



County of Orange
SOCIAL SERVICES AGENCY

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September 30, 2021

MEMO TO: SSA Community Partners

FROM: Jyothi Atluri, Division Director, Social Services Agency Assistance Programs

SUBJECT: SSA Expansion of General Relief Program / Closure of Central Regional Office
Public Counters

On behalf of the County of Orange Social Services Agency (SSA), I wanted to reach out and notify you of an important initiative in its final stages concerning our General Relief (GR) program. This effort was implemented with the intent of broadening access for those who need it most.

SSA has worked to decentralize GR from our original Central Regional Office (CRO) at 2020 W. Walnut St. in Santa Ana and transition services to SSA regional offices. In August 2019, SSA began shifting application intake and processing services to SSA public assistance regional offices. In our final phase of the effort, continuing case services will be decentralized as of October 1, 2021, effectively transitioning workload to SSA's Anaheim, Cypress, Garden Grove, Laguna Hills and Santa Ana Regional Centers. This effort allows SSA to fully integrate services with our other public assistance programs – Medi-Cal, CalFresh and CalWORKs – and advance our goal of addressing needs more holistically. Clients wishing to apply for benefits or having an ongoing case need/question will now have the option to visit the location most convenient to them.

With the transition of GR and full integration of these services at our regional offices complete, SSA will close its CRO public counter, effective October 1.

To ensure our homeless population is aware of the upcoming closure of the CRO public counter and availability of GR services at our regional offices, we are asking for your assistance. SSA has created the attached flyer for you to share with your clients that there are multiple locations across the county available to serve them. We hope you will help us spread the word about this important change.

On behalf of the Agency, we are deeply grateful for your strong commitment and dedicated work to help Orange County's homeless and for your collaboration with SSA to serve the community.

If you have any questions about this message or the attached flyer, please contact Marsela Gastelum at (714) 245-6046 for more information.