

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, California 95814



January 5, 2000

ALL COUNTY LETTER NO. 00-03

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: TRANSLATED FORMS AND MATERIALS

REFERENCE: MANUAL OF POLICY AND PROCEDURES SECTION 21-115.2

Section 21-115.2 of the California Department of Social Services' (CDSS) Manual of Policies and Procedures states: "Forms and other written material required for the provision of aid or services shall be available and offered to the applicant/recipient *in the individual's primary language* when such forms and other written material are provided by CDSS." (Emphasis added.) In order to ensure that every non-English/limited English-speaking client receives equal access to all programs and services, county welfare departments are reminded that they must comply with this regulatory requirement.

Camera-ready copies of all welfare program forms are available from CDSS in Spanish, Chinese, Vietnamese, Cambodian, and Russian. Asian and Russian translations may be ordered from the CDSS Language Services Bureau at (916) 654-1282. Spanish forms can be obtained from the department's Forms Management Office by calling (916) 657-1907. Many of the translated forms can also be retrieved via the Internet by accessing the CDSS website at <http://www.dss.cahwnet.gov/getinfo/lrucov.html>.

If you have any questions regarding this letter, please contact the Civil Rights Bureau in Sacramento at (916) 654-2107.

Sincerely,

Original Document Signed By
Jeanne Rodriguez on 1/5/00

JEANNE RODRIGUEZ
Deputy Director
Office of Human Rights