Interactive Voice Response

AN AUTOMATED INFORMATION SYSTEM

Interactive Voice Response (IVR) is Riverside County Department of Public Social Services self-service system for Self-Sufficiency programs.

Benefits of IVR
- Convenient 24/7 access
- Review benefit information
- Hear case worker contact information
- Request replacement reports mailed to you
- Hear the status of your documents
- Hear office hours and location
- You can receive automated reminder calls for:
  - Upcoming appointments
  - Missing Reports

How To Get Started With IVR...

Inbound IVR

IVR is easy to use! All you need to access your case information is your:
- Riverside County Zip Code
- Case number, and
- IVR PIN

Your case number is located on your notices and your EBT card.

Call Our Number To Review Your Benefits Today!
1-877-410-8827

How to Enroll in

You can apply online at:
https://www.getcalfresh.org

You can also visit or call a local Riverside County DPSS office to apply or request an application.

For additional information about Social Service programs visit us at:
http://dpss.co.riverside.ca.us

DPSS 4704 (10/18) STUDENT ELIGIBILITY CRITERIA
CalFresh provides a monthly benefit for food purchases to low-income households. CalFresh benefits are delivered via a debit-like card, and are accepted at most grocery and food stores. Benefits can only be used to purchase food items.

CalFresh benefits can be used to stretch a family’s monthly food budget to ensure:

- Enough food for the entire family
- A diet of healthy foods
- Access to fruits and vegetables throughout the year

For more information about the CalFresh program, go to [http://www.fns.usda.gov/snap](http://www.fns.usda.gov/snap)

CalFresh benefits are made available through an electronic benefit transfer (EBT) which is very similar to a regular bank account debit card. Through the use of a card and personal identification number (PIN), the account can be accessed to purchase eligible food items at any retail outlet that displays the EBT logo.

CalFresh customers use the EBT card at the grocery store cash register or, it can also be used at many Farmers’ Markets to buy food.

### Frequently Asked Questions

**Q:** Where can I use my EBT card?

**A:** You may use your card at any store that accepts EBT such as: major grocery stores, local markets, wholesale/warehouses, and some farmers’ markets.

**Q:** What is my EBT card?

**A:** You may purchase food items and seeds to grow food. You may not purchase alcohol, tobacco or any taxable products.

**Q:** What happens if I don’t use up all of my benefits during the month issued?

**A:** Once benefits have been issued to you they remain on the card until you use them up.

**Q:** How often will I receive my benefits?

**A:** Benefits are distributed on a monthly basis, typically issued between the 1st thru the 10th of the month.

---

**Definition of a Student**

- Enrolled at least half-time in a college or institution of higher learning
- Between the ages of 18 and 49 years old, and
- Physically and mentally fit for employment.

**Typically students are not eligible for CalFresh. However, if you are a student and meet one of the following exemptions you may qualify.**

- Work at least 20 hours per week averaging 80 hours per month.
- Accepted, approved, or awarded State/Federal work study.
- Receive CalWORKs (Cash Aid), or Tribal TANF benefits.
- You have parental control over a household member under the age of six.
- You have parental control over a household member between the ages of 6 and 11 without adequate child care.
- You are participating in EOPS, WIOA, Puente Project, Guardian Scholar Program, CalGrant, Fysi, or other State funded programs that increase employability.

**Note:** Students under 22 living with their parents must apply with their parents as part of the household.