

# 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](https://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](mailto: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](mailto: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@dhes.ca.gov](mailto:CivilRights@dhes.ca.gov)

### **Other State Programs California**

California Department of Social Services  
Civil Rights  
744 P Street, M.S. 9-7-041  
Sacramento, CA 95814  
(866) 741-6241 (toll free)  
[crb@dss.ca.gov](mailto: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 509F, HHH Building  
Washington, DC 20201

File a complaint online at:  
[US Health & Human Services Civil Rights  
Complaint Portal](#)  
(800) 368-1019 (toll free)  
(800) 537-7697 (hearing/speech impaired)  
[OCRCComplaint@hhs.gov](mailto:OCRCComplaint@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:

U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
Mail Stop 9410  
1400 Independence Avenue, SW  
Room 1330, South Building  
Washington, CA 20250  
[SM.OASCR.ProgramAdjudication@usda.gov](mailto:SM.OASCR.ProgramAdjudication@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 sending to:

- **Mail:**  
CDSS State Hearings Division  
PO Box 944243, MS 9-17-442  
Sacramento, CA 94244-2430
- **In-Person:**  
Appeals and State Hearing Section  
3833 S. Vermont Ave, 4<sup>th</sup> Floor  
Los Angeles, CA 90037
- **Telephone (toll free):**  
(800) 743-8525 or (800) 952-8349 (TDD)
- **Online at:** [www.acms.dss.ca.gov](http://www.acms.dss.ca.gov)
- **Email:** [SHDCSU@DSS.ca.gov](mailto: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.