



Connie Beck, Director
Social Services | Public Health | Behavioral Health

news release

Jan. 27, 2025

Social Services Call Center hours changing Feb. 3

Starting next month, the Social Services Call Center and main Social Services Koster Street locations will be reducing open hours by 30 minutes at the beginning and end of each day in an effort to help address budget issues, meet critical mandates and better serve the community.

Historically open from 7:30 a.m. to 5:30 p.m., Monday through Friday, the new hours at these locations will be 8 a.m. to 5 p.m., beginning Feb. 3, and will align with the regular business hours of most other programs and facilities throughout the department.

While the hours to the public will change, employee schedules will stay largely the same giving staff an opportunity to complete tasks before and after open hours and eliminate the need for staff to work late helping clients who are still on-site after hours.

Interim Deputy Branch Director Monique Upshaw-Smith said the change in hours is part of a bigger effort in the Social Services Branch to reorganize things in a way that allows staff to focus on efficiencies. "These changes are necessary due to tightening budgets and growing caseloads," she said.

To apply for and manage benefits, visit [BenefitsCal.com](https://www.benefitscal.com) or contact the Call Center at 877-410-8809.



DHHS Eligibility Specialist I Nicole Wild assists a customer on the phone at the Social Services Call Center.

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