

NONDISCRIMINATION NOTICE

Discrimination is against the law. The County of San Diego Behavioral Health Services (The Plan) follows State and Federal civil rights laws. The County of San Diego Behavioral Health Services (The Plan) 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.

The County of San Diego Behavioral Health Services (The Plan) 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 the Access & Crisis Line (ACL) 24 hours a day, 7 days a week by calling 1888-724-7240. Or, if you cannot hear or speak well, please call 711. Upon request, this document can be made available to you in braille, large print, audio, or accessible electronic formats.

HOW TO FILE A GRIEVANCE

If you believe that The County of San Diego Behavioral Health Services (The Plan) 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 following advocacy agencies. You can file a grievance by phone, in writing, in person, or electronically:

- By phone:
 - For help with filing regarding **inpatient and/or residential services**, you may call the **Jewish Family Service (JFS) Patient's Advocacy Program** at 619-282-1134 or 1-800-479-2233.
 - For help with filing regarding **outpatient services**, you may call the **Consumer Center for Health Education and Advocacy (CCEA)** at their toll-free number (877) 734-3258 (TTY 1-800-735-2929).
 - Or, if you cannot hear or speak well, please call 711.

- In writing: Fill out a complaint form or write a letter and send it to:
 - **For Inpatient and/or Residential Services:**
 Jewish Family Service of San Diego
 Joan & Irwin Jacobs Campus
 Turk Family Center Community Services Building
 8804 Balboa Avenue
 San Diego, CA 92123
 - **For Outpatient Services:**
 Consumer Center for Health Education and Advocacy (CCHEA)
 1764 San Diego Avenue, Suite 100
 San Diego, CA 92110
- In person: Visit your doctor's office or any County of San Diego-contracted provider site and say you want to file a grievance.
- Electronically: Visit the following websites below:
 - **For Inpatient and/or Residential Services:**
 Jewish Family Service of San Diego at <https://www.jfssd.org/our-services/adults-families/patient-advocacy/>
 - **For Outpatient Services:**
 Consumer Center for Health Education and Advocacy (CCHEA) at <https://www.lassd.org/mental-health-and-substance-abuse-patients-rights/>

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.
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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>