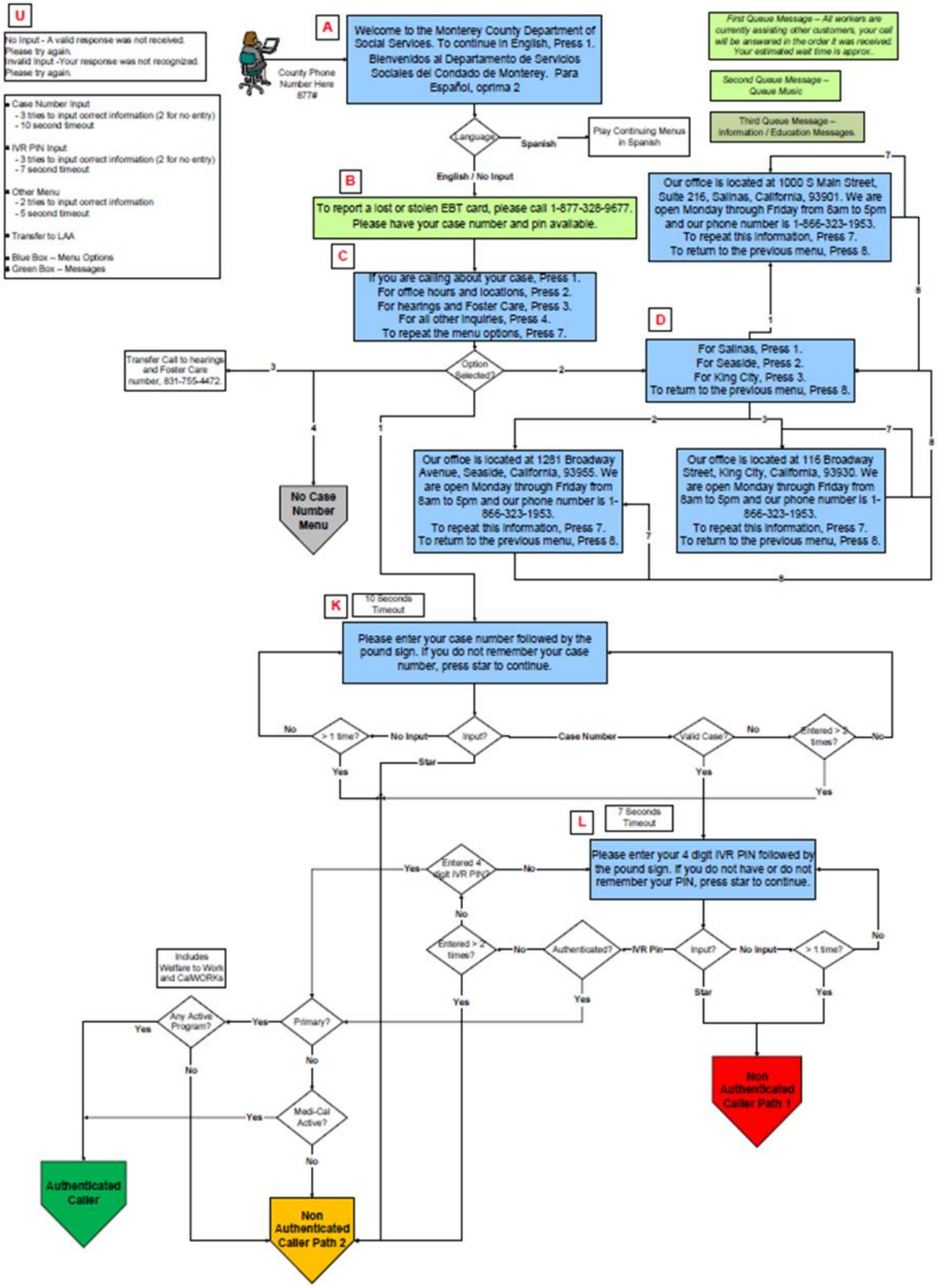
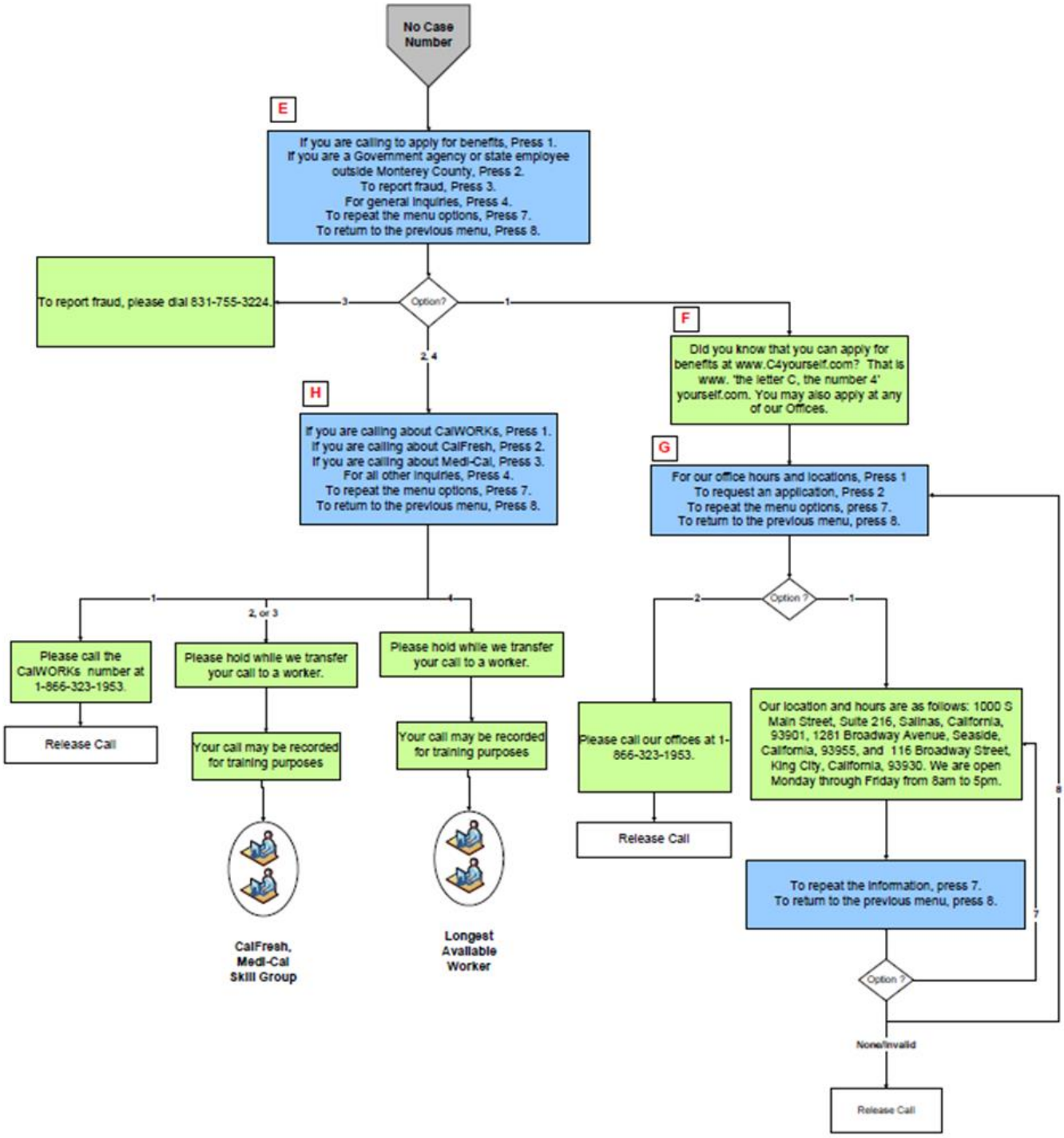
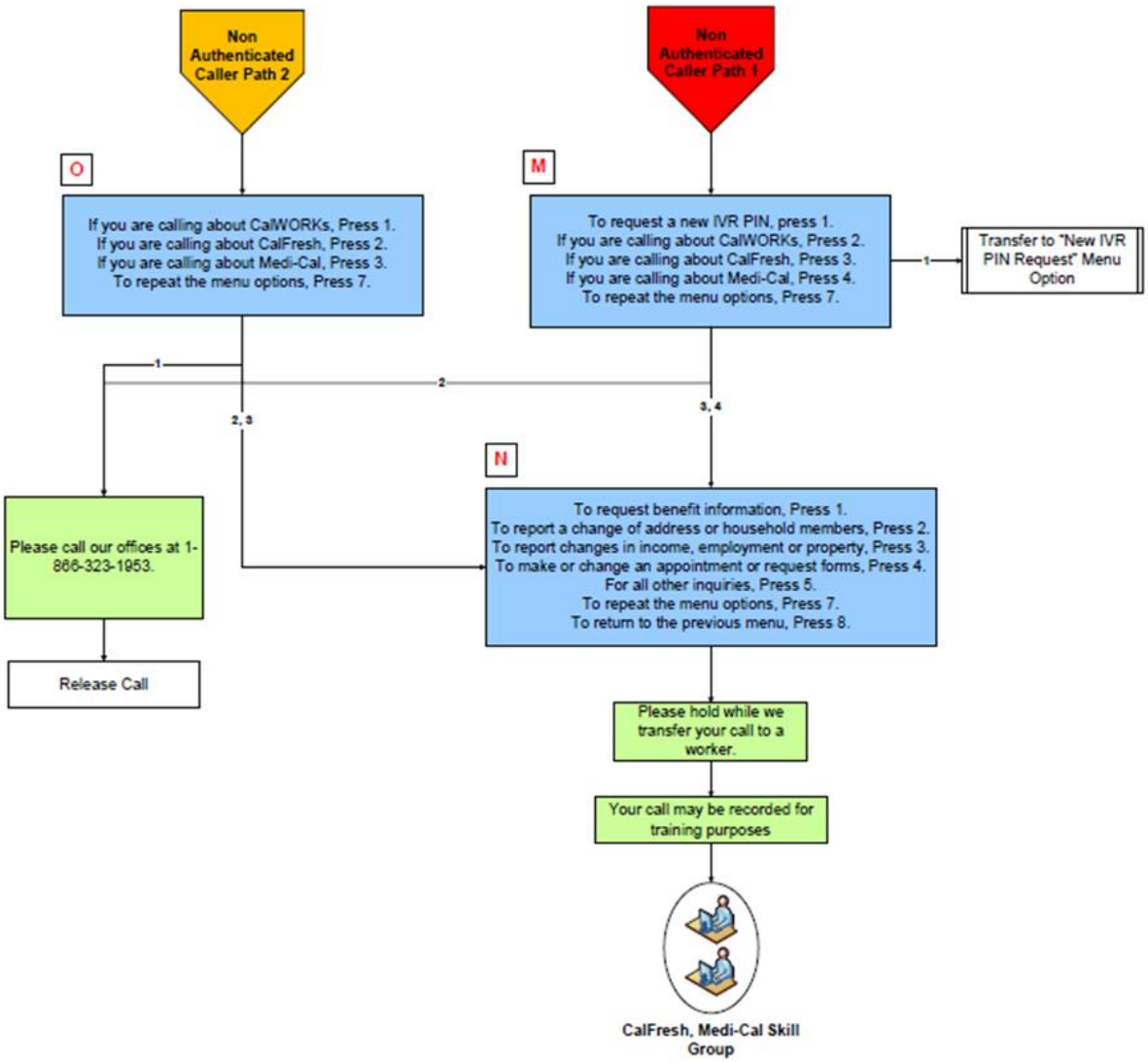
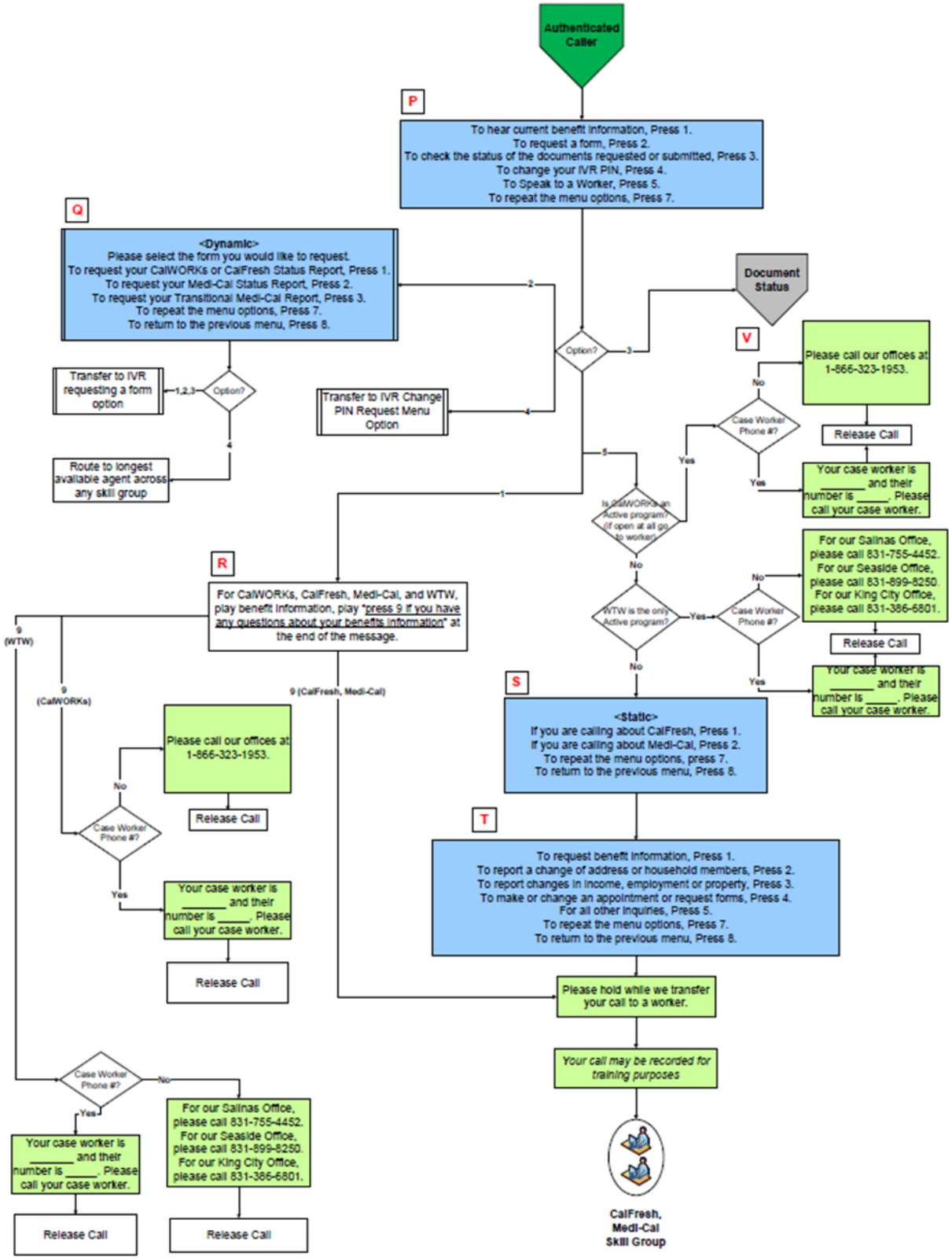
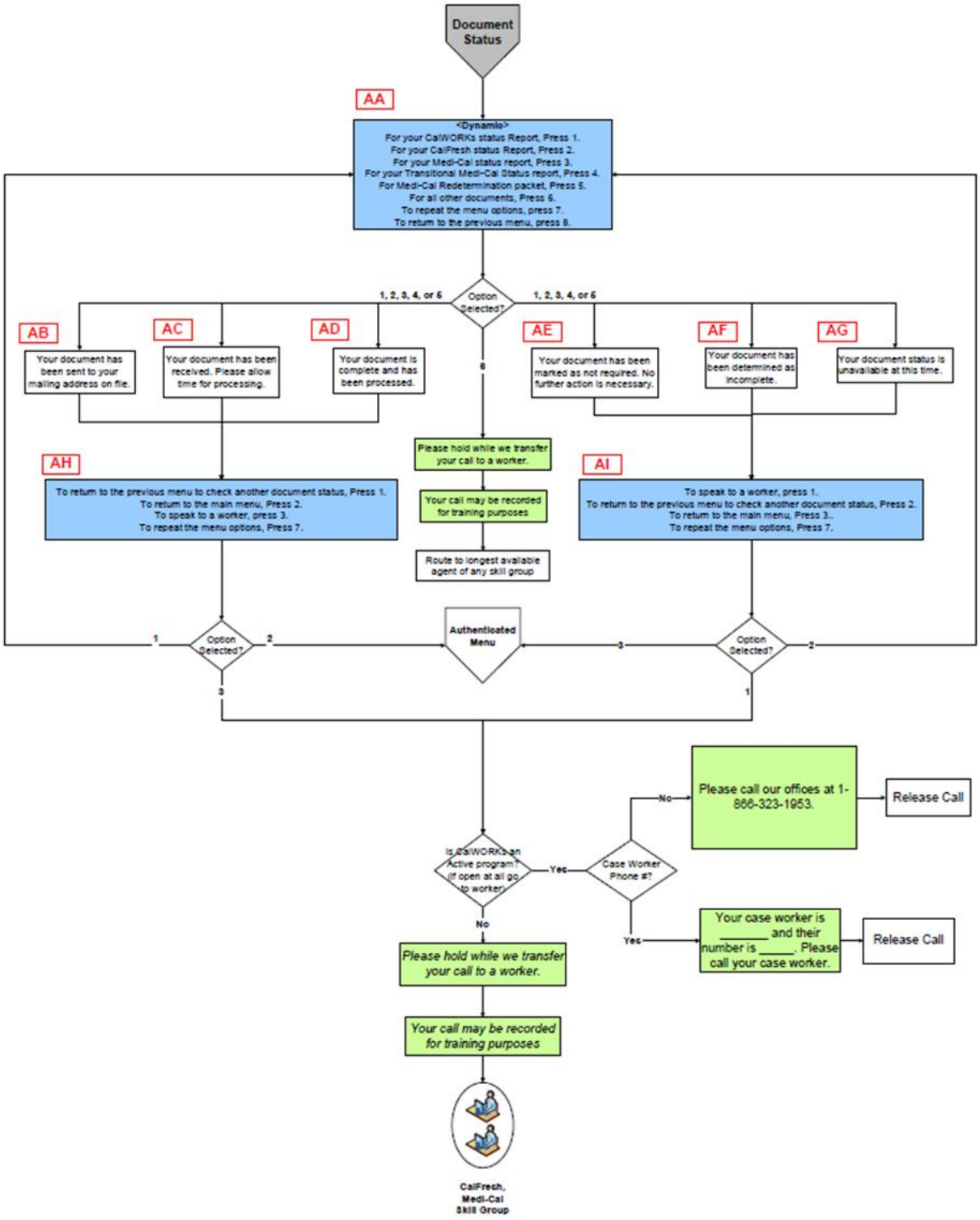

U
No Input - A valid response was not received. Please try again.
Invalid Input -Your response was not recognized. Please try again.
Case Number Input
