



WILL LIGHTBOURNE
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



EDMUND G. BROWN JR.
GOVERNOR

June 15, 2012

Cecilia Espinola, Director
Santa Cruz County Human services Department
1000 Emeline Avenue
Santa Cruz, CA 95060

Dear Ms. Espinola:

This letter is to advise you that the Corrective Action Plan you submitted on September 8, 2010 in response to the results of our November 2-4, 2009 Civil Rights Compliance Review is approved. We apologize for the delay.

We will be monitoring the implementation of your corrective action items through your Civil Rights Coordinator.

If you have any questions, please contact Cindy Guzman, consultant at (916) 654-2117. You may also contact your consultant by e-mail at cindy.guzman@dss.ca.gov.

Sincerely,

JIM TASHIMA, Chief
Civil Rights Bureau
Human Rights and Community Services Division

c: Joyce A. Germain, Civil Rights Coordinator

Linda Patterson, Branch Chief
CDSS CalFresh Program

Mike Papin, Chief
CalFresh Policy Bureau

Marlene Fleming, Chief
Field Operations Bureau

Brian Tam, Chief
CalFresh Management Operations Section

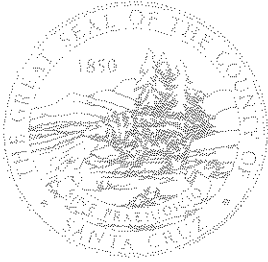
Paul Gardes
CalFresh Policy Bureau

Thuan Nguyen
Refugee Programs Bureau

Joe Torres, Office of Civil Rights
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
Western Region

Hope Ríos,
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
Western Region

Jodie Berger, Regional Counsel
Legal Services of Northern California



SEP 16 2010

County of Santa Cruz

HUMAN SERVICES DEPARTMENT

Cecilia Espinola, Director
1000 Emeline Avenue Santa Cruz, CA 95060
(831) 454-4130 FAX: (831) 454-4642

September 8, 2010

Jim Tashima, Acting Chief
Civil Rights Bureau
California Department of Social Services
744 P Street, M.S. 8-16-70
Sacramento, CA 95814

Dear Mr. Tashima:

Attached is Santa Cruz County's Civil Rights Corrective Action Plan for the compliance review conducted on November 2-4, 2009.

Please contact our Civil Rights Coordinator, Joyce Germain, at (831) 454-4117, if you have any questions or need any further information.

Sincerely,

Cecilia Espinola
Director

CE:WR

Civil Rights Corrective Action Plan (Compliance Review November 2009)

Santa Cruz County Human Services Department has partially followed Title 24 California Code of Regulations (T24 CCR), and the Americans with Disabilities Act Accessibility Guidelines (ADAAG) in the development of this Corrective Action Plan for Section IV.

IV. Facility Accessibility for Individuals with Disabilities

Facility: 1020 Emeline Avenue, Santa Cruz, CA 95060

Facility Element: Main Entrance

Finding Cited: Force to open entrance doors to excessive at 9 lbs.

Corrective Action Required: Decrease the door pressures. The force to open doors, exterior and interior is 5 pounds maximum (CA T24 1133B.2.5 and ADA 4.13.11(2)(a) & (b) P.195.

Corrective Action Steps: The main entrance door (exterior and interior) door pressure is decreased to 5 pounds.

Facility: 119 W. Beach Street, Watsonville CA 95076

Facility Element: Parking

Finding Cited: No ISA Sign at far left handicapped space nearest to the entrance.

Corrective Action Required: Each parking space for persons with disabilities shall be identified by a reflectorized sign permanently posted adjacent to and visible from each stall or space, consisting of the International Symbol of Accessibility in white on dark blue background.

The sign shall be 70 sq. in. min. and when in a path of travel, shall be posted at a height of 80" min. from the bottom of the sign to the finished grade. CA T24 1129B.5 (ADA 4.6.4)

Sign height shall be 80" minimum from bottom of sign to top of finish grade. CA T24 1129B.5 (ADA 4.6.5) p.133

Wall signage shall be centered 36" minimum above grade, ground, or sidewalk at the interior end of space. (CA T24 1129B.5) p.133

Compliance Steps: ISA Sign installed at far left handicapped space nearest to the entrance. ISA sign installed to meet CA T24 1129B.5 (ADA 4.6.5) criteria.

*Taking
Fountain
out*

Facility Element: Water Fountain

Finding Cited: Water fountain spout is too high at 37 ½ in.

Corrective Action Required: The spout is located within 6" of the front edge and 36" of the floor. The water stream is parallel to the front edge of the fountain. (CA T24 1115B.2.1.5.3, ADA 4.15.2) p.213

Compliance Steps: This is a leased building. Water fountain will not be modified at this time due to fiscal constraints. The issue will be addressed when the lease is re-negotiated. In the past 13 years occupying this building, the department has not received any complaints or requests for assistance with use of the water fountain. If requests are made staff are ready to assist.

Facility Element: Men's Restroom

Finding Cited: Sink counter is too high at 36"

Corrective Action Required: Sink is mounted with a counter or rim no higher than 34". (ADA 4.24.2 & 4.19.2) p.311, 267

Compliance Steps: This is a leased building. Sink counter will not be modified at this time due to fiscal constraints. The issue will be addressed when the lease is re-negotiated. In the past 13 years occupying this building, the department has not received any complaints or requests for assistance with use of the sink counter. If requests are made staff are ready to assist.

Facility Element: Women's Restroom

Finding Cited: Sink counter is too high at 36"

Corrective Action Required: Sink is mounted with a counter or rim no higher than 34". (ADA 4.24.2 & 4.19.2) pp 311, 267

Compliance Steps: This is a leased building. Sink counter will not be modified at this time due to fiscal constraints. The issue will be addressed when the lease is re-negotiated. In the past 13 years occupying this building, the department has not received any complaints or requests for assistance with use of the sink counter. If requests are made staff are ready to assist.

Facility Element: Women's Restroom

Finding Cited: Toilet tissue dispenser is located too far away at 16" from the front edge of toilet.

Corrective Action Required: Toilet tissues dispensers are located on the wall within 12" of front edge of toilet seat. (CA T24 1115B.9.3) pp 275, 269

Compliance Steps: Toilet tissue dispenser was relocated within 12" at front edge of toilet seat.