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**DEPARTMENT OF SOCIAL SERVICES**  
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ARNOLD SCHWARZENEGGER  
GOVERNOR

December 24, 2010

Elliott Smart, Director  
Plumas County Social Services & Public Guardian  
270 County Hospital Rd., Ste. 207  
P.O. Box 360  
Quincy, CA 95971

Dear Mr. Smart:

I want to take this opportunity to thank you and your staff for the cooperation and assistance provided the reviewer from our office during the course of the Civil Rights Compliance Review of May 5, 2010. Enclosed is the final report on the review. We apologize for the delay.

There were some compliance issues (deficiencies) identified in the report, which will require the development of a corrective action plan (CAP). Please submit your CAP within sixty days of this letter. Please address each deficiency and include steps and time lines for the completion of all corrective actions and recommendations listed in the attached report.

We will provide a copy of our report to any individual who makes a Public Records Act (PRA) request. Our reports are considered public documents under the PRA. Once we approve your CAP, it too, becomes a public document. Per the Governor's Executive Order S-09-09, all compliance reviews (and corresponding CAPs) performed after January 2008 will be ported on the state's Reporting Government Transparency website.

If you need technical assistance in the development of your CAP, please feel free to contact the Civil Rights Bureau at (916) 654-2107. You may also contact us by e-mail at [crb@dss.ca.gov](mailto:crb@dss.ca.gov).

Sincerely,

Jim Tashima, Acting Chief  
Civil Rights Bureau  
Human Rights and Community Services Division

Enclosure

c: Karen Hayden, Civil Rights Coordinator

Chris Webb-Curtis, Branch Chief, CDSS Supplemental Nutrition Assistance Program  
M.S. 8-9-32

Mike Papin, CDSS Supplemental Nutrition Assistance Program  
Food Stamps Policy Bureau M.S. 8-9-32

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**CIVIL RIGHTS COMPLIANCE REVIEW REPORT  
FOR  
PLUMAS COUNTY  
SOCIAL SERVICES & PUBLIC GUARDIAN  
Conducted May 5, 2010**

**California Department of Social Services  
Human Rights and Community Services Division  
Civil Rights Bureau  
744 P Street, M.S. 8-16-70  
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**Reviewer  
Cindy Guzman**

## TABLE OF CONTENTS

- I. INTRODUCTION
- II. SUMMARY OF METHODOLOGY
- III. DISSEMINATION OF INFORMATION
- IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES
- V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES
- VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS
- VII. STAFF DEVELOPMENT AND TRAINING
- VIII. DISCRIMINATION COMPLAINT PROCEDURES
- IX. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL
- X. CONCLUSION

## CIVIL RIGHTS COMPLIANCE REVIEW REPORT

### I. INTRODUCTION

The purpose of this review by the California Department of Social Services (CDSS) Civil Rights Bureau (CRB) staff was to assess the Plumas County Social Services & Public Guardian with regard to its compliance with CDSS Manual of Policies and Procedures (MPP) Division 21 Regulations, and other applicable state and federal civil rights laws.

An on-site compliance review was conducted on May 5, 2010. An exit interview was held May 6, 2010 to review the findings.

The review was conducted in the following locations:

Name of Facility	Address	Programs	Non-English languages spoken by a substantial number of clients (5% or more)
Plumas County Social Services & Public Guardian	270 Hospital Road, Suite 207 Quincy, CA	Non-Assistance Cal Fresh, IHSS, APS, Children's Services, CalWORKS, WTW	None

### II. SUMMARY OF METHODOLOGY

In preparing for this review, CDSS staff completed the following tasks:

- Reviewed the 2009 - 2010 Annual Civil Rights Plan submitted by the County.
- Reviewed the civil rights discrimination complaint database for a complete listing of complaints filed against the County for the last year.

Headquarters and on-site review procedures included:

- Interviews of public contact staff
- Survey of program managers
- Case file reviews
- Facility inspections

Each site/program was reviewed for compliance in the following areas:

- Dissemination of Information
- Facility Accessibility for Individuals with Disabilities

- Bilingual Staffing/Services for Non-English-Speaking Clients
- Accessibility for Clients with Visual or Hearing Impairments
- Documentation of Client Case Records
- Staff Development and Training
- Discrimination Complaint Procedures

Here is a summary of the sources of information used for the review:

#### Interviews Conducted of Public Contact Staff

<b>Classifications</b>	<b>Total</b>	<b>Bilingual</b>
Eligibility Workers	4	1
Children Social Workers	2	
Adult Program Workers	2	1
Receptionist/Screeners	1	
<b>Total</b>	<b>9</b>	<b>2</b>

An additional two interviews were scheduled but were not conducted due to staff unavailability.

