

County of Los Angeles
Department of
Public Social Services
(DPSS)

Additional Information

For more information on DPSS services, please visit our website - **dpss.lacounty.gov**

To apply for benefits, visit **BenefitsCal.com**



Filing A Complaint

If you believe that you did not receive the help you need, you may file a complaint. You may also file a complaint if you feel that you have been discriminated against because of a disability.

You may file a complaint in-person, in writing by mail or email, or by telephone:

Civil Rights Section
12860 Crossroads Parkway South
City of Industry, CA 91746

Phone: (844) 586-5550
TTY: (877) 735-2929
ADAHelp@dpss.lacounty.gov



Do You Need Help?
**Rights for People
with Disabilities**

Not Every Disability Is Visible

Do you need help because of a disability?

The law protects people with physical, mental and developmental disabilities as well as others with serious health conditions.

Do you have a disability that makes it hard for you to apply for benefits or meet program requirements? We can give you extra help. You do not need to provide your medical papers/proof of your condition.

We can help you with:

- Reading our documents and forms
- Filling out our forms
- Getting documents we need
- Changes to program and work requirements
- Making appointments
- Other reasonable modifications

Disabilities may include limitations with:

- Walking, sitting or standing
- Reading, learning or understanding
- Speaking, hearing or seeing
- Being around crowds
- Memory loss
- Dealing with emotions



Requesting a Reasonable Modification

To request a reasonable modification, you may:

1. Ask any DPSS employee or
2. Call the ADA Hotline (844) 586-5550, or
3. Call the Customer Service Center at (866) 613-3777:

- Monday through Friday from 7:30 a.m. to 6:30 p.m.

People with a speech or hearing impairment may use TTY at (877) 735-2929 (California Relay)

4. Request a modification in writing and mail it to:

DPSS ADA Title II Coordinator
12860 Crossroads Parkway South
City of Industry, CA 91746

or Fax to: (562) 692-2240

or Email to:

ADAHelp@dpss.lacounty.gov

Most modifications will be provided upon request, but some may take up to five (5) business days to evaluate and coordinate.