



SOCIAL SERVICES AGENCY CIVIL RIGHTS Important Facts for Public Contact Staff

No person shall be excluded from participation in or be denied the benefits of any program or activity because of race, color, national origin (including language), age, disability, religion, sex, political affiliation, marital status, domestic partnership, sexual orientation, or ethnic group identification.

What You Need to Know:

Name and location of SSA Civil Rights Coordinator:

Stacy Lee
1928 S. Grand Ave
Santa Ana, CA 92705
Telephone (714) 438-8877 / Fax (714) 435-4545

Name of ADA II Coordinator:

- Madeline Hernandez
Management Services
Telephone (714) 245-6089

What is PUB 13? (PUB 470 for Adult Protective Services (APS))

- PUB 13 is "Your Rights Under California Welfare Programs," prepared by CDSS concerning clients' rights, complaints and state hearings. It is available in 18 languages, including large print. PUB 13 is also available on audiotape in English, Spanish, Vietnamese, Chinese/Mandarin and Russian. Braille versions are also available. PUB 470 cites all of the above, plus rights while under an investigation and no state hearing process rights.

How is the PUB 13/PUB 470 provided to our clients? It is disseminated and explained through several means:

- During the Application Process
- During Reinvestigations / Recertification's or Investigations under APS
- By Reception staff
- By SSA employees whenever clients request the information

When a client wishes to file a Civil Rights complaint you should:

- Provide the Discrimination Complaint form (F063-07-80) in English, Spanish, Vietnamese and other languages as requested.
- Assist complainant in completing the form if requested.

Civil Rights Posters also provide clients with information about their rights and are posted in the following locations:

"Everyone is Different but Equal Under the Law" PUB 86 (3-07) and "And Justice for All" (12-15) posters are located in a all reception and waiting areas.

How to determine what language a client speaks:

- Use language identification or "I Speak Cards" to identify a client's language. These resources are available on the CDSS website.
<http://www.cdss.ca.gov/inforesources/Civil-Rights/Tools>
- Use Language Line Solutions
- Ask the client to identify their language from the lobby poster.

How to identify a person's language needs:

- Through self-disclosure
- Through observing the client's use of limited English skills.

How to ensure programs and services are accessible:

Provide forms/publications in alternate formats and languages when available.

How to communicate information about a client's primary language, hearing impairment, or learning disability when the case is transferred:

- Ensure that the information is conveyed in the case documentation and narration.

How to provide assistance to clients who have visual impairments:

- Read or ask the client's authorized representative to read all documents to visually impaired clients.
- Provide the client with large print, and/or a magnifying device, and/or audiotape.

How to assist persons who may be hearing impaired:

- Provide sign language interpretation services (See Administration P&P E21 for information about service providers).
- Use the California Relay Service (711)
- Provide a County language interpreter (Interpreters may be accessed via website on the SSA Phone Book by scrolling down to the Intranet.)

How to determine a client's ethnic origin and primary language:

- Through self-identification.
- Through the use of SAWS 1

What to do with a Complaint once is completed:

- Forward the complaint to the Civil Rights Coordinator within 48 hours of receiving the complaint.
- Offer the client the option of mailing the complaint form to any of the offices listed below.

Civil Rights Training

Date attended:

- Civil Rights Training _____
- Cultural Diversity Training _____
- ADA Training _____

Administrative Policies & Procedures:

Civil Rights and Non-Discrimination and Americans with Disabilities Act, Title II (D19)

Sign and Non- English Language Interpretation Services Policy (E21)

Notifying County Counsel and CEO/Risk Management of Pending Litigation (D11)

IMPORTANT CIVIL RIGHTS RESOURCES

A client may file a Civil Rights Complaint at the State, Federal, and County level at the County offices listed below:

COUNTY- for ALL Programs, including

***GR/MSN/CW/WTW/MC/NACF/CFS**

Civil Rights Coordinator

P.O. Box 22001

Santa Ana, CA 92702-2001

STATE – for CW/WTW, CFS and CalFresh (formally Food Stamps):

California Department of Social Services

Civil Rights Bureau (CRB)

P.O. Box 944243

M.S. 15-70

Sacramento, CA 94244-2430

STATE – Medi-Cal

State Department of Health Services

1615 Capital St.

M.S. 0009 Room 73.720

Sacramento, CA 95814

HEALTH AND HUMAN RESOURCES

Office of Civil Rights (OCR)

90 7th Street, Suite 4-100

San Francisco, CA. 94103

(415) 437-8310 (voice)

(415) 437-8311 (TDD)

FEDERAL – CalFresh (formally Food Stamps)

Director, Office of Civil Rights

Washington, D.C. 20250-9410

(202) 720-6382 (voice and TTY)

Employees may send complaints via pony mail to:

Stacy Lee, Civil Rights Coordinator

Building 180

*GR and MSN can only be investigated at the County level. For all other programs, all steps will be initiated and notification forwarded to the State.

Websites:

California State Dept. of Social Service (CDSS)

<http://www.cdss.ca.gov/Civil-Rights>

E-mail

crb@dss.ca.gov

U.S. Dept. of Health and Human Services (DHS)

www.hhs.gov/ocr