



County of Orange
SOCIAL SERVICES AGENCY

Civil Rights Unit

P.O. BOX 22001

Santa Ana, CA 92705

Fax: (714) 435 – 5950

ssapicivilrights@ssa.ocgov.com

In accordance with the Americans Disabilities Act (ADA) Title II, individuals with disabilities have the right to reasonable accommodations for equal access to benefits and services, including support for physical, mental, or developmental disabilities. Pursuant to Section 504 of the Rehabilitation Act, Social Services Agency (SSA) does not tolerate discrimination by any employee and is committed to protecting civil rights for everyone. The Civil Rights/ADA Coordinator is responsible for handling the disability complaint procedure.

**ATTN: Civil Rights Coordinator Discrimination/Retaliation
Complaint**

Name: _____

Case Number: _____

Please inform SSA Staff if you need a reasonable accommodation or assistance because of a disability in order to participate in services.

Program (select all that apply):

- ☐ CalWorks ☐ CalFresh ☐ Medi-Cal ☐ General Relief
- ☐ In-Home Supportive ☐ Adult Protective Services (APS) Services
- ☐ Children and Family Services ☐ Other: _____

I believe I have been discriminated against on the basis of (select all that apply):

- ☐ Age ☐ Ancestry ☐ Color ☐ Disability (Physical or Mental)
- ☐ Domestic Partnership ☐ Ethnic Group Identification ☐ Gender Identity ☐ Gender Expression
- ☐ Genetic Information ☐ Immigration Status ☐ Marital Status ☐ Medical Condition
- ☐ National Origin (including language) ☐ Political Affiliation ☐ Race ☐ Religion
- ☐ Retaliation ☐ Sex ☐ Sexual Orientation
- ☐ Any Other Applicable Basis: _____

Name of person who Discriminated against You	Job Title	Date Discrimination Occurred	Place Discrimination Occurred

Explain why you believe you were discriminated against.
Please be specific.

If discrimination or retaliation is found during the investigation, SSA is required to develop and implement a corrective action plan to address the issue. This plan will include methods to prevent similar instances from occurring in the future. These methods may include staff training, policy changes, or other actions aimed at improving services for applicants and recipients of social services benefits.

The Civil Rights Unit's discrimination complaint process is **NOT** designed to do the following:

1. Reinstate or increase benefit amount
2. Increase IHSS service hours
3. Reverse child protective services-related court orders or overturn decisions about parental custody
4. Provide monetary compensation
5. Reverse a State Hearings Department appeal decision
6. Change your worker
7. Discipline or terminate an SSA employee
8. Stop a fraud investigation, and/or reverse a fraud determination

What outcome/resolution are you seeking?

☐ I do not give my consent for the release of my name or other personal identifying information. I understand that this complaint may not be investigated as a result of my refusal to give consent for the release of information.

☐ I am authorizing the County of Orange SSA Civil Rights Unit (CRU) to reveal my identity and other personal information to persons at the organization or institution under investigation and to other Federal and State agencies in accordance with applicable federal and state regulations. I hereby authorize SSA CRU to receive material and information including, but not limited to applications, case files, personal records and medical records. The material and information shall be used for authorized civil rights compliance and enforcement activities. I understand that I am not required to authorize this release and do so voluntarily.

I understand the above information is true and correct to the best of my knowledge and belief.

Signature: _____ Date: _____

Address: _____

Phone Number: _____

ssapicivilrights@ssa.ocgov.com

The County of Orange Social Services Agency Civil Rights Unit has authority to review discriminatory actions that occurred within 180 days by County of Orange Social Services Agency employees based on Age, Ancestry, Citizenship, Color, Disability, Domestic Partnership, Ethnic Group Identification, Gender Expression, Gender Identity, Genetic Information, Immigration Status, Marital Status, Medical Condition, National Origin, Political Affiliation, Primary Language, Race, Religion, Sex and Sexual Orientation.