- 3 tries to input correct information (2 for no entry)
- 10 second timeout
IVR PIN Input
- 3 tries to input correct information (2 for no entry)
- 7 second timeout
Other Menu
- 2 tries to input correct information
- 5 second timeout
Transfer to LAA
Blue Box – Menu Options
Green Box – Messages
A
County Phone Number Here 877#
Welcome to the Monterey County Department of Social Services. To continue in English, Press 1. Bienvenidos al Departamento de Servicios Sociales del Condado de Monterey. Para Español, oprima 2
Language
Spanish
Play Continuing Menus in Spanish
English / No Input
First Queue Message – All workers are currently assisting other customers, your call will be answered in the order it was received. Your estimated wait time is approx..
Second Queue Message – Queue Music
Third Queue Message – Information / Education Messages.
B
To report a lost or stolen EBT card, please call 1-877-328-9677. Please have your case number and pin available.
Our office is located at 1000 S Main Street, Suite 216, Salinas, California, 93901. We are open Monday through Friday from 8am to 5pm and our phone number is 1-866-323-1953. To repeat this information, Press 7. To return to the previous menu, Press 8.
C
If you are calling about your case, Press 1. For office hours and locations, Press 2. For hearings and Foster Care, Press 3. For all other inquiries, Press 4. To repeat the menu options, Press 7.
