

DEPARTMENT OF BENEFIT PAYMENTS



November 13, 1975

ALL-COUNTY LETTER NO. 75-245

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: INFORMATIONAL MEDI-CAL STUFFER

REFERENCE:

We are planning to include the following message in the February Medi-Cal mailing:

If you do not speak English and your welfare worker does not speak your language, or if you have to use your own interpreter to communicate with your welfare worker, please ask your welfare office to assign your case to someone who speaks your language.

If you still have problems, after you have talked with your welfare office, call this toll free number 800-952-5253 or write to:

Department of Benefit Payments
744 P Street
Sacramento, California 95814

This message will be printed in four languages and is consistent with our proposed civil rights regulations, copies of which are being mailed to you under separate cover for your comments. The proposed regulations clarify the responsibilities of county welfare departments to effectively communicate with all welfare recipients.

Substantial portions of the Civil Rights Program resources are being devoted to the development of programs that will help to resolve the problems of non-English speaking recipients. HEW and civil rights organizations have alleged that county welfare departments do not provide the same quality and level of service to non-English speaking recipients as is provided to the welfare population at large. We do not accept this precept entirely and believe that together we can build and improve on the many services already being provided within California's welfare system to this segment of the welfare population.

OBSOLETE

Superseded by

ACL # 77-15

GEN 654 (2/75)

Issued

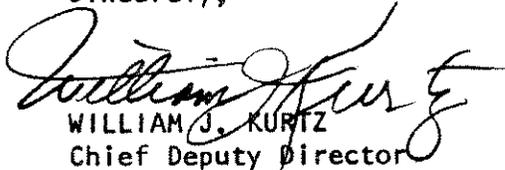
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To this end, the Department of Benefit Payments will record the number and type of telephone calls received, as well as the point of origin, to identify those areas where the greatest need exists. This information will be shared with the welfare departments and future programs will be developed to address the identified problems. We will increase the number and types of pamphlets, forms, and other informational materials that will be translated into non-English languages. We have, as you probably know, a new toll-free telephone line. This number may be dialed within the state to obtain information and help. Bilingual department employees have been assigned to respond to these public inquiries. Other programs will be implemented in accordance with the California Civil Rights Program.

I strongly believe that a concerted effort is necessary and am confident of your cooperation and performance in this area.

Should you have any questions about this message or any other civil rights issues, please contact Luis Batiza, Civil Rights Program Manager.

Sincerely,



WILLIAM J. KURTZ
Chief Deputy Director

cc: CWDA