



# Public Records Access

**Public records maintained by the California Department of Social Services (CDSS) are available for inspection by members of the public during the Department's regular business hours. In addition, many records are readily available at the Department's Web site at [cdss.ca.gov](http://cdss.ca.gov)**

## **Requests for inspection or copying of public records**

- Should be made in writing unless the request involves records which are maintained by the Department for the purpose of immediate public inspection.
- Should not interfere with the ordinary business operations of the Department. The operational functions of the Department will not be suspended to permit inspection of records during periods in which such records are reasonably required by Department personnel in the performance of their duties. If the request requires review of numerous records, a mutually agreeable time should be established for the inspection of the records.
- Should be specific and focused. The request should sufficiently describe records so that identification, location and retrieval of the records can be achieved by Department personnel. However, Department personnel may assist a member of the public in making a focused request, based on the purpose of the request, by describing the information technology and physical location in which the records exist and by providing suggestions for overcoming any practical basis for denying access to the records or information sought.

## **On-site inspection**

Records may be viewed (inspected) in the Department's offices. Persons inspecting Departmental records shall not destroy, mutilate, deface, alter or remove any such records from the Department. The Department reserves the right to have Departmental personnel present in order to prevent the loss or destruction of records.

## **Where to direct the request**

Requests should be made to the office, Division, Branch or section of the Department that maintains the desired records. If the requestor does not know where the desired records are maintained, the request should be directed to:

Deputy Director, Public Affairs and Outreach  
California Department of Social Services  
744 P Street, MS 17-09  
Sacramento, CA 95814

## **Department's response**

It may take up to 10 days for the Department to review the request and inform the requestor whether or not the records are available and whether or not the records may be provided. In some cases, the Department may need up to 14 additional days, pursuant to Government Code section 6253(c).

The Department may not disclose any records which are exempt from disclosure under the Public Records Act, because the record contains confidential information about a person or is not public for another specified reason. (Government Code section 6254)

## **Duplication Cost**

Effective October 1, 2008, the Department will implement a new rate for duplicating public records. The requestor must pay \$0.20 per page for copies that exceed 49 pages. Charges are waived if the request is limited to 49 pages per month. A minimum charge of \$10 will apply. If the public records request exceeds 50 pages or more, payment must be received in advance.

When data compilation, extraction or programming involving an electronic record is required, the requesting party must pay full costs, which will be estimated before the information is prepared. (Government Code section 6253 (b)(2)) Upon payment of the fees, when applicable, the Department shall provide a copy of any public record.