

**DEPARTMENT
POLICY****Right to Apply**

SER applicants can file or obtain an application until at least 5:00 p.m. each business day. Accept and register an SER application if the following information is provided:

- Applicant name.
- Address or statement of homelessness.
- Birthdate.
- Applicant's or authorized representative's signature.

**Applicant
Responsibilities**

Applicants must cooperate with the following:

- The application process.
- Provide verifications.
- Answer all questions truthfully and completely, whether written or oral.

Deny SER if applicants refuse to take action or provide information within their ability, or withdraw their application.

**Department
Responsibilities**

The Department of Human Services must provide the following:

- Help in completing forms, answering inquiries, or obtaining verification.
- Confidentiality.
- Information about department programs.
- Assistance to applicants who have trouble reading and/or understanding.

**Non-
discrimination**

SER applicants may not be discriminated against because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability.

**Hearings and
Complaints**

SER applicants have the right to request a hearing regarding any action, failure to act, or undue delay in processing by the department. Hearing requests must be in writing. Forward general complaints to the Customer Service Unit at 1.855.275.6424.