

## **If you applied for CMSP and you did not get your benefits**

*Please keep in mind the worker has 30 to 45 days to grant or deny 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 Intake 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 **Intake 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 **Intake 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

### **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**

354 Parker St

Vacaville, CA 95688

Hours: Monday - Friday 8:00 a.m. to 5:30 p.m.

**Vallejo: 707-553-5681**

355 Tuolumne St

Vallejo, CA 94590

Hours: Monday - Friday 8:00 a.m. to 5:30 p.m.