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DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**

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EDMUND G. BROWN JR.  
GOVERNOR

July 5, 2017

ALL COUNTY LETTER (ACL) NO. 17-56

TO: ALL COUNTY WELFARE DIRECTORS  
ALL COUNTY ADULT PROTECTIVE  
SERVICES PROGRAM MANAGERS  
ALL CIVIL RIGHTS COORDINATORS

SUBJECT: PUB 470 TO REPLACE PUB 13 FOR DISTRIBUTION TO ADULT  
PROTECTIVE SERVICES CLIENTS

REFERENCE: [Division 21-107.221](#)

REASON FOR THIS TRANSMITTAL

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

The purpose of this All County Letter (ACL) is to inform counties of the release of a new Civil Rights and Adult Protective Services (APS) brochure, developed to explain the rights of APS clients. The new brochure, “Your Rights as an Adult Protective Services Client” (PUB 470) must be distributed to all APS clients during the initial visit by an APS worker, in lieu of the PUB 13.

The new brochure was developed to accomplish two objectives:

1. Eliminate State Hearings Option

Currently, APS clients mistakenly believe that they are entitled to have an Administrative Hearing based on the information presented in PUB 13 when, in fact, they are not eligible. The PUB 470 removes any mention of the Administrative Hearing process and therefore removes this source of confusion. The new brochure still addresses the civil rights issues that all social services clients are entitled to under the law.

2. Client Rights

There is currently no state document that explains a client’s rights within the APS program. This brochure identifies the client’s rights (e.g. to refuse services, to confidentiality) and the limitations of those rights (e.g. the client can refuse to cooperate with the investigation but, when there is an allegation of a penal code violation, the investigation must go forward). It is anticipated this additional

information will help APS clients to understand why their APS workers take, or refrain from taking certain actions.

The brochure has been developed as a “fillable pdf” so counties can insert the phone number of the county staff for APS clients to contact should they have questions or complaints regarding their rights as an APS client within the county. The phone number is to be inserted following the statement “If you feel that any of your rights have been violated, please call.”

The contact information for civil rights complaints is the same as is published in PUB 13.

The PUB 470 is available for download at:

<http://www.cdss.ca.gov/cdssweb/entres/forms/English/PUB470.pdf>. The brochure is being translated into additional languages and those versions will be available on the website in the near future. The form will be available in the following languages:

- o Arabic
- o Armenian
- o Cambodian
- o Chinese
- o Farsi
- o Hmong
- o Japanese
- o Korean
- o Lao
- o Mien
- o Portuguese
- o Punjabi
- o Russian
- o Spanish
- o Spanish Large Print
- o Tagalog
- o Ukrainian
- o Vietnamese

Until translations are available, recipients who have elected to receive materials in languages other than English shall be provided the English version of the brochure with the GEN 1365 - Notice of Language Services, and a local contact.

Because the brochure shall be customized for each county, no paper copies of the brochure will be distributed by the California Department of Social Services (CDSS).

The county welfare department shall ensure effective bilingual services are provided. This requirement may be met through utilization of paid interpreters, qualified bilingual employees, and qualified employees of other agencies or community resources. These services shall be provided free of charge to the applicant/recipient.

APS questions regarding this ACL should be directed to Lori Delagrammatikas, APS Liaison at (916) 653-1865. Civil Rights questions regarding this ACL should be directed to the CDSS Civil Rights Unit at (916) 654-2107.

Sincerely,

***Original Document Signed By:***

DEBBI THOMSON  
Deputy Director  
Adult Programs Division

c: CWDA

***Original Document Signed By:***

TODD BLAND  
Deputy Director  
Family Engagement and Empowerment  
Division