#### Program Manager Surveys

Number of surveys distributed	2
Number of surveys received	2

#### Reviewed Case Files: 36

English speakers' case files reviewed	30
Non-English or limited-English speakers' case files reviewed	6
Languages of clients' cases	Spanish

Sections III through VIII of this report contain specific Division 21 civil rights requirements and present field review findings regarding the county's compliance with each requirement. The report format first summarizes each requirement, then the actual review team findings, including appropriate comparisons. This format is an effort to validate the application of policies and procedures contained in the annual plan. Required corrective actions are stated at the end of each section.

Section IX of the report is reserved for the review and approval of your Civil Rights Compliance Plan (formerly your Annual Plan).

Section X of the report is reserved for a declaration of overall compliance.

### III. DISSEMINATION OF INFORMATION

Counties are required to disseminate information about program or program changes and about how applicants and recipients are protected by the CDSS regulations (Division 21). This dissemination should occur through outreach and information to all applicants, recipients, community organizations, and other interested persons, including non- and limited-English speakers and those with impaired hearing or vision or other disabling conditions.

#### A. Findings

<b>Access to Services, Information and Outreach</b>	<b>Yes</b>	<b>No</b>	<b>Some-times</b>	<b>Comments</b>
Does the county accommodate working clients by flexing their hours or allowing applications to be mailed in?	X			Applications can be mailed in.
Does the county have extended hours to accommodate clients?	X			WTW workers will schedule appointments during lunch time 12 – 1 PM.
Can applicants access services when they cannot go to the office?	X			
Does the county ensure the awareness of available services for individuals in remote areas?	X			Through Resource Centers and CBO's,

<b>Signage, posters, pamphlets</b>	<b>Yes</b>	<b>No</b>	<b>Some-times</b>	<b>Comments</b>
Does the county use the CDSS pamphlet "Your Rights Under California Welfare Programs" (Pub 13)? Is the pamphlet distributed and explained to each client at intake and re-certification?			X  X	A CPS worker stated they do not give out the Pub 13 to families, and did not know what the Pub 13 was.
Was the current version of Pub 13 available in English, Spanish, Lao, Vietnamese, Chinese, Hmong, Russian, Korean, Farsi, Arabic,	X			

<b>Signage, posters, pamphlets</b>	<b>Yes</b>	<b>No</b>	<b>Some-times</b>	<b>Comments</b>
Laotian, Tagalog, Armenian and Cambodian?				
Was the Pub 13 available in large print, audiocassette and Braille?		X		The lobby workers did not know where the Pub 13 in large print, audiocassette and Braille were. Many workers were not familiar with the Pub 13 in Large Print and Audio. The Civil Rights Coordinator did make these available during the site review.
Were the current versions of the required posters present in the lobbies?	X			
Did the workers know the location of the required posters with the Civil Rights Coordinator's name and address?	X			
Were there instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking clients translated into appropriate languages?	N/A			Not applicable since the county does not have a threshold language other than English.

## **B. Corrective Actions**

<b>Area of Findings</b>	<b>Corrective Action</b>
Dissemination of information	Pamphlets supplied by CDSS entitled "Your Rights Under California Welfare Programs" shall be made available in all CWD waiting rooms and reception areas and shall be distributed and explained to each applicant/recipient at intake and reinvestigation of eligibility. The pamphlets shall be in the primary languages of the



	CWD's applicant/recipient population including alternate formats (e.g., cassette tapes, large print, etc.). Division 21-107.221
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**NOTE:**

The most recent version for each of the above referenced documents is:

Pub 13	"Your Rights under California Welfare Programs"	03/07
Pub 86	"Everyone is Different, but Equal Under the Law"	03/07
Form AD 475B	"And Justice for All"	12/99

Contact your program consultant to receive the most recent versions, or download the Pub 13 from the CRB website  
[http://www.dss.cahwnet.gov/civilrights/YourRights\\_498.htm](http://www.dss.cahwnet.gov/civilrights/YourRights_498.htm).

**IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES**

The Americans with Disabilities Act (ADA) requires public accommodations to provide goods and services to people with disabilities on an equal basis with the rest of the general public. The goal is to afford every individual the opportunity to benefit from the services available. The federal regulations require that architectural and communication barriers that are structural must be removed in public areas of existing facilities when their removal is readily achievable; in other words, easily accomplished and able to be carried out without much difficulty or expense.

