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State of California

DWCNewsline

Division of Workers' Compensation
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Injured worker gets needed help from information and assistance officer

Division of Workers' Compensation expands Spanish-language outreach with two new partnerships

Maria Palma was distraught with pain and financial worry and didn't know how to proceed with her workers' compensation claim until she heard about free seminars offered by the California Division of Workers' Compensation (DWC). Palma, who speaks Spanish, got the help she needed from the DWC's Information & Assistance (I&A) Unit.

"This is the first time I've ever had to go through something like this and it's been daunting," said Maria Palma who was hurt at work and struggled to get benefits to which she was entitled. "I finally get my day in court, thanks to help from the DWC office."

Spanish-speakers can get information on medical treatment, disability payments, returning to work after an injury and resolving a dispute over a claim at seminars conducted by DWC's I&A officers in partnership with community based organizations around the state. And now DWC is expanding its partnerships to include the Consulate General of Mexico in Sacramento and Our Lady of Guadalupe Church in San Diego.

Upcoming seminars for injured workers take place at these new locations on Thursday, March 18:

9:00 a.m. – 12:00 p.m.

Sacramento Mexican Consulate

1010 - 8th Street

Sacramento, CA

6:00 p.m. – 7:30 p.m.

Our Lady of Guadalupe Church

1770 Kearney Avenue

San Diego, CA

Presentations will take place at the Sacramento Consulate office throughout 2010.

"Many Latinos work in California's most dangerous industries like agriculture, garment, and construction where workers frequently face high hazards," said I&A Officer Etta Morales.

“Partnering with local groups offers a unique opportunity to reach Spanish-speaking workers so they know we’re here to help them too.”

Morales, who moved Maria Palma’s case forward, will be conducting the seminar in San Diego. The seminar includes a presentation followed by a question and answer session.

A listing of regularly scheduled workshops in English and Spanish offered statewide can be found on DWC's Web site at “www.dwc.ca.gov. In the left navigation pane, click on “know my rights” under the “I want to” section. Spanish-speaking workers can scroll down the main navigation pane to the “[En español](#)” link above the “What’s new” section.

Injured workers can also call 1-800-736-7401 to find the workshop near them and hear other recorded information. To go directly to workshop locations in Spanish, workers should press 2 after dialing the 800 number. English-speaking workers should call 1-800-736-7401 and press 7, then 7 again for workshop details.

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