



**DEPARTMENT OF FAIR EMPLOYMENT
AND HOUSING**
ENFORCEMENT DIVISION
DIRECTIVE

DIRECTIVE NUMBER
601
DISTRIBUTION DATE
April 16, 2004

1. **SUBJECT: RESPONDING TO EXTERNAL REQUESTS FOR COMPUTER-BASED INFORMATION**
2. **PURPOSE:** To set forth the procedures for responding to external requests for computer-generated or maintained information.
3. **BACKGROUND:** Department of Fair Employment and Housing (DFEH) district office and Headquarters staff often receive requests for information related to cases and/or Department statistics that are maintained in a computer database. These requests fall within the scope of the Public Records Act and the Information Practices Act and must be responded to consistent with legal requirements. It is necessary, however, to establish procedures for the uniform handling of such requests.

4. **PROCEDURES:**

A. **Requests for Case-Related Computer Information:**

Any party requesting computer-generated information relating to cases filed against a particular respondent or filed by a particular complainant must submit a written request to the Public Records Officer.

B. **Requests for Computer Statistical Data:**

Requests for statistical data that are not available in routine printed reports regularly provided should be handled as follows:

- 1) Any party requesting computer-generated statistical information must submit a written request to the Public Affairs Unit.
- 2) Upon receipt of a written request for computer-generated information, the Public Affairs Unit representative will determine whether the Public Affairs Unit, Public Records Officer or Information Systems Center will respond to the request.

- C. All external requests for case-related or computer-generated information shall be governed by Directive 600, "Response to Public Records Act Requests," in determining the scope of information to be released.

5. **APPROVAL:**

Jill C. Peterson, Interim Director

Date