The facility review is based on four priorities supported by the ADA regulations for planning achievable barrier removal projects. The priorities include ensuring accessible approach and entrance to the facility, access to goods and services, access to restrooms, and any other measures necessary.

Note that the references to the Americans with Disabilities Act Accessibility Guidelines (ADAAG) in the Corrective Action column refer to the federal Standards for Design. Title 24 of California Code and Regulations (T24 CCR) is also cited because there are instances when California state law is stricter than ADAAG specifications.

The county must ensure that programs and activities are readily accessible to individuals with disabilities. This includes building accessibility and availability of accessible parking as well as accessibility of public telephones and restrooms.

## A. Findings and Corrective Actions

Regulations cited are from the Title 24, California Code of Regulations (T24 CCR) and ADAAG.

**Facility Location:** 270 County Hospital Road, Suite 207, Quincy

Facility Element	Findings	Corrective Action
Parking	Signage on pavement depicting a wheelchair with occupant in the accessible space across from building needs repainting to show wheelchair with occupant.	Pavement signage shall be 36" x 36" minimum, white on blue in color, visible and centered. (CA T24 1129B.4.2) p. 134
Elevator	Elevator needs to be marked accessible.	Entrances that are accessible to and usable by persons with disabilities are identified with at least 1 International Symbol of Accessibility. Additional directional signs using the symbol are visible along approaching pedestrian ways. (CA T24 1117.B.5.8.1.2) p. 251
Men's Restroom	Second interior door pressure too high at 10 lbs.	Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b)) p 201
Women's Restroom	Second interior door pressure too high at 10 lbs.	Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b)) p 201

## V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES

Counties are required by Division 21 to ensure that effective bilingual/interpretive services are provided to serve the needs of the non-English-speaking population and

individuals with disabilities without undue delays. Counties are required to collect data on primary language and ethnic origin of applicants/recipients (identification of primary language must be done by the applicant/recipient).

Using this information, a county may determine 1) the number of public contact staff necessary to provide bilingual services, 2) the manner in which they can best provide interpreter services without bilingual staff and 3) the language needs of individual applicants/recipients. Counties must employ an appropriate number of certified bilingual public contact employees in each program and/or location that serves a substantial number of non-English-speaking persons. In offices where bilingual staff are not required because non-English-speaking persons do not represent a substantial number, counties must provide effective bilingual services through interpreter or other means.

Counties must also provide auxiliary aids and services, including Braille material, taped text, qualified interpreters, large print materials, telecommunication devices for the deaf (TDD's), and other effective aids and services for persons with impaired hearing, speech, vision or manual skills. In addition, they must ensure that written materials be available in individuals' primary languages when the forms and materials are provided by CDSS, and that information inserted in notices of action (NOA) be in the individuals' primary language.

#### A. Findings from Program Manager Surveys, Staff Interviews and Case File Reviews

Question	Yes	No	Some-times	Comments
Does the county identify a client's language need upon first contact? How?	X			A worker stated they would have the client point at the Pub 13 in the language they speak. Two workers stated they can tell the client's language need by last name.
Does the county use a primary language form?	X			Plumas county uses the PC2 consistently.
Does the client self-declare on this form?	X			
Are non-English- or limited- English-speaking clients provided bilingual services?	X			Staff stated they have two Spanish bilingual workers.

Question	Yes	No	Some-times	Comments
After it has been determined that the client is limited-English or non-English speaking, is there a county process for procuring an interpreter?			X	Many workers stated they would have to learn the procedure in getting an interpreter since they have not needed it. Many workers stated they ask the client to bring in their own interpreter. One worker stated she interprets for Spanish when she is available.
Is there a delay in providing services?			X	Workers stated there is not a delay. CPS worker stated there is a delay in court, but not in the office.
Does the county have a language line provider, a county interpreter list, or any other interpreter process?	X			The county does have a language line. They also have two Spanish Speaking Workers. Some workers stated they ask the family to bring their own interpreter.
Are county interpreters determined to be competent?	X			
Does the county have adequate interpreter services?	X			The county has two Spanish speaking workers.
Does the county allow minors to be interpreters? If so, under what circumstances?			X	Three workers stated the county allows the client's children and teenagers to be used as interpreters. They did not know what the County policy is on this.
Does the county allow the client to provide his or her own interpreter?	X			Many workers stated they ask the clients to use their own interpreters.
Does the county ensure that the client-provided interpreter understands what is being interpreted for the client?		X		Workers stated they do not know the procedure to ensure that the client provided interpreter understands what is being interpreted.
Does the county use the	X			