D
For Salinas, Press 1. For Seaside, Press 2. For King City, Press 3. To return to the previous menu, Press 8.
Transfer Call to hearings and Foster Care number, 831-755-4472.
Option Selected?
No Case Number Menu
Our office is located at 1281 Broadway Avenue, Seaside, California, 93955. We are open Monday through Friday from 8am to 5pm and our phone number is 1-866-323-1953. To repeat this information, Press 7. To return to the previous menu, Press 8.
Our office is located at 116 Broadway Street, King City, California, 93930. We are open Monday through Friday from 8am to 5pm and our phone number is 1-866-323-1953. To repeat this information, Press 7. To return to the previous menu, Press 8.
K
10 Seconds Timeout
Please enter your case number followed by the pound sign. If you do not remember your case number, press star to continue.
Input?
No Input
Case Number
Star
> 1 time?
No
Yes
Valid Case?
Entered > 2 times?
L
7 Seconds Timeout
Please enter your 4 digit IVR PIN followed by the pound sign. If you do not have or do not remember your PIN, press star to continue.
Entered 4 digit IVR PIN?
Entered > 2 times?
Authenticated?
IVR Pin
Input?
No Input
> 1 time?
Non Authenticated Caller Path 1
Includes Welfare to Work and CalWORKs
Any Active Program?
Primary?
Medi-Cal Active?
Authenticated Caller
Non Authenticated Caller Path 2


No Case Number
E
If you are calling to apply for benefits, Press 1.
If you are a Government agency or state employee outside Monterey County, Press 2.
To report fraud, Press 3.
For general inquiries, Press 4.
To repeat the menu options, Press 7.
To return to the previous menu, Press 8.
Option?
3
To report fraud, please dial 831-755-3224.
1
F
Did you know that you can apply for benefits at www.C4yourself.com? That is www. 'the letter C, the number 4' yourself.com. You may also apply at any of our Offices.
2, 4
H
If you are calling about CalWORKs, Press 1.
If you are calling about CalFresh, Press 2.
If you are calling about Medi-Cal, Press 3.
For all other inquiries, Press 4.
To repeat the menu options, Press 7.
To return to the previous menu, Press 8.
G
For our office hours and locations, Press 1
To request an application, Press 2
To repeat the menu options, press 7.
To return to the previous menu, press 8.
1
2, or 3
4
Please call the CalWORKs number at 1-866-323-1953.
Release Call
Please hold while we transfer your call to a worker.
Your call may be recorded for training purposes
CalFresh, Medi-Cal Skill Group
Please hold while we transfer your call to a worker.
Your call may be recorded for training purposes
Longest Available Worker
Option ?
2
1
Please call our offices at 1-866-323-1953.
Release Call
Our location and hours are as follows: 1000 S Main Street, Suite 216, Salinas, California, 93901, 1281 Broadway Avenue, Seaside, California, 93955, and 116 Broadway Street, King City, California, 93930. We are open Monday through Friday from 8am to 5pm.
To repeat the information, press 7.
To return to the previous menu, press 8.
7
8
Option ?
None/Invalid
Release Call


Non Authenticated Caller Path 2
Non Authenticated Caller Path 1
O
M
If you are calling about CalWORKs, Press 1.
If you are calling about CalFresh, Press 2.
If you are calling about Medi-Cal, Press 3.
To repeat the menu options, Press 7.
To request a new IVR PIN, press 1.
If you are calling about CalWORKs, Press 2.
If you are calling about CalFresh, Press 3.
If you are calling about Medi-Cal, Press 4.
To repeat the menu options, Press 7.
1
Transfer to "New IVR PIN Request" Menu Option
1
2
2, 3
3, 4
N
Please call our offices at 1-866-323-1953.
To request benefit information, Press 1.
To report a change of address or household members, Press 2.
To report changes in income, employment or property, Press 3.
To make or change an appointment or request forms, Press 4.
For all other inquiries, Press 5.
To repeat the menu options, Press 7.
To return to the previous menu, Press 8.
Release Call
Please hold while we transfer your call to a worker.
Your call may be recorded for training purposes
CalFresh, Medi-Cal Skill Group


Authenticated Caller
P
To hear current benefit information, Press 1.
To request a form, Press 2.
