

Department of Human Assistance 28th Street Office Closure FAQ

Why is the Department of Human Assistance (DHA) closing the 28th Street office?

The lease for the 28th Street building expired at the end of 2025. This location costs nearly \$5 million annually between lease and security. At the same time, federal budget changes from House Resolution 1 (H.R. 1), signed on July 4, 2025, will significantly reduce social services funding in future years. Closing this high-cost site allows the Department of Human Assistance (DHA) to focus resources on staff and essential services rather than infrastructure.

When will the office close?

Staff began relocating to other Sacramento County DHA offices in phases starting in January 2026. Staff relocation is scheduled to be completed by the end of March 2026. This location will close permanently to the public at 4 PM on March 26, 2026, and all building closure activities will be finalized by June 2026.

How will this affect customers?

Customers will continue to have full access to services. As a reminder, most applications and case updates can be handled by phone, online, or at any of our other locations. In-person interviews are rarely required and can usually be conducted by phone. Documents can be submitted electronically.

Where can customers go for help instead?

Services will continue to be available through our “Call, Click, or Come In” model:

- Call: Speak with staff at 800-560-0976
- Click: Apply or manage benefits at BenefitsCal.com
- Come In: Visit another [DHA office location](#)

Will staff be laid off?

The department's top priority is retaining staff who provide critical services to our community. No layoff decisions have been made, and we remain committed to supporting employees throughout this transition.

Why 28th Street specifically?

With the lease ending, this site provides an opportunity to save nearly \$5 million a year, avoids the risks of breaking a lease, and reflects the fact that most services no longer require in-person visits.

What steps are being taken to ensure customers and the community are informed?

DHA launched a communication campaign in late 2025 to share details about the closure, alternative service locations, and how to access services. Staff at the 28th Street office will continue to share updates directly with customers.

How will this decision help the community?

By reducing building and lease costs, DHA can keep more frontline staff working directly with families and individuals in need. In a time of financial uncertainty, this approach ensures the department can prioritize services delivery when the community needs it most.