DISCRIMINATION COMPLAINTS
If you think you have been discriminated against, you may submit a complaint application separately to the County or the State, and the Federal Government. The Federal agency that you must complain to depends on which program your complaint is about.

You can file a discrimination complaint with:
1. **FOR ALL PROGRAMS ADMINISTERED BY YOUR COUNTY WELFARE DEPARTMENT:** The County’s Civil Rights Coordinator. Ask your county office for the name, address and phone number of their Civil Rights Coordinator. He/she will independently investigate your complaint.

2. Civil Rights Bureau
   California Department of Social Services
   744 P Street, MS 8-16-70
   Sacramento, CA 95814
   (916) 654-2107
   (866) 741-6241 (Toll-Free)

3. **FOR THE CALFRESH PROGRAM:**
   United States Department of Agriculture
   Director, Office of Civil Rights,
   Room 326-W, Whitten Bldg.
   1400 Independence Avenue, S.W.,
   Washington, D.C. 20250-9410
   (202) 720-6382 (voice and TTY)

4. **FOR ALL OTHER PROGRAMS:**
   Health and Human Services
   Office of Civil Rights
   90 7th Street, Suite 4-100
   San Francisco, CA 94103
   (415) 437-8310 (voice)
   (415) 437-8311 (TDD)

TIME LIMITS TO TAKE ACTION
If you suffer discrimination, you must submit your complaint within 180 days of the actual discrimination. If the discrimination also affected the level of your benefits and services, you must also ask for a state hearing within 90 days. A discrimination investigation cannot change your benefit levels or services...only a state hearing can do that.

LIMITS ON CERTAIN RIGHTS
Although you have the right to privacy and confidentiality, there are certain laws that allow limited exceptions. You can ask the county for the laws.

QUESTIONS
If you have any questions on how to request a state hearing, call the Public Inquiry and Response Unit: toll free (800) 952-5253. The TDD toll-free telephone number is (800) 952-8349.

PROGRAMS COVERED BY THIS PAMPHLET
- Adoption Assistance Program (AAP)
- Adult Protective Services
- Alcohol and Drug Program
- California Food Assistance Program (CFAP)
- Medi-Cal
- CalWORKs
- CalWORKs Child Care
- CalWORKs Welfare-to-Work Program/Services
- Cash Assistance Program for Immigrants (CAPI)
- Child Welfare Services
- Denti-Cal
- Early & Periodic Screening, Diagnosis, and Treatment (EPSDT)
- CalFresh (Food Stamps)
- Foster Care
- In-Home Support Services
- Kinship Guardian Assistance (Kin-GAP)
- Mental Health
- Multipurpose Senior Services Program (MSSP)
- Personal Care Services Program (PCSP)
- Refugee Cash Assistance
- Social Services

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**Your Rights**

**Under California Welfare Programs**

![State of California Health and Human Services Agency](image)

This pamphlet is available from your Local County Welfare Office and at www.cdss.ca.gov in the following languages:

- Arabic
- Japanese
- Russian
- Armenian
- Korean
- Spanish
- Cambodian
- Lao
- Spanish Large Print
- Chinese
- Mien
- Tagalog
- Farsi
- Portuguese
- Ukrainian
- Hmong
- Punjabi
- Vietnamese

Also Available in large print, Braille, and Audio CD

**PUB 13 (8/16)**

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Tell us if you need help because of a disability

Ask for a free interpreter
YOUR RIGHTS

All people and organizations providing public assistance must respect your rights. They can help you understand and apply for benefits and services.

1. You have the right to an interpreter free of charge.
2. You have the right to have a representative to help you understand your rights.
3. You have the right to have someone with you during any meeting.
4. You have the right to express your concerns.
5. You have the right to receive written information about your rights.
6. You have the right to receive information about any benefits or services.
7. You have the right not to face discrimination in receiving program benefits or services.
8. You have the right to file a complaint about discrimination.
9. You have the right to get extra help from county staff to make sure you get your benefits if you have a disability or impairment that makes it hard to understand the program rules.
10. You have the right to have your information kept confidential.
11. You have the right to be treated with courtesy and respect.

IF YOU ARE HAVING PROBLEMS WITH YOUR AID OR SERVICES:

1. Keep records of all your information, documents, and contacts with the county.
2. Get a receipt when you turn anything in.
3. You can bring someone with you to a meeting with your worker.
4. You have the right to complain.
5. You have the right to request a state hearing.
6. You have the right to receive Social Security benefits.
7. You have the right to receive General Assistance or SEIF.
8. You have the right to receive an interpretation.
9. You have the right to receive information about any benefits or services.
10. You have the right to express your concerns.

STATE HEARINGS

1. You can ask for a state hearing any time you disagree with a county’s action on your benefits or services.
2. You can also ask for a state hearing if the county is not giving you benefits or services which you think you should get.
3. A state hearing is heard by a state Administrative Law Judge. The county will have someone at the hearing to explain why they took their action.
4. A state hearing is not a court hearing. You do have the right to have a representative with you. There are free legal services in every county. They are listed on the back of your county notices. You can bring witnesses. You have the right to a free interpreter. Ask the county how to get one.
5. If your problem is with General Assistance or general relief, you must ask for a state hearing.
6. If your problem is with Social Security benefits, you must contact the Social Security Administration.
7. Continuing Your Aid or Services Pending a State Hearing
   The county must give you a notice at least 10 days before any action to change your aid or services takes place. If you ask for a hearing before the action takes place, you can get “aid paid pending” your hearing. This means your aid stays the same until you get a hearing decision.
   You MUST ask for a hearing on any notice you get, if you disagree.

HOW TO REQUEST A STATE HEARING

1. Phone: Ask for a State Hearing by contacting the CA Department of Social Services at (800) 743-8525 or (800) 952-5253
2. Fill out the form that accompanies this notice.

PROHIBITED DISCRIMINATION

Under State law, welfare agencies may not provide you aid, benefits or services that is different from aid provided to others on the basis of Race, Color, National Origin (including language), Ethnic Group Identification, Age, Disability, Religion, Sex, Sexual Orientation, Political Affiliation, Marital Status, or Domestic Partnership.

Federal laws also prohibit discrimination on several, although not all, of the bases listed above. Federal law also prohibits:
1. Discrimination against any person because of their race or color.
2. Discrimination against any person because of their national origin.
3. Discrimination against any person because of their age.
4. Discrimination against any person because of their disability.
5. Discrimination against any person because of their sex.
6. Discrimination against any person because of their sexual orientation.
7. Discrimination against any person because of their political affiliation.
8. Discrimination against any person because of their marital status.
9. Discrimination against any person because of their domestic partnership.

EXAMPLES OF DISCRIMINATION

1. The County does not give you a free interpreter.
2. A worker tells a certain ethnic group about more programs and services than people of other ethnicities.
3. The County won’t help you get audio tapes of a program orientation to help with a disability that makes it hard for you to read.
4. A worker learns of your religion or politics and then treats you differently.
5. You can’t get to appointments because the county building does not have an elevator.
6. You cannot get your wheelchair into the exam room.
7. Men get referred to job training for better paying jobs than women.
8. The County does not want you to have training because you say you have a mental illness.
9. You are not allowed to adopt a baby because you are of a different race.