Nondiscrimination Statement

Nondiscrimination Statement · Version v1.0.2 · Effective date: November 24, 2026

BARO FMS treats everyone fairly. This page explains our commitment, how we keep it, and what you can do if you believe you were treated unfairly.

1 Our commitment

BARO FMS does not discriminate against anyone on any basis protected by federal or California law. This includes race, color, national origin, ancestry, language, religion, sex, gender identity or expression, sexual orientation, age, disability, medical condition, genetic information, marital status, military or veteran status, and immigration status.

This applies to everyone BARO works with: participants, family members, legal representatives, service providers, employees, and job applicants.

2 What this means in practice

- **The same service for everyone.** Our services and timelines are the same for every participant. BARO's fees follow the rates set by the Department of Developmental Services (DDS) and are applied the same way to everyone.
- **Free language help.** BARO staff serve you directly in Korean and English. For any other language, we provide a professional interpreter at no cost, and we translate our main documents into your preferred language at no cost.
- **Free disability accommodations.** We accept calls through 711 and Video Relay Service, and we provide American Sign Language interpreters, captioning, and other accommodations at no cost. Details are in our Customer Service Process.
- **No refusal or delay.** BARO never refuses or delays enrollment, a service, or a payment for a protected reason.
- **Trained staff.** Every BARO staff member is trained in preventing harassment and discrimination.

3 Laws we follow

BARO complies with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act, the Americans with Disabilities Act, California Government Code §11135, and the Unruh Civil Rights Act. For employees and job applicants, BARO also complies with Title VII of the Civil Rights Act and the California Fair Employment and Housing Act.

4 If you believe you were treated unfairly

Tell BARO. You may raise a discrimination concern at any time through our **Grievance and Complaint Process**, by phone ((855) 955-2276, including relay calls through 711 or Video Relay Service), email (info@barofms.org, subject "Grievance"), the personal encrypted upload link BARO sends participants, legal representatives, and workers at enrollment, mail, or a video meeting. Others can ask BARO to send a secure upload link. Once the BARO Portal opens, you can also use the portal (Case Report). It is free, and someone you choose may file for you. Every discrimination concern is investigated by BARO's Internal Control Specialist, answered in writing, and included in BARO's six-month grievance report.

You may also contact these agencies directly, at any time. You do not need to file with BARO first.

Agency	How to contact
U.S. Department of Health and Human Services, Office for Civil Rights	Phone (800) 368-1019 · TDD (800) 537-7697 · www.hhs.gov/ocr/complaints
California Civil Rights Department	Phone 800-884-1684 · Relay 711 · ccrs.calcivilrights.ca.gov

> **No retaliation.** BARO never treats you differently, and never reduces, delays, or ends a service, payment, or job, because you raised a concern.

5 Getting this statement

You receive this statement when you enroll (workers and service providers, when they start), and it is included in your Service Agreement. It is posted on www.barofms.org, and anyone may ask for a free copy, which we send within 1 business day. It is available in English and Korean, and in other languages on request.

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