We do not have jurisdiction to accept discrimination complaints related to employment, housing, businesses (such as retail stores), other government departments or agencies (such as the Social Security Administration). If your complaint is outside of our jurisdiction or unrelated to civil rights discrimination, it will not be investigated.

To submit a discrimination complaint against the County of Orange Social Services Agency or for more information on how to file, visit the [SSA Civil Rights website](#).

Below are common referrals to help you direct your questions or concerns to the right office or agency. Please use the information below to contact the appropriate office or agency for information and/or assistance.

Referrals

If you have a question or complaint about Social Security benefits, please contact the Social Security Administration at (800) 772-1213 or visit their website at www.ssa.gov/locator to identify your local office.

If you have a question about your Medi-Cal, CalFresh, CalWORKs or General Relief benefits, call the Service Center at (800) 281-9799 / TTY (714) 834-8500 or inform your assigned worker.

If you have questions about Medi-Cal, please visit the Department of Health Care Services (DHCS) website at www.dhcs.ca.gov. If you would like to file a Medi-Cal discrimination complaint, you may call the DHCS Office

of Civil Rights at (916) 440-7370 or visit the [DHCS Office of Civil Rights](#) page for additional information.

If you need help related to food assistance benefits, please contact the CalFresh benefits help line at (877) 847-3663.

To report theft of your EBT benefits, please contact the EBT Customer Service at (877) 328-9677.

If you have a customer service complaint (not related to discrimination), please contact the County of Orange Social Services Agency Quality Support Team (QST) at SSAQualitySupportTeamInBox@ssa.ocgov.com or (714) 541-7700 and ask for the Officer of the Day (OD).

If you have questions about a state hearing or need to request a hearing, please contact the State Hearings Division at (800) 743-8525 or visit the [State Hearings Request](#) and [Appeals Case Management System](#) page for additional information. **Why Request a Hearing:** If you have applied for, have received, or are currently receiving benefits/services from the County of Orange

Social Services Agency and you receive a Notice of Action or a letter from Covered California denying, discontinuing, or reducing your benefits, you can ask for a State Hearing.

If you want to file a complaint, make a report, or ask questions about Adult Protective Services (APS), please contact (800) 451-5155. If you have questions or inquiries regarding your rights under Adult Protective Services, you may call (800) 884-1684 or visit [Your Rights Under Adult Protective Services](#).

If you have a question regarding In-Home Supportive Services (IHSS), call (714) 825-3000 / TTY (714) 834-4400 or inform your assigned worker. To report IHSS fraud, please contact the IHSS Fraud Hotline at (800) 822-6222.

If you want to make a Child Abuse report or have questions about your Child Protective Services (CPS) case with Children and Family Services, call (800) 207-4464, (714) 940-1000 or inform your assigned worker.

If you have concerns about your CPS case, including a social worker complaint (not related to discrimination), please contact the County of Orange Social Services Agency Quality Support Team (QST) at SSAQualitySupportTeamInBox@ssa.ocgov.com or (714) 541-7700 and ask for the Officer of the Day (OD).

To file a complaint regarding the care, placement, and services of a foster youth, please visit the California Foster Care Ombudsperson website at www.fosteryouthhelp.ca.gov or contact their office at (877) 846-1602.

If you are a current or former foster youth or caregiver, you may contact the Family Urgent Response System (Cal-FURS) for support at (833) 939-3877. This 24/7 hotline is staffed with counselors trained in conflict resolution and trauma-informed de-escalation techniques.

For discrimination complaints related to housing, employment, a state or local government entity, or a

business establishment, please visit the California Civil Rights Department (formerly the Department of Fair Employment and Housing) website at www.cacivilrights.ca.gov or contact their department at (800) 884-1684.

If you have questions or would like to file a complaint about your unemployment benefits or other supportive services, you may call (800) 480-3287 or visit the [Employment Development Department \(EDD\)](#) page for additional information.

To learn about other social services programs and services offered by the California Department of Social Services (CDSS), please visit www.cdss.ca.gov.