;

### **Existing Customers:**

Customers can complete any periodic reporting or annual renewal of benefits [online](#);

The Customer Service Centers are also available for [CalFresh](#), [CalWORKs](#), [Medi-Cal](#), and [General Relief](#) inquiries;

The IHSS Helpline is available for recipients and IHSS providers by calling **(888) 822-9622**;