



CDSS

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

April 12, 2012

Ana Pagan, Director
Merced County Human Services Agency
2115 W. Wardrobe Ave
P.O. Box 112
Merced, CA 95341

Dear Ms. Pagan:

This letter is to advise you that the Corrective Action Plan you submitted on October 26, 2011, in response to the results of our March 8-11, 2010 Civil Rights Compliance Review is approved. We applaud your continued efforts and apologize for the late approval.

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

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, Chief
Civil Rights Bureau
Human Rights and Community Services Division

c: Ms. Sylvia Laguna, 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 Rios,
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
Western Region

Jodie Berger, Regional Counsel
Legal Services of Northern California



October 26, 2011

CDSS
Human Rights and Community Services Division
744 P Street, M.S. 8-16-70
Sacramento, CA 95814

OCT 31 2011

Dear Reviewers:

Your office completed a Civil Rights Compliance Review of the Merced County Human Services Agency during the week of March 8 - 11, 2010. We received our final letter of findings from CDSS on August 12, 2011. This reply is the Corrective Action Plan for Merced County based on the Review's findings and recommendations. The items denoted with an asterisk (*) are repeat items from the 2008 audit.

Final Report's Sections

III. DISSEMINATION OF INFORMATION

1. Merced County shall ensure the availability of large print, Braille, and auditory aids for participants in all of the programs for which CDSS has oversight responsibility. (Page 6)
 - a. Activities to Address Finding: Employees have been instructed on utilization of the computers for audio CDs.
 - b. Contact Person: Brenda Roos, Staff Services Manager
 - c. Expected Implementation Date: October 20, 2011
 - d. Estimated Completion Date: Completed

2. Merced County HSA shall ensure that instructional and directional signs are posted in waiting areas and other places that are frequented by clients and that where such areas are frequented by a substantial number of non-English-speaking clients, such signage will be translated into appropriate languages. (Page 6)
 - a. Activities to Address Finding: Instructional and directional signs have been translated and displayed in the waiting areas in the J Street, Los Banos Office.
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities
 - c. Expected Implementation Date: September 30, 2011
 - d. Estimated Completion Date: Completed

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

A. 2115 Wardrobe (Main Building) facility

1. **Parking:** Lengths of accessible spaces are too short at 17' 6". Accessible parking spaces shall be made to be at least 18' long, 9' wide. Access aisles should be located on the passenger side of a space, and should be a min. of 18' long by 5" wide for aisles, serving car accessible spaces and a min. 18' long by 8' wide for aisles serving van accessible spaces. (Page 8) *
 - a. Activities to Address Finding: Parking spaces have been altered to meet size requirements.
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities
 - c. Expected Implementation Date: October 22, 2011
 - d. Estimated Completion Date: Completed

2. **Client Interview Rooms:** Wheelchair Turning Space is a minimum space for a wheelchair to turn 180 degrees in a 60" diameter or T-shaped space. (Page 8)
 - a. Activities to Address Finding: Alternate accommodations in room 45.
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities
 - c. Expected Implementation Date: September 30, 2011
 - d. Estimated Completion Date: Completed

3. **Men's Restroom:** Door sign and wall sign shall be 60" above the floor to the center line of sign. (Page 8) *
 - a. Activities to Address Finding: Handicap accessible signage has been installed at the correct height.
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities
 - c. Expected Implementation Date: October 3, 2011
 - d. Estimated Completion Date: Completed

4. **Men's Restroom:** Interior door will have 5 pounds maximum pressure. (Page 9) *
 - a. Activities to Address Finding: Removed the door closure mechanism to eliminate all resistance and door pressure.
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities
 - c. Expected Implementation Date: September 30, 2011

- d. Estimated Completion Date: Completed
5. **Women's Restroom**: Door sign and wall sign shall be 60" above the floor to the center of the line. (Page 9)
 - a. Activities to Address Finding: Handicap accessible signage has been installed at the correct height.
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities
 - c. Expected Implementation Date: October 3, 2011
 - d. Estimated Completion Date: Completed
6. **Women's Restroom**: Interior door will have 5 pounds maximum pressure. (Page 9)
 - a. Activities to Address Finding: Removed the door closure mechanism to eliminate all resistance and door pressure. (Page 9)
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities
 - c. Expected Implementation Date: September 30, 2011
 - d. Estimated Completion Date: Completed
7. **Women's Restroom**: If towel, sanitary napkins, waste receptacles, and other similar dispensing and disposal fixtures are provided, at least one of each type is located with all operable parts, including coin slots, at a maximum height of 40". (Page 9-10)
 - a. Activities to Address Finding: The dispensers have been lowered to the correct height.
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities
 - c. Expected Implementation Date: September 30, 2011
 - d. Estimated Completion Date: Completed
8. **Women's Restroom**: Height of water closet is 17" to 19" measured from the floor to the top of a maximum of a 2" high toilet seat. (Page 10)
 - a. Activities to Address Finding: The toilet seat has been replaced to meet the requirement.
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities
 - c. Expected Implementation Date: October 7, 2011
 - d. Estimated Completion Date: Completed

