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Reasonable Accommodation Information

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1. What is Reasonable Accommodation?

Reasonable Accommodation (RA) is any modification or adjustment to the job, work environment, or in the way things are customarily done, that enables a qualified person with a disability to have equal employment opportunity. RA ensures equal opportunity for employees, as well as applicants in the examination, application, and hiring process. Each RA request is unique and must be evaluated on an individual basis.

2. What is the interactive process?

The interactive process is the series of communications between the employee or applicant and the employer regarding the employee or applicant's limitations, the need for accommodation, the expected date the accommodation will be provided, and any reasons the request may be delayed or denied. The department shall initiate an interactive process when an applicant or employee requests RA. The department shall also offer to initiate an interactive process when the department becomes aware of the possible need for accommodation. [California law requires employers to engage in a timely, good faith, interactive process.](#)

3. What flexibility do agencies and departments have in the interactive process to use their discretion when potentially implementing a change in telework policy to meet operational needs?

Agencies and departments may review each RA request on a case-by-case basis. This may include considering a reasonable extension of a remote work schedule or providing an employee with appropriate leave options while accommodation requests are processed.

4. Has CalHR released a statewide RA policy?

CalHR published a [Statewide Model Policy on Reasonable Accommodation](#) in August 2023.

5. Where can I find RA resources?

CalHR's Office of Civil Rights maintains an [RA Webpage](#), which contains RA guidelines from the [California Civil Rights Department \(CRD\)](#), [Equal Employment Opportunity Commission \(EEOC\)](#), and other sources.

6. Does CalHR provide RA consultations and at what cost?

Yes, CalHR provides RA consultations to state RA professionals at no cost. Please contact Civil.Rights@calhr.ca.gov.

7. Will CalHR continue to host RA Roundtable meetings?

Yes, CalHR's Office of Civil Rights will host two RA Roundtable meetings May 21 and November 19. Please see the [Reasonable Accommodation](#) site for dates. The RA Roundtable provides a forum for California state government RA professionals. Participants engage in learning opportunities and in discussions of solutions to RA challenges. State RA professionals may contact Civil.Rights@calhr.ca.gov to be included on the RA Roundtable mailing list.

8. Will CalHR's EEO Academy offer an RA course?

Yes, CalHR's EEO Academy will launch an RA course in the Fall of 2024. CalHR's Legal Division currently offers a *Reasonable Accommodation & Medical Actions* course through [CalLearns](#). The course is currently available April 16 & 17 (it is a seven-hour course over two days).

9. Can employees file an appeal or complaint regarding their denied RA request?

Yes, employees may contact the [State Personnel Board](#) to appeal or file a complaint regarding the denial of their RA request. Employees may also contact the [CRD](#) and the [EEOC](#) to file a discrimination, harassment, or retaliation complaint.

10. Can departments approve RA requests for telework?

Departments may approve telework as a form of RA, depending on the individualized assessment of each RA request.

11. Who can I ask about RA in my department?

Employees may contact the department's RA Coordinator. If the RA Coordinator is unknown, consult with the [EEO Officer](#), who will also be knowledgeable and can identify the department's RA Coordinator.