Question	Yes	No	Some-times	Comments
CDSS-translated forms in the clients' primary languages?				
Is the information that is to be inserted into NOA translated into the client's primary language?	X			
Does the county provide auxiliary aids and services, TDD's and other effective aids and services for persons with impaired hearing, speech, vision or manual skills, including Braille material, taped text, large print materials (besides the Pub 13)?	X			The county provides an ASL interpreter and has the California Relay System. A few workers stated they have never needed the California Relay System, and would need to learn how to use it.
Does the county identify and assist the client who has learning disabilities or a client who cannot read or write?	X			
Does the county offer screening for learning disabilities?	X			
Is there an established process for offering screening?	X			Worker stated that screening is offered during the appraisal appointment and to anyone who is in Welfare to Work Program.
Is the client identified as having a learning disability referred for evaluation?	X			

## B. Corrective Actions

Area of Findings	Corrective Actions
Effective Services	Plumas County must develop and implement a policy that identifies the process to ensure effective services to applicants and recipients who are non-English speaking or who have disabilities. Div. 21-115
Interpreter Services	Plumas County must offer and provide free interpreter services using qualified interpreters. Div. 21-104q(1) and 21-115
Use of Minors	Plumas County shall only allow the use of a minor to temporarily act as an interpreter under extenuating circumstances or at the specific request of the applicant/recipient. This provision does not apply to interpretive services for persons who are deaf. Div. 21-115.16

## VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

Counties are required to ensure that case records document applicant's/recipient's ethnic origin and primary language, the method used to provide bilingual services, information that identifies an applicant/recipient as disabled, and an applicant's/recipient's request for auxiliary aids and services.

### A. Findings from Case File Reviews and Staff Interviews

Documented Item	Children's Services	Adult Programs	CalWORKs	Non-Assisted Food Stamps
Ethnic origin documentation	CWS/CMS SOC158A	SOC 295; Face Sheet	SAWS 1	SAWS 1
Primary language documentation	CWS/CMS SOC 158A	SOC 295; Face Sheet	SAWS 1; PC 2	SAWS 1; PC2
Method of providing bilingual services and documentation	One case language was unknown. Undocumented	SOC 293A First Contact Form	Good documentation on using a bilingual	One case reviewed had good documentation

<b>Documented Item</b>	<b>Children's Services</b>	<b>Adult Programs</b>	<b>CalWORKs</b>	<b>Non-Assisted Food Stamps</b>
			worker.	on bilingual services. County uses the PC-2 to document the bilingual worker.
Client provided own interpreter	No instance documented in cases reviewed.	No instance documented in cases reviewed.	No instance documented in cases reviewed.	No instance documented in cases reviewed.
Method to inform client of potential problem using own interpreter	No instance documented in case samples reviewed	No instance documented in case samples reviewed	No instance documented in case samples reviewed	No instance documented in case samples reviewed
Release of information to Interpreter	No instance documented in case samples reviewed	No instance documented in case samples reviewed	No instance documented in case samples reviewed	No instance documented in case samples reviewed
Individual's acceptance or refusal of written material offered in primary language	All cases reviewed contained the PC2.	All cases reviewed contained the PC2.	All cases reviewed contained the PC2.	All cases reviewed contained the PC2.
Documentation of minor used as interpreter	No instance documented in case samples reviewed.	No instance documented in case samples reviewed.	No instance documented in case samples reviewed.	No instance documented in case samples reviewed.
Documentation of circumstances for using minor interpreter temporarily	No instance documented in case samples reviewed.	No instance documented in case samples reviewed.	No instance documented in case samples reviewed.	No instance documented in case samples reviewed.
Translated notice of actions (NOA) contain translated inserts	N/A Cases reviewed did not contain	NOA's contained translated inserts in	NOA's contained translated inserts in	NOA's contained translated inserts in

Documented Item	Children's Services	Adult Programs	CalWORKs	Non-Assisted Food Stamps
	this.	Spanish cases reviewed.	Spanish cases reviewed.	Spanish cases reviewed.
Method of identifying client's disability	Cases reviewed did not contain an instance of this.	SOC 293A	Cases reviewed did not contain an instance of this.	One case Documented and highlighted client cannot read or write.
Method of documenting a client's request for auxiliary aids and services	Cases reviewed did not contain an instance of this.	Would be noted in First Contact Form. No request documented in sample cases.	Cases reviewed did not contain an instance of this.	One case noted client cannot read or write. However, no documentation on how services were provided.

