

Do you have trouble with English?

Are you unable to speak, read, write, or understand English well or not at all?

If so, you have rights that protect you from discrimination when you need questions answered or want to participate in any service, activity, program or benefit offered by the Arizona Department of Economic Security (“DES”).

It is the policy of DES to ensure full compliance with Title VI of the Civil Rights Act of 1964, as amended, and related regulations and statutes.

Disclaimer: The contents of this document do not have the force and effect of law and are not meant to bind the public in any way. This document is intended only to provide clarity to the public regarding existing requirements under the law or agency policies.



For more information, contact:

Arizona Department of Economic Security
Office of Equal Opportunity
P O Box 6123 - MD 1119
Phoenix, AZ 85005

oeolepcoordinator@azdes.gov
(602) 364-3976

By mail to:
Office of Equal Opportunity
P.O. Box 6123 - Mail Drop 1119
Phoenix, AZ 85005

Pursuant to Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA) and other nondiscrimination laws and authorities, ADES does not discriminate on the basis of race, color, national origin, sex, age, or disability. To request this document in alternative format or for further information about this policy, contact your local office; TTY/TDD Services: 7-1-1. • Disponible en español en línea o en la oficina local

OEO-1022A PAMENG (01/25)

Know Your Rights

ARIZONA
— DEPARTMENT OF —
ECONOMIC SECURITY

Under Title VI of the Civil Rights Act of 1964 - 42 U.S.C. 2000(d)

Limited English Proficiency (LEP)

“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Know Your Rights

Individuals who have a limited ability to read, speak, write, or understand English, have certain rights under civil rights laws. The Department of Economic Security (DES) offers help, such as providing interpreters to translate information for individuals with LEP, so these individuals can have equal access to DES programs and services.



What Discrimination Is Prohibited under Title VI?

Title VI of the Civil Rights Act is a Federal law that protects individuals from discrimination that is based on race, color, or national origin in programs that receive Federal financial assistance.

LEP regulations and statutes require each agency to ensure the services they provide can be accessed by persons with LEP.

DES will not, based on race, color, or national origin:

- Deny services, financial aid, or other benefits as part of a DES program.
- Provide a different service or benefit or provide them in a different manner from those provided to others under the program.
- Segregate or separately treat individuals in any matter related to inquiring or receiving any benefits or services.
- Fail to take reasonable steps to ensure meaningful access by individuals with LEP to DES programs or activities.

How to file a complaint

If you believe you or someone else has been discriminated against because of race, color, or national origin by a DES program, you or your representative may file a complaint with DES within 180 calendar days from the date of the alleged discrimination.

You may send a written complaint with specific details or complete the Discrimination Complaint- Clients, Applicants and Contractors (J-020) form, which is available on the DES website at des.az.gov in the Document Center.

When completing your written complaint or the form, you must provide the following:

- Your name, address, and how to contact you (such as telephone number or email address).
- Name and location of the DES program you believe discriminated against you.
- How, when, where, and why you believe discrimination occurred.
- The names and contact information of any witnesses.
- Any other important information.

You may submit your complaint:

- To your local DES Office
- By mail to:

Office of Equal Opportunity
P.O. Box 6123 - Mail Drop 1119
Phoenix, AZ 85007

- By fax to: (602) 364-3982
- By email to:
officeofequalopportunity@azdes.gov
(not case-sensitive)

