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

State Hearings Division

PO Box 944243, MS 9-17-442 Sacramento, CA 94244-2430

PHONE: 800-743-8525 FAX: 1-833-281-0905



GAVIN NEWSOM
GOVERNOR

ACKNOWLEDGEMENT LETTER

February 12, 2025

RE: SHN-105121263

We got your request for a state hearing. Very important information about your hearing rights is included with this letter. Please read it carefully.

You have the right to an in person hearing with the judge. You will be scheduled for a/an Phone hearing.

We will send you another letter with the date and time of your hearing. We have different types of hearings:

- **Telephone** – judge calls you and the hearing is done over the phone.
- **On-Site Phone** - you go to the county office. The judge calls you at the county's office number and the hearing is done over the phone.
- **Video** – you see and hear the judge on your personal computer, laptop, tablet, or smart device. The other parties may participate by phone or video.
- **On-Site Video** - you go to the county office to use the county's video equipment. You see and hear the judge on a screen. The other parties may participate by phone or video.
- **In-Person** – you and the judge will be in the same room. The other parties may participate by phone.
- If you want an in-person hearing and cannot get to a hearing site because you have a disability or other hardship, you may ask to have the hearing at another location including a facility, your home, etc. We will ask you for proof of your disability or hardship.

If you want to change to another type of hearing, please call 800-743-8525 right away. If you change the type of hearing, this may cause another delay in getting the hearing decision because we have to reschedule the hearing

The Agency will contact you to see if they can resolve your appeal without a hearing. You will have your hearing unless you agree to a settlement.

You can request to see your case file, including any information or documents related to the eligibility decisions.

If you have any questions about this letter you may call 800-743-8525, or contact the State Hearings Division in one of the ways below:

- **Online Appeals Account:** <https://acms.dss.ca.gov/acms/>
- **Email:** SHDCentralSupport@DSS.ca.gov
- **Fax Number:** 833-281-0902

- **Mail To:** (Allow at least 5 days for mailing. Keep your originals.)
State Hearings Division
PO Box 944243, MS 9-16-431, Sacramento, CA 94244-2430

Personal Identification Number (PIN)

The PIN below is for this hearing request only. Your PIN can be used to get case information through the automated telephone system. It can also be used to verify yourself when speaking with customer support. You may be asked to provide your PIN and case number together.

Your PIN: 6507

The State Hearings Division complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

STATE HEARINGS DIVISION

CC:

Sacramento County

PUB 412 – General Jurisdiction

IMPORTANT INFORMATION REGARDING YOUR HEARING RIGHTS

Asking for a State Hearing

When the county makes a decision about your benefits and services it must send you a letter explaining what it did, why, and the rules that apply. This is called a Notice of Action.

If you do not agree with the county action, you can appeal. You can also appeal if the county changes your benefits or services without sending you a notice or the county fails to take action.

You must ask for a hearing within 90 days from the date of the notice. If you did not ask for a hearing within 90 days, or if you did not get a notice of action, you can still ask for a hearing. A judge will decide if we can allow your hearing because there was a good reason for asking late.

If you get other Notices of Action that you disagree with, they may not be covered by your original appeal. If you want to appeal any new notice, contact State Hearings by one of the ways listed below. You may ask State Hearings whether the appeals can be combined.

If you have any questions about this letter you may call 800-743-8525, or contact the State Hearings Division in one of the ways below:

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Help with Your Case

You can represent yourself or have someone else represent you during your appeal. If someone else helps you, this person or organization is called an Authorized Representative. Your authorized representative can be an attorney, a relative, a friend, or an organization.

You must let State Hearings know at or before your hearing if someone else is representing you. We will send your authorized representative important notices about your appeal if we know this information before your hearing.

You may wish to call your local Legal Aid office or a child welfare advocate office for help. A list of these Legal Aid organizations is on the State Hearings website. You may also call 411 and ask for the phone number of your local free Legal Aid organization.

Settlement of Your Case without a Hearing

The county may contact you before your hearing and offer to fix all issues in your case. You have the choice to let the county try to fix the issues or go to your hearing. If you agree to have the county fix your issues, the county must send a written agreement for you to sign. This is called a Conditional Withdrawal agreement. It explains what the county has to do to fix your issues. It also explains your rights. Please read this agreement carefully. If you agree, sign and return it to the county right away. If you don't agree, tell the county right away.

If you have reached an agreement with the county tell State Hearings right away. You will not need a hearing if you reached an agreement.

The written agreement will tell you if the county needs more information or documents to try to fix your issues. The parties have 30 days to do what they agreed to do. This time may be longer to add the time for you to do anything you agreed to do.

The county will send a new notice about your issues. If the county does not give you a new notice telling you what it did, you can call (800-743-8525) or contact us by one of the ways listed below. We will look into this matter and follow up with you.

If you agreed to settle your case and did not go to your hearing, you can still ask for a hearing if you change your mind. You can contact us by any of the ways listed below. A judge may review whether you asked for the new hearing on time.

Canceling Your Hearing

You always have the right to have a neutral judge decide your appeal. However, if you no longer want a hearing, please contact us right away by one of the ways listed below to cancel your appeal. This is called a Withdrawal of your request for a hearing.

What Might Happen Before the Hearing

A party may ask to have a judge first decide if your appeal is the type of case we can review. If this happens, you will get a separate letter about that process. In some cases, there may first be a hearing with a judge to see if we can review your case.

If we think your case is the type of case we cannot review, we will tell you why we think your appeal should be dismissed. You will be able to tell us why your case should be heard. We will review what you tell us before making a decision whether to dismiss your appeal.

About the Hearing

A judge from the California Department of Social Services will hear your case. This judge does not work for the county. You have the right to an in-person hearing with a judge.

We have different types of hearings:

- **Telephone** – judge calls you and the hearing is done over the phone.
- **On-Site Phone** - you go to the county office. The judge calls you at the county's office number and the hearing is done over the phone.
- **Video** – you see and hear the judge on your personal computer, laptop, tablet, or smart device. The other parties may participate by phone or video.
- **On-Site Video** - you go to the county office to use the county's video equipment. You see and hear the judge on a screen. The other parties may participate by phone or video.
- **In-Person** – you and the judge will be in the same room. The other parties may participate by phone.
- If you want an in-person hearing and cannot get to a hearing site because you have a disability or other hardship, you may ask to have the hearing at another location including a facility, your home, etc. We will ask you for proof of your disability or hardship.

State Hearings will tell you the date and time of the hearing and what type of hearing you will have. . If you want to change to another type of hearing, please call (800-743-8525) right away. If you change the type of hearing, this may delay getting the hearing decision if we have to reschedule the hearing.

You can bring an authorized representative to the hearing. The state hearing will include you and your representative, if you have one, a judge and a hearing representative from the county. Both

sides can bring witnesses and documents. It is an informal hearing and is not open to the general public.

Expedited Hearings

We can schedule you for a hearing sooner if you have an urgent need. This is called an Expedited Hearing. For Medi-Cal cases, an urgent need is when waiting for a routine hearing could risk your life or health, or your ability to reach, keep or get back maximum functioning. For other cases, an urgent need may be things like homeless assistance, emergency cash aid or food stamps, or something that may affect your going to work or school.

To ask for an Expedited Hearing, contact us by one of the ways listed below. Tell us why you need an earlier hearing date and why you cannot wait. If you have chosen a representative, be sure to tell us his/her name and address.

If we agree that you need an Expedited Hearing, we will send you the date and time of your hearing. We will send this notice at least 10 calendar days before of the date of your Expedited Hearing.

If State Hearings denies your request, we will notify you of your regular hearing date and time. If you think we made a mistake or your situation changes, you can ask again. We may need proof of your reason. You can contact us by one of the ways listed below.

Aid Paid Pending

Aid Paid Pending means getting benefits or services at the same level while waiting for your hearing. If you asked for your hearing before the agency or plan takes its action, you will continue to receive Aid Paid Pending.

The county Notice of Action must be “adequate”. A notice is adequate if it tells you the action being taken, the reason why and the rules that apply. The Notice must also be in the language you told the county you wanted for your notices. If you did not appeal before the county took the action, and you think your notice is not “adequate” or is in the wrong language, contact the county appeals office. If they agree, you will get your Aid Paid Pending the hearing decision. Otherwise, you can ask the judge to see if you can get Aid Paid Pending.

Postponements

If you think you have a good reason to postpone your hearing, please contact us by any of the ways listed below. We may need proof of your reason.

If we grant the request, we will reschedule the hearing. If we agree you have a good reason for the postponement, your benefits and services will continue. If we grant a postponement but you did not give a good reason, your benefits and services may not continue.

Subpoenas

A subpoena is a judge’s order telling a witness to come to the hearing or get documents. Contact State Hearings by one of the ways listed below for more information.

Right to Review Your Case Records

You have the right to look at your case records and the rules that the county used in deciding your case.

To do this, call the county to make arrangements to look at your file. Try to do this at least 2 work days before the hearing so that you can be ready for the hearing. You can ask the county to interpret the documents written in English for free.

You can ask the county to make copies of your case records. The county may give these to you for free or may charge a reasonable fee for the copies. If your case is about CalFresh issue, county must give you copies of your case records for free.

If you have problems getting access to the documents in your case file, contact State Hearings by any of the ways listed below.

Some records may be protected from being released. If this happens you have the right to talk to the judge about this. If the judge decides the records cannot be released, they will not be used in your hearing.

Hearings for Persons with Disabilities

If you have a disability or impairment and need special arrangements so you can participate in your hearing, call State Hearings toll free at **1-855-795-0634**; for hearing or speech impaired (TDD) **1-800-952-8349**.

What Happens at Your Hearing

Bring any documents or witnesses that will help you prove your case. If you are having trouble getting documents you need to prove your case, you can ask the judge to issue an order for the documents. (See Subpoena section above.)

You may also turn in a written statement explaining your position. If the hearing will be by telephone or video, you can send your written statement or documents to the judge before your hearing date. You can turn it in by any of the ways listed below.

At the hearing, you can tell the judge why you disagree with the action that the county took. The county representative will explain why it took the action. You and the county representative may question each other and any of the witnesses. The judge may also ask questions. If you do not want to answer a question, you do not have to. However, if you do not give the judge the information needed, this may affect the decision.

The county must make a statement in writing explaining its action. This is called a “Statement of Position” (Statement). The Statement must include any information or documents that affect your case. The Statement must be ready for you 2 work days before your hearing.

Here’s how to get the Statement:

- You may arrange with the county to pick it up during business hours. Call the county to arrange where to pick up the Statement.
- You can ask the county if they can mail it to you
- You can ask the county to send it by fax or email
- If you choose to use your online appeals account, the Statement must be there

If the Statement is not ready 2 work days before the hearing, you can:

- Decide to go the hearing without it. You will get an oral summary at hearing.
- Postpone (delay) the hearing so that you can get a copy of the Statement.

You or your Authorized Representative must take part in the hearing. If you plan to have an Authorized Representative, you must let us know at or before your hearing.

If you do not appear at the hearing, and no one appears for you, the judge will dismiss your case. If this happens, you must ask for another hearing within 30 days of getting the dismissal decision. If you

ask for another hearing on the case, you will have to tell us a good reason why you did not attend the original hearing.

If you asked for language services, we will provide a free interpreter for the hearing.

Please keep in mind that hearing delays may happen. If there is a delay, your hearing may start late or end late.

If you have any questions about this letter you may call 800-743-8525, or contact the State Hearings Division in one of the ways below:

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- **Mail To:** (Allow at least 5 days for mailing. Keep your originals.)
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After the Hearing

After the hearing the judge will issue a decision. If the decision is in your favor, the county must carry it out immediately. If the county does not carry out the decision within 30 days from when you get the decision, you can contact the State Hearings Division at (916) 309-3489 or toll free (800) 743-8525.

If you disagree with the judge's decision, carefully review the appeal rights included with your decision.

Non-Discrimination Policy

State Hearings complies with applicable Federal and State civil rights laws and does not discriminate. This means we do not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, gender expression, sexual preference, medical condition, or marital status. There are other anti-discrimination protections.

More information about discrimination complaints is found in PUBLICATION 13 on the California Department of Social Services website or by contacting State Hearings by one of the ways listed below. If you think you've experienced discrimination, you may file your complaint by mail, email, or phone with:

Civil Rights Unit

P.O. Box 944243, M/S 8-16-70

Sacramento, CA 94244-2430

Phone: (916) 654-2107

Toll free: (866) 741-6241

E-mail: crb@dss.ca.gov

You may use the complaint form available online at:

<https://www.cdss.ca.gov/cdssweb/entres/forms/English/GEN1179.pdf>

Ways to Contact State Hearings

You can contact the State Hearings Division at (916) 309-3489 or toll free (800) 743-8525. For hearing or speech impaired (TDD) 1-800-952-8349.

If you have any questions about this letter you may call 800-743-8525, or contact the State Hearings Division in one of the ways below:

002 – Acknowledgement – Default – Rev 07/2022 (English)

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