



JOHN A. WAGNER
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

January 13, 2011

Cathi Grams, Director
Butte County Department of Employment & Social Services
P.O. Box 1649
Oroville, CA 95965

Dear Ms. Grams:

This letter is to advise you that the Corrective Action Plan you submitted on December 29, 2010, in response to the results of our 2010 Civil Rights Compliance Review, is approved. We applaud your continued efforts.

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

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 posted on the state's Reporting Government Transparency website.

If you have any questions, please contact Elsa Garcia at (916) 654-2107. You may also contact us by e-mail at crb@dss.ca.gov.

Sincerely,

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

c: Karen Gillespie, Civil Rights Coordinator

Linda Patterson, Branch Chief, CDSS CalFresh Program
M.S. 8-9-32

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

Richard Trujillo, CDSS CalFresh Program
Food Stamps Policy Bureau M.S. 8-9-32

Paul Gardes, CDSS CalFresh Program
Food Stamps Policy Bureau M.S. 8-9-32

Brian Tam, Chief, CDSS CalFresh Program
Food Stamps Management Operations Section M.S. 8-9-32

Thuan Nguyen, Refugee Programs Bureau, M.S. 8-8-46
Joe Torres, Office of Civil Rights
USDA Food and Nutrition Services
CalFresh Program
Western Region

Dominic Pagano, Office of Civil Rights
USDA Food and Nutrition Services
CalFresh Program
Western Region

Hope Rios,
USDA Food and Nutrition Services
CalFresh Program
Western Region

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

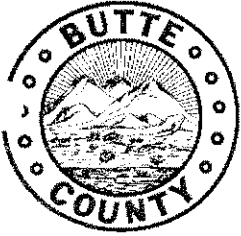
Thuan Nguyen, Refugee Programs Bureau, M.S. 8-8-46

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

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

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

Claudia Cabrera, Program Consultant, Civil Rights Bureau



COUNTY OF BUTTE

DEPARTMENT OF EMPLOYMENT AND SOCIAL SERVICES

CATHI GRAMS

Director and Public Guardian/Public Administrator

P.O. Box 1649, Oroville, CA 95965

PHONE: (530) 538-7572 FAX: (530) 534-5745

DEC 29 2010

December 28, 2010

Jim Tashima, Acting Chief
CDSS Civil Rights Bureau
744 P Street
Sacramento, CA 95814

Attention: Elsa Garcia, Analyst

Re: Departmental Corrective Action Plan

Dear Elsa:

The Department is in receipt of the Compliance Report dated November 18, 2010 for the Review conducted on April 5th & 6th, 2010. After a thorough review of the report we have summarized a proposed Corrective Action plan in a "matrix" format. Our matrix summarizes all the required corrections and the anticipated dates of completion. We anticipate your review for approval or further instructions.

If a copy of the Corrective Action Plan is requested as public information, the Department is agreeable to the Civil Rights Bureau providing the information. We are requesting that our Department be informed, should this kind of inquiry occur.

If you have questions or need further information feel free to contact me.

Sincerely,

Karen Gillespie
Civil Rights Coordinator
(530) 538-6707
Kgillespie@buttecounty.net

enc.: DESS matrix, Karen Gillespie business card

cc: Cathi Grams, Director; Sean Farrell, Donna Gaghagen, and Arlene Hostetter,
Assistant Directors

Butte County Department of Employment & Social Services
2010 Civil Rights Compliance Corrective Action Plan

Office	Issues	Corrective Action	Projected Completion Date	Completed
78 Table Mtn.	<u>PARKING</u> <ul style="list-style-type: none"> ▪ No "Minimum fine \$250 or less sign. 	Procure and install appropriate signs.	April 30, 2011	
	<u>CLIENT INTERVIEW ROOM</u> <ul style="list-style-type: none"> ▪ No turnaround space for a person in a wheelchair. 	Designate 1 location to accommodate wheelchair turning space at a minimum space for a wheelchair to turn 180 degrees in a 60" diameter or T-shaped space.	February 1, 2011	
	<u>MEN'S RESTROOM</u> <ul style="list-style-type: none"> ▪ Door pressure is too excessive at 10 lbs. 	Adjust door to 5 lbs. pressure.	February 1, 2011	December 7, 2010
	<u>WOMEN'S RESTROOM</u> <ul style="list-style-type: none"> ▪ Wall sign is too low at 51". 	Place sign at 60".	February 1, 2011	December 7, 2010
	<u>UNISEX RESTROOM (Children's services area)</u> <ul style="list-style-type: none"> ▪ Wall sign is too low at 50". 	Place sign at 60".	February 1, 2011	December 7, 2010
2445 Carmichael	<u>CLIENT INTERVIEW ROOM</u> <ul style="list-style-type: none"> ▪ No turnaround space for a person in a wheelchair. 	Designate 1 location to accommodate wheelchair turning space at a minimum space for a wheelchair to turn 180 degrees in a 60" diameter or T-shaped space.	February 1, 2011	

Butte County Department of Employment & Social Services
2010 Civil Rights Compliance Corrective Action Plan

Office	Issues	Corrective Action	Projected Completion Date	Completed
	<p><u>MEN'S RESTROOM</u></p> <ul style="list-style-type: none"> ▪ Force to open door is excessive at 10 lbs. ▪ Soap dispenser is too high at 41 ½ ". 	<p>Adjust door to 5 lbs. of pressure. Place soap dispenser so that operating parts are at 40".</p>	January 1, 2011	11-29-10
	<p><u>WOMEN'S RESTROOM</u></p> <ul style="list-style-type: none"> ▪ Force to open door is excessive at 10 lbs. 	Adjust door to 5 lbs. of pressure.	January 1, 2011	11-29-10
CHILDREN'S SERVICES	<ol style="list-style-type: none"> 1. Method to inform client of potential problem using own interpreter. 2. Release of information to Interpreter. 3. Method of identifying client's disability 	<ol style="list-style-type: none"> 1. Train staff to consistently use and move the BU 526 to the current case "part". Use of this form will inform the client of potential problem using own interpreter. 2. Train staff to consistently use and move the BU 526 to the current case "part". Use of this form will be a release of information to interpreter. 3. Train staff on the locations in CWS/CMS where the client disability information is located. 	March 31, 2011	
IN GENERAL	<p>Check to ensure we have the most current of the following:</p> <ul style="list-style-type: none"> ▪ PUB 13 (3/07) ▪ PUB 86 (3/07) ▪ Form AD 475B 12/99 	Currently using the most current, accurate edition of each form noted,	12-10-10	12-10-10