B. 2115 Wardrobe (Employment & Training Center)

1. **Parking:** Van accessible parking spaces must be at least 18' x 9' wide, and Access aisle shall be 18' x 5' minimum. (Page 10) *
 - a. Activities to Address Finding: Van accessible parking spaces have been altered to meet size requirements.
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities
 - c. Expected Implementation Date: October 22, 2011
 - d. Estimated Completion Date: Completed

2. **Main Entrance:** Force required to open doors, exterior and interior, is 5 pounds maximum. (Page 10) *
 - a. Activities to Address Finding: Door pressure has been adjusted within the maximum requirements.
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities
 - c. Expected Implementation Date: September 30, 2011
 - d. Estimated Completion Date: Completed

3. **Client Lobby:** E&T Reception Counter shall be between 28"-34" from floor finish. (Pages 10-11) *
 - a. Activities to Address Finding: New work surfaces have been ordered and will be installed at the appropriate height.
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities
 - c. Expected Implementation Date: October 26, 2011
 - d. Estimated Completion Date: Completed

4. **Client Interview Room:** Wheelchair Turning Space is a minimum space to turn 180 degrees in a 60" diameter or T-shaped space. (Page 11)
 - a. Activities to Address Finding: New work surfaces have been ordered and will be installed to enable appropriate turning space.
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities
 - c. Expected Implementation Date: October 26, 2011
 - d. Estimated Completion Date: Completed

5. **Men's Restroom:** Door sign and wall sign shall be 60" above the floor to the center of the line of sign. (Page 11)

a. Activities to Address Finding: The signs have been lowered to the appropriate height.

b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities

c. Expected Implementation Date: October 3, 2011

d. Estimated Completion Date: Completed

6. **Women's Restroom:** Door sign and wall sign shall be 60" above the floor to the center of the line of sign. (Page 11)

a. Activities to Address Finding: The signs have been lowered to the appropriate height.

b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities

c. Expected Implementation Date: October 3, 2011

d. Estimated Completion Date: Completed

C. **415 F Street, Los Banos**

1. **Parking:** "Unauthorized Parking" signs needed at entrances to off-street parking facilities, or adjacent to and visible from each space. (Page 12)

a. Activities to Address Finding: Seeking permission from the landlord to make the necessary changes. The signage will be procured and installed.

b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities

c. Expected Implementation Date: November 30, 2011

d. Estimated Completion Date: February 15, 2012

2. **Parking:** 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. (Pages 12-13)

a. Activities to Address Finding: This parking lot is owned by another department; per County Building and Safety Division, we are responsible for 3 accessible spaces based on the size of our building. We are seeking approval from the landlord to make necessary changes. The appropriate signage will be procured and installed at the appropriate height to mark 1 accessible space to the right of the main entrance on F Street and 2 accessible spaces on 4th Street in Los Banos.

b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities

c. Expected Implementation Date: November 30, 2011

d. Estimated Completion Date: February 15, 2012

3. **Parking:** Van accessible parking spaces must be at least 18' x 9' wide, and Access aisle shall be 18' x 5' minimum. (Page 13)

a. Activities to Address Finding: Requested approval from the landlord to make the necessary changes. The necessary adjustments will be made to the parking spaces to meet the requirements identified.

b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities

c. Expected Implementation Date: November 30, 2011

d. Estimated Completion Date: February 15, 2012

4. **Parking:** One in every 8 accessible spaces and no less than 1 shall be served by an access aisle 96" wide minimum placed opposite the driver's side and shall be designated Van-Accessible; length of parking space shall be at least 18' long, 9' wide; access aisles should be located on the passenger side of a space, and should be a min. of 18' by 8' wide for aisles serving van accessible spaces. (Page 13)

a. Activities to Address Finding: Requested approval from the landlord to make the necessary changes. The necessary adjustments will be made to the parking spaces to meet the requirements identified.

b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities

c. Expected Implementation Date: November 30, 2011

d. Estimated Completion Date: February 15, 2012

5. **Parking:** The words "NO PARKING" shall be painted on the ground in each 5' x 8' loading and unloading access aisle in white letters no smaller than 12". (Page 14)

a. Activities to Address Finding: Requested approval from the landlord to make the necessary changes. The necessary adjustments will be made to the parking spaces to meet the requirements identified.

b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities

c. Expected Implementation Date: November 30, 2011

d. Estimated Completion Date: February 15, 2012

6. **Main Entrance:** A