To check the status of the documents requested or submitted, Press 3.
To change your IVR PIN, Press 4.
To Speak to a Worker, Press 5.
To repeat the menu options, Press 7.
Q
<Dynamic>
Please select the form you would like to request.
To request your CalWORKs or CalFresh Status Report, Press 1.
To request your Medi-Cal Status Report, Press 2.
To request your Transitional Medi-Cal Report, Press 3.
To repeat the menu options, Press 7.
To return to the previous menu, Press 8.
Transfer to IVR requesting a form option
1,2,3
Option?
4
Route to longest available agent across any skill group
Transfer to IVR Change PIN Request Menu Option
Option?
2
3
4
5
1
Document Status
V
Please call our offices at 1-866-323-1953.
No
Case Worker Phone #?
Release Call
Yes
Yes
Your case worker is _____ and their number is _____. Please call your case worker.
Is CalWORKs an Active program? (if open at all go to worker)
No
WTW is the only Active program?
Yes
Case Worker Phone #?
No
For our Salinas Office, please call 831-755-4452. For our Seaside Office, please call 831-899-8250. For our King City Office, please call 831-386-6801.
Release Call
Yes
Your case worker is _____ and their number is _____. Please call your case worker.
No
R
For CalWORKs, CalFresh, Medi-Cal, and WTW, play benefit information, play "press 9 if you have any questions about your benefits information" at the end of the message.
9 (WTW)
9 (CalWORKs)
9 (CalFresh, Medi-Cal)
Please call our offices at 1-866-323-1953.
No
Release Call
Case Worker Phone #?
Yes
Your case worker is _____ and their number is _____. Please call your case worker.
Release Call
S
<Static>
If you are calling about CalFresh, Press 1.
If you are calling about Medi-Cal, Press 2.
To repeat the menu options, press 7.
To return to the previous menu, Press 8.
T
To request benefit information, Press 1.
To report a change of address or household members, Press 2.
To report changes in income, employment or property, Press 3.
To make or change an appointment or request forms, Press 4.
For all other inquiries, Press 5.
To repeat the menu options, Press 7.
To return to the previous menu, Press 8.
Please hold while we transfer your call to a worker.
Your call may be recorded for training purposes
CalFresh, Medi-Cal Skill Group
Case Worker Phone #?
No
Yes
Your case worker is _____ and their number is _____. Please call your case worker.
Release Call
For our Salinas Office, please call 831-755-4452. For our Seaside Office, please call 831-899-8250. For our King City Office, please call 831-386-6801.
Release Call


Document Status
AA
<Dynamic>
For your CalWORKs status Report, Press 1.
For your CalFresh status Report, Press 2.
For your Medi-Cal status report, Press 3.
For your Transitional Medi-Cal Status report, Press 4.
For Medi-Cal Redetermination packet, Press 5.
For all other documents, Press 6.
To repeat the menu options, press 7.
To return to the previous menu, press 8.
Option Selected?
1, 2, 3, 4, or 6
1, 2, 3, 4, or 6
6
AB
Your document has been sent to your mailing address on file.
AC
Your document has been received. Please allow time for processing.
AD
Your document is complete and has been processed.
AE
Your document has been marked as not required. No further action is necessary.
AF
Your document has been determined as incomplete.
AG
Your document status is unavailable at this time.
Please hold while we transfer your call to a worker.
Your call may be recorded for training purposes
Route to longest available agent of any skill group
AH
To return to the previous menu to check another document status, Press 1.
To return to the main menu, Press 2.
To speak to a worker, press 3.
To repeat the menu options, Press 7.
AI
To speak to a worker, press 1.
To return to the previous menu to check another document status, Press 2.
To return to the main menu, Press 3..
To repeat the menu options, Press 7.
Option Selected?
1
2
3
Authenticated Menu
3
Option Selected?
2
1
Is CalWORKs an Active program? (if open at all go to worker)
Yes
No
Case Worker Phone #?
No
Please call our offices at 1-866-323-1953.
Release Call
Yes
Your case worker is _____ and their number is ____. Please call your case worker.
Release Call
Please hold while we transfer your call to a worker.
Your call may be recorded for training purposes
CalFresh, Medi-Cal Skill Group