NONDISCRIMINATION NOTICE

Discrimination is against the law. Center for Human Services (CHS) follows State and Federal civil rights laws. CHS does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

CHS provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, braille, audio or accessible electronic formats)
- Free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact CHS between 8AM and 5PM by calling (209) 526-1476. Upon request, we can provide this document in Braille, large print, audio, or accessible electronic formats.

For clients who are deaf or hard of hearing and need ASL interpretation, staff will first contact CHS' designated on-call ASL interpreter, then the client's managed care plan (if applicable), then CHS's contracted language-line service.

HOW TO FILE A GRIEVANCE

If you believe that CHS has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with the Plan. You can file a grievance by phone, in writing, in person, or electronically:

- By phone: Contact CHS 8AM to 5PM, Monday to Friday at **(209) 526-1476**. Or, if you cannot hear or speak well, please call [TYY/TDD number].

- In writing: Fill out a complaint form or write a letter and send it to:
  - Attn: Compliance Contact
    Center for Human Services
    2000 W. Briggsmore Ave., Bldg. A
    Modesto, CA 95350

- In person: Visit Center for Human Services and say you want to file a grievance.

- Electronically: Visit the CHS website at https://www.centerforhumanservices.org

OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- By phone: Call **916-440-7370**. If you cannot speak or hear well, please call **711 (California State Relay)**.
- In writing: Fill out a complaint form or send a letter to:

  Department of Health Care Services
  Office of Civil Rights
  P.O. Box 997413, MS 0009
  Sacramento, CA 95899-7413

- Complaint forms are available at: https://www.dhcs.ca.gov/discrimination-grievance-procedures
- Electronically: Send an email to CivilRights@dhcs.ca.gov.

OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability, or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- By phone: Call **1-800-368-1019**. If you cannot speak or hear well, please call **TTY/TDD 1-800-537-7697**.
- In writing: Fill out a complaint form or send a letter to:

  U.S. Department of Health and Human Services
  200 Independence Avenue, SW
  Room 509F, HHH Building
  Washington, D.C. 20201

- Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.
- Electronically: Visit the Office for Civil Rights Complaint Portal at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf