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DIRECTOR

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

**TELEPHONE HEARING SCHEDULED**

**April 24, 2025**

**RE: SHN-105121263**

Your telephone hearing will be on:

Hearing Date: May 15, 2025

Hearing Time: 01:00 PM Pacific Time

The judge will call you at: (916) 647-7815.

**If your phone number has changed** or you need to be called at another number, call us at 800-743-8525.

The judge may call you from an out-of-state number or from a blocked number. Please answer any calls during this time. Please stop any call blocking or spam features on your phone for the day of the hearing.

You must be available for your state phone hearing telephone call **up to one hour after the listed hearing time.**

**If you don't hear from the judge, or you have questions on the hearing day,** email [SHDCentralSupport@DSS.ca.gov](mailto:SHDCentralSupport@DSS.ca.gov) or call 800-743-8525.

You have a right to choose the type of hearing you want. Our hearing types include: Telephone, video or in person. If you do not have a telephone, computer or tablet and you want a phone or video hearing, you can go to the county office and use the telephone or video equipment at the county office.

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, we will have to reschedule the hearing. This may cause a delay in getting the hearing decision.

## **Reason for the Agency Action**

**Sacramento County must** make a statement in writing explaining the action it took. This is called a “Statement of Position” (Statement). If there is more than one agency in your hearing, each must prepare a Statement. The Statement must be ready for you two workdays before your hearing.

Here’s how to get the Statement:

- For appeals of a County action, at your local County Social Services office
- You can ask **Sacramento County** if they can mail it to you
- You can ask **Sacramento County** to send it by fax or email
- If you have an online appeals account, the Statement must be there

If the Statement is not ready two workdays before the hearing, you can:

- Decide to go the hearing without it.
- Postpone (delay) the hearing so that you can get a copy of the Statement.

## **Getting Documents to the Judge**

You can tell the judge about your case. If you want, you can send a written statement explaining why you do not agree with the **Sacramento County** action. You can also send documents that you think will help your case. You can send the documents before the hearing. This helps the judge prepare for the hearing. Bring a copy of your documents to the hearing.

List your State Hearing Number (SHN) on anything you send us. This number is at the very top of this letter. You can send the documents by:

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

If your appeal involves the county, you can also provide the documents to the county appeals representative. The county will make a copy and return your original document.

The judge may give you time to turn in documents after the hearing. This may delay your hearing decision.

## **Your Hearing Rights**

We sent you a letter telling you we got your appeal request. That letter included very important information about your hearing rights. This includes information on free interpreters, disability

accommodations, and witnesses. You can ask to see documents in your case file before and at the hearing. You can also see information about your hearing rights at <https://acms.dss.ca.gov/acms/>.

**IMPORTANT INFORMATION**

**If you CANNOT attend the hearing:** Call 800-743-8525 before your hearing to ask for a postponement. You also can contact us by email (listed above) or through your Online Appeals Account (ACMS).

**If you DO NOT go to the hearing:** You will get a decision dismissing your appeal. If you still want your hearing, you must tell us within 30 calendar days of the date you get the decision saying we dismissed your case. You must also give a good reason why you did not go to your hearing. Call 800-743-8525 if you still want your appeal.

STATE HEARINGS DIVISION

CC:

Sacramento County