



Office of Community Awareness, Response and Engagement (CARE) Reference Guide

The Office of CARE within the California Department of Justice (CA DOJ) works directly with community organizations, regional leaders, and members of the public to help ensure the inclusion of diverse perspectives in the state's work.

There are three programs within the Office of CARE: Community Outreach Managers, Public Inquiry Unit (PIU) and Victims' Services Unit (VSU).

WEBSITE: oag.ca.gov/care

Community Outreach Managers represent five regions throughout the state. Their focus is on cultivating relationships with historically marginalized and underrepresented communities in line with the CA DOJ's commitment to diversity, equity and inclusion on behalf of the people of California, including in the fight for environmental, economic, and social justice. Community Outreach Managers can be reached at CARE@doj.ca.gov.

WEBSITE: oag.ca.gov/care/community-outreach-managers

Public Inquiry Unit (PIU) serves as the primary access point for Californians seeking information or assistance from the Attorney General's Office. The PIU handles all aspects of complaint intake, tracking, and response for the CA DOJ's legal programs.

PHONE: 916.210.6276 or 800.952.5225 (toll-free)

Victims' Services Unit (VSU) provides trauma-informed services and advocacy to all crime victims, survivors, and their families at every stage of the criminal process, including families impacted by officer-involved shooting (OIS) incidents that result in the death of an unarmed civilian after July 1, 2021. In addition, VSU assists with sexual assault evidence tracking notifications through the SAFE-T system.

WEBSITE: oag.ca.gov/victimservices **PHONE:** 877.433.9069

California DOJ Resources & Information:

Program Area	Resources	For More Information
Bureau of Children's Justice (BCJ)	Provides support for reporting concerns related to the rights or safety of children	Website: oag.ca.gov/bcj Complaint Form: oag.ca.gov/bcj/complaint
Consumer Protection	Provides a way for Californians to submit complaints regarding businesses or consumer-related issues	Website: oag.ca.gov/consumers Complaint Form: oag.ca.gov/contact/consumer-complaint-against-business-or-company
Division of Medi-Cal Fraud and Elder Abuse (DMFEA)	Provides support for reporting elder abuse in nursing homes and allegations of Medi-Cal fraud	Website: oag.ca.gov/dmfea Complaint Form: oag.ca.gov/dmfea/reporting Phone: 800.722.0432
Federal Accountability	Provides information on the actions the CA DOJ is taking to protect Californians constitutional rights	Website: oag.ca.gov/federal-accountability
Hate Crimes	Provides information, tools and resources related to hate crimes in California	Website: oag.ca.gov/hatecrimes
Housing Justice	Provides information on state efforts to address the housing crisis on a systemic level and enforce state laws aimed at increasing housing supply	Website: oag.ca.gov/housing Complaint Form: oag.ca.gov/contact/general-contact-form

Program Area	Resources	For More Information
Immigration Rights	Provides information on actions the CA DOJ is taking related to immigration as well as related resources Provides a place to report immigration enforcement concerns, potential violations of state or federal law, or government misconduct	Website: oag.ca.gov/immigrant Complaint Form: oag.ca.gov/reportmisconduct Email: immigration@doj.ca.gov
Law Enforcement	Provides a process for submitting complaints involving local police or sheriff's departments. Please note that prior to filing a law enforcement complaint, local remedies must be exhausted by contacting local law enforcement agency directly, as well as their local county district attorney	Complaint Form: oag.ca.gov/police-complaints
Registry of Charities and Fundraisers (RCF)	Provides oversight of charities and professional fundraisers including registration, dissolution, raffles, and complaint intake	Website: oag.ca.gov/charities Contact Forms: oag.ca.gov/charities/contacts Complaint Form: oag.ca.gov/charities/complaints Delinquency Phone: 916.210.6607

Background Check Resources

CA DOJ is mandated to maintain the statewide criminal record repository for the State of California. The DOJ uses the information submitted by law enforcement agencies to compile records of arrest and prosecution, known as "RAP sheets," for individuals. RAP sheets are then used to positively identify and confirm a person's unique identity. For a comprehensive list, please visit <https://oag.ca.gov/fingerprints/contactus>. Below is a list of frequently requested resources:

Topic	Resources	For More Information
Applicant Background Check Status	Assists with questions regarding the status of a fingerprint transaction	Website: applicantstatus.doj.ca.gov
Applicant Services	Performs criminal history background checks for professional licensing and employment purposes	Email: applicantinfoservices@doj.ca.gov
Authorization Questions	Provides responses to questions regarding authorization by the CA DOJ to conduct criminal history background checks	Email: AuthorizationQuestions@doj.ca.gov
Bureau of Firearms	Responds to inquiries related to delay or denial of firearm or ammunition purchases, registration, transfers, carrying concealed firearms and transporting firearms	Website: oag.ca.gov/firearms Email: Firearms.Bureau@doj.ca.gov
Record Review	Reviews requests from individuals for copies of their own criminal history record	Email: applicantinfoservices@doj.ca.gov
Visa/Immigration	Performs criminal history background checks for visa and immigration purposes	Email: visa-immigration@doj.ca.gov Phoneline: 916.210.4239

To learn about additional California Department of Justice programs, please visit oag.ca.gov/programs. This reference guide may also be found at the Office of CARE webpage oag.ca.gov/care.

Please note that the California Department of Justice does not provide legal advice and is unable to represent individual constituents nor intercede in individual cases. When this office files legal action, it is done on behalf of the collective legal interests of the people and is primarily directed at ending ongoing illegal activity.