

If your cash aid (CalWORKs) case is active (existing)

When calling your worker, please listen carefully to their message. If you have an emergency and your worker is off, please call your local office and ask for the CalWORKs Worker of the Day.

When you call your worker, speak slowly and clearly. Leave your first and last name, your phone number and your case number or Social Security Number. If you left a message to be called back and it has been over 1 working day, call your local office and take the following steps:

- Call your local office and ask to speak to the **CalWORKs** Worker of the Day
- If your issue was not resolved you may ask to speak to your worker's supervisor. If your worker's Supervisor is not available that day you may ask to speak with the **CalWORKs** Supervisor of the Day
- If your issue is still unresolved you may ask to speak with the Manager
- After you have followed these steps and you still need help please call the Deputy Director's office at: 707-553-5828
- If you have an issue regarding Welfare-to-Work follow the above steps but when calling your local County office ask to speak with the **Welfare-to-Work** Worker of the Day

Employment & Eligibility Services Locations and Hours of Operation

Fairfield: 707-784-8050

275 Beck Ave
Fairfield, CA 94533
Hours: Monday - Friday 8:00 a.m. to 5:00 p.m.

Vacaville: 707-469-4500

1119 E. Monte Vista Ave.
Vacaville, CA 95688
Hours: Monday - Friday 8:00 a.m. to 5:00 p.m.

Vallejo: 707-553-5000

365 Tuolumne St
Vallejo, CA 94590
Hours: Monday - Friday 8:00 a.m. to 5:00 p.m.