## B. Corrective Actions

Areas of Action	Corrective Action
Documentation if client provided own interpreter	When applicants/recipients provide their own interpreter, the CWD shall ensure that the applicants/recipients are informed of the potential problems for ineffective communication. The CWD shall document in the case record that the applicants/recipients were so informed. Div. 21-116.23
Temporary use of a minor (under 18 years of age) as an interpreter	When a minor (under 18 years of age) is used as an interpreter, the CWD shall so document the circumstances requiring <u>temporary</u> use of minors in the case record. Div. 21-116.22  Only under extenuating circumstances or at the specific request of the applicant/recipient



Areas of Action	Corrective Action
	shall a CWD allow a minor (under the age of 18 years) to temporarily act as an interpreter.
Documentation of interpreter signed confidentiality statement	Consent for the release of information shall be obtained from applicants/recipients when individuals other than CWD employees are used as interpreters and the case record shall be so documented. Div. 21-116.24
Documentation that bilingual services were provided	Document the method used to provide bilingual services, e.g., assigned worker is bilingual, other bilingual employee acted as interpreter, volunteer interpreter was used, or client provided interpreter. Div. 21-116.22
General	Plumas County must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance. Div. 21-116

## VII. STAFF DEVELOPMENT AND TRAINING

Counties are required to provide civil rights and cultural awareness training for all public contact employees, including familiarization with the discrimination complaint process and all other requirements of Division 21. The training should be included in orientation, as well as the continuing training programs.

### A. Findings

Interview questions	Yes	No	Some-times	Comments
Do employees receive continued Division 21 Training?			X	Two workers stated they do not remember receiving Civil Rights Training.
Do employees understand the county policy regarding a client's rights and procedure to file a discrimination	X			

complaint?				
Does the county provide employees Cultural Awareness Training?			X	Two workers stated they do not remember receiving Cultural Awareness Training.
Do the CSW's have an understanding of MEPA (Multi-Ethnic Placement Act)?	X			
Do the employees seem knowledgeable about the predominant cultural groups receiving services in their area?	X			

## B. Corrective Actions

Training Area	Corrective Action
Division 21, Civil Rights Training	Plumas County shall ensure that employees receive Division 21 civil rights training at the time of orientation, as well as ongoing training to ensure that public contact staff has knowledge of Division 21, including familiarization with the discrimination complaint process. Div. 21-117.1
Cultural Awareness Training	Plumas County shall ensure that all public contact employees receive cultural awareness training to ensure that public contact staff has an understanding of and sensitivity to the various cultural groups in the county's population. Div. 21-117.2

## VIII. DISCRIMINATION COMPLAINT PROCEDURES

Counties are required to maintain a process for addressing all complaints of

discrimination. They must track complaints of discrimination through the use of a control log in which all relevant information is kept, including when the complaint was received, the name of the complainant, identifying numbers and programs, basis of discrimination, and resolution. It is usually the Civil Rights Coordinator responsibility to maintain this log.

#### A. Findings from Staff Interviews and Program Manager Surveys

Interview and review areas	Yes	No	Some-times	Findings
Can the employees easily identify the difference between a program, discrimination, and a personnel complaint?	X			
Did the employees know who the Civil Rights Coordinator is?	X			
Did the employees know the location of the Civil Rights poster showing where the clients can file a discrimination complaint?	X			
When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date?	X			

#### B. Corrective Action

None

### IX. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL

The Plumas County Social Services & Public Guardian Civil Rights Compliance Plan for the period January 1, 2009 through December 31, 2010, was received on

November 23, 2010. It is approved as submitted.

## **X. CONCLUSION**

The CDSS reviewer found the Plumas County Social Services & Public Guardian welcoming and informative. Particular thanks to Karen Hayden, Civil Rights Coordinator, for organizing the details of the review.

The CDSS found the Plumas County Social Services & Public Guardian in substantial compliance with CDSS Division 21 Regulations, and other applicable state and federal laws. County staff continues to reflect a commitment similar to that expressed by management with respect to ensuring access, assistance, and compliance.

Plumas County Social Services & Public Guardian must remedy the deficiencies identified in this report by taking corrective actions. A corrective action plan must be received by CDSS within 60 days of the date of the cover letter to this report; and the plan must include a schedule of all actions that will be taken to correct the deficiencies, and an indication of who will be responsible for implementing the corrective action.

It is our intent that this report be used to create a positive interaction between the county and CDSS in identifying and correcting compliance violations and to provide the county with an opportunity to implement corrective action to achieve compliance with Division 21 regulations. Civil Rights staff is available to provide technical assistance as requested.