

# County of Los Angeles Department of Public Social Services (DPSS)

## Additional information

For more information on DPSS services, please visit our website -

**[www.dpssbenefits.lacounty.gov](http://www.dpssbenefits.lacounty.gov)**



## Making a complaint

If you believe that you did not receive the help you need, you may file a complaint. You may also file a complaint if you feel that you have been discriminated against because of a disability.

Your complaint can be filed in-person, by letter, or by telephone:

Civil Rights Section  
12860 Crossroads Parkway South  
City of Industry, CA 91746  
Phone: (844) 586-5550  
TTY: (877) 735-2929



## Do You Need Help? Rights for People with Disabilities

# Not every disability is visible

## Do you need help because of a disability?

The law protects people with physical, mental and developmental disabilities as well as others with serious health problems.

Do you have a disability that makes it hard for you to apply for benefits or meet program requirements? We can give you extra help. You do not need to give us your medical papers/proof of your condition.

We can help you with:

- Getting through the lines
- Reading our documents and forms
- Filling out our forms
- Getting documents we need
- Changes to program and work requirements
- Making appointments
- Other reasonable modifications

## Disabilities may include limitations with:

- Walking, sitting or standing
- Reading, learning or understanding
- Speaking, hearing or seeing
- Being around crowds
- Memory loss
- Dealing with emotions



## Requesting a Reasonable Modification

To request a reasonable modification, you may:

1. Ask any DPSS employee or
2. Call the ADA Hotline (844) 586-5550, or
3. Call the Customer Service Center at (866) 613-3777 Monday - Friday, 7:30 a.m. to 5:30 p.m.

People with a speech or hearing impairment may use TTY at (877) 735-2929 (California Relay) Office hours only 7:00 a.m. - 4:30 p.m. or

4. Request a modification in writing and mail it to:

DPSS ADA Title II Coordinator  
12860 Crossroads Parkway South  
City of Industry, CA 91746

**or email it to:**

[adahelp@dpss.lacounty.gov](mailto:adahelp@dpss.lacounty.gov)

Most modifications will be provided upon request, but some could take up to five (5) working days to evaluate and coordinate.