

General Assistance (GA) Update

On September 5th, 2023, Alameda County migrated to a new system (CalSAWS) for determining eligibility and processing benefits for health coverage, food, and cash assistance

Since our conversion to CalSAWS, effective October 1, 2023, some GA recipients may:

- Not have received their grant for the month; or
- Have seen a decrease in their grant amount for the month due to not receiving the housing subsidy

Most of the cases have now been corrected and the impacted clients should have their October benefits available via their normal issuance method. The Social Services Agency (SSA) and the CalSAWS Project moved swiftly to work to identify the issues and correct the issues. Clients whose GA grants were impacted should not experience this problem after **Thursday, October 5th**.

Additionally, the SSA is working on the remaining cases that did not receive a GA housing subsidy payment. For GA cases where the housing subsidy was not received, the SSA is making this our top priority and diligently working to issue payments for these cases as soon as possible.

If problems persist with GA cases after the above dates, please contact the worker of record.

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