

For General Assistance (GA)

If you applied for General Assistance and you did not get your benefits

Please keep in mind the GA worker has 30 to 45 days to grant your case. Please be sure to turn in all verifications your worker requested.

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 GA Lead 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 have tried to contact your worker, left a message to be called back and it has been over 2 working days, you may call your local office and take the following steps:

- Call your local office and ask to speak to the **General Assistance Lead Worker**. Leave a message if the Lead Worker is not available.
- If your call is not returned by the GA Lead Worker within 2 working days you may call your local office and ask to speak with the **GA Supervisor**. Leave a message if the Supervisor is not available. If your call is not returned within 1 working day you may call your local office ask to speak with the **GA Manager**.
- After you have followed these steps, if you still need help, please call the Deputy Director's office at:
707-553-5828

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 5:30 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 5:30 p.m.