

CIVIL RIGHTS INFORMATION NOTICE

WHAT ARE CIVIL RIGHTS?

Civil Rights are laws that protect individuals from being discriminated against. The Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 and other federal and state regulations state that discrimination is against the law in programs receiving federal and state financial aid.

WHO DO THEY PROTECT?

If you are applying for or receiving cash assistance, Medi-Cal, CalFresh, or social services in Los Angeles County, you are protected under the law against discrimination regarding these benefits and you have specific rights.

You have the right to receive the same services, consideration, and equal treatment given to all other applicants or participants regardless of:

Race, Color, Ancestry, National Origin (including language), Ethnic Group Identification, Age, Physical or Mental Disability, Medical Condition, Religion, Sex, Gender, Gender Identity or Expression, Sexual Orientation, Marital Status, Domestic Partnership, Political Affiliation, Citizenship, Immigration Status, Genetic Information, and Acts of Retaliation.

You have the right to:

- Receive free interpretive services in any language when applying for benefits or to continue receiving benefits.

- Call the DPSS Customer Service Center at 866-613-3777 and have County notices in English, verbally read, translated, and explained to you in any language; and
- Receive a reasonable accommodation if you have a physical or mental disability to help you access and participate in DPSS programs and services.

HOW TO FILE A COMPLAINT?

If you believe you have been discriminated against because of race, color, ancestry, national origin (including language), ethnic group identification, age, physical or mental disability, medical condition, religion, sex, gender, gender identity or expression, sexual orientation, marital status, domestic partnership, political affiliation, citizenship, immigration status, and/or genetic information, or you have experienced retaliation by DPSS staff or a contractor, then you may take one or all of the following actions:

You may ask to speak with the Department of Public Social Services (DPSS) Civil Rights Liaison. They can help you file a civil rights complaint by providing a PA 607, "Complaint of Discriminatory Treatment," and help you complete the form.

You may also contact Los Angeles County DPSS, State and Federal agencies directly, using the contact information listed on the other side of this Notice.

You may request an investigation from the DPSS Civil Rights Section either verbally or in writing by contacting the Civil Rights Section. You may write your own statement or use a PA 607 form to document your complaint. The PA 607 form is available to any person or organizational representative in the community requesting it. It is also available online at dpss.lacounty.gov.

The Civil Rights Section will contact you for more information, if needed, and inform you of the investigation findings in writing. If you disagree with the County's findings (including if the county did not investigate your complaint), you may appeal to the California Department of Social Services within 30 days, or if it involves the CalFresh Program, you may appeal to the U.S. Department of Agriculture within 90 days.

Your complaint must be filed within 180 days from the date that you believe you were discriminated against.

If the discrimination complaint impacted your benefits and services, you may request a State Hearing. A discrimination investigation cannot change your benefits or services. Only a State Hearing can do that. DPSS cannot retaliate against you if you request a hearing or file a discrimination complaint.

You may file your discrimination complaint with one or all of the following applicable County, State and Federal agencies:

Los Angeles County Office

For all programs administered by
Los Angeles County:
Department of Public Social Services
Civil Rights Coordinator
12860 Crossroads Parkway South
City of Industry, CA 91746
(562) 908-8501
DPSSCivilRights@dpss.lacounty.gov

Covered California

Civil Rights Coordinator Covered CA
P.O. Box 989725
West Sacramento, CA 95789
(916) 228-8764
CivilRights@covered.ca.gov

Medi-Cal & Medi-Cal Dental Program

Department of Health Care Services,
Office of Civil Rights
P.O. Box 997413, MS0009
Sacramento, CA 95899-7413
(916) 440-7370 or 711 (CA Relay Service)
CivilRights@dhcs.ca.gov

Other State Programs California

California Department of Social Services Civil
Rights Section
744 P Street, M/S 9-7-041
Sacramento, CA 95814
(866) 741-6241 (toll free)
crb@dss.ca.gov

Federal Agencies

To file a complaint of discrimination based on
Race, Color, National Origin, Disability, Age, or
Sex (includes Pregnancy, Sexual Orientation, and
Gender Identity):
U.S. Department of Health and Human Services
Office of Civil Rights
200 Independence Avenue, SW
Suite 515F, HHH Building
Washington, DC 20201

File a complaint online at:
[US Health & Human Services Civil Rights
Complaint Portal](https://www.hhs.gov/civil-rights/for-the-public/complaining/)
(800) 368-1019 (toll free)
(800) 537-7697 (hearing/speech impaired)
OCRMail@hhs.gov

CalFresh Program

**To file a CalFresh complaint with the federal
agency:**

Complete Form [AD-3027](#), USDA Program
Discrimination Complaint Form or send a written
complaint letter to:

Food and Nutrition Service, USDA
1320 Braddock Place, Room 334
Alexandria, VA 22314
Fax: (833) 256-1665 or (202) 290-7742
FNSCIVILRIGHTSCOMPLAINTS@usda.gov

Requesting a State Hearing

If you disagree with any action or inaction taken
by DPSS regarding your benefits or services,
you may request a State Hearing.

You must file a State Hearing within 90-days of
the County's action. The 90-day period applies
even though you have filed a Civil Rights
complaint. Aid Paid Pending may be received
if you file your request for a hearing before the
effective date of the scheduled action.

You may request a State Hearing by filling out
the back of any Notice of Action from DPSS or
by writing a letter (keep a copy), and send-ing
to:

- **Mail:**
CDSS State Hearings Division
PO Box 944243, MS 21-37 Sacramento,
CA 94244-2430
- **In-Person:**
Appeals and State Hearing Section 3833
S. Vermont Ave, 4th Floor
Los Angeles, CA 90037
- **Telephone (toll free):**
(800) 743-8525 or (800) 952-8349 (TDD)
- **Online at:** [CDSS ACMS Portal](https://cdss.acmsportal.com/)
- **Email:** SHDCSU@DSS.ca.gov

If your concern is related to General Relief
assistance, you must contact Los Angeles
County DPSS to request a hearing.

Reasonable Accommodations: Special Help for People with Disabilities

Persons with physical or mental disabilities have
the right to request reasonable accommodations
from DPSS to help them access and participate in
programs and services. DPSS must work with
you to determine what help you need. If DPSS
denies your request, we must give you a written
notice stating the reason for the denial. The
notice must list your appeal rights.

Additional Civil Rights and State Hearing
information is available in the reception areas of
District/Regional offices. You may ask for the
State brochure, *Your Rights Under California
Public Benefits Programs* (PUB 13), which is
available in all reception areas.