



## DEPARTMENT OF FAIR EMPLOYMENT & HOUSING

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### DFEH Launches New Online Case Filing System

#### *New Public Portal Improves Online Services*

Elk Grove – After more than a year of design and testing, the Department of Fair Employment and Housing (DFEH) has launched a new online case filing and case management system designed to improve the agency's online services for the public. The new system is called the Cal Civil Rights System (CCRS).

"The system's new functions and flexibility represent a significant step forward for DFEH in providing convenient and accessible online services to Californians, including people with disabilities," said DFEH Director Kevin Kish.

CCRS allows individuals to submit an intake form to the Department, the first step in filing a complaint for investigation. Individuals can schedule an intake interview at the time of filing. CCRS also allows complainants, respondents, and representatives, who create accounts in the system, to view the status of cases they are involved in, send notes to DFEH staff, and upload documents directly into the case file.

Existing case files will be transferred automatically into the new system. Parties to pending cases may contact the DFEH communications center or the assigned investigator to link an existing case to their new CCRS accounts to view case status, send notes, and upload documents. DFEH has created a user guide to help parties become familiar with the system.

Even after launch, DFEH will be modifying CCRS to respond to changes in the law, advances in accessibility technology, and the needs of the public. DFEH continues to accept complaints and inquiries filed by mail, by email (contact.center@dfeh.ca.gov), in person at one of our offices, or by phone at 844-541-2877 (voice), 800-700-2320 (TTY) or California's Relay Service at 711. DFEH also offers on-demand interpretation of more than 240 languages for callers who need language assistance.

*DFEH is the state agency charged with enforcing California's civil rights laws. The mission of DFEH is to protect the people of California from unlawful discrimination in employment, housing and public accommodations, and from hate violence and human trafficking. For more information, visit [www.dfeh.ca.gov](http://www.dfeh.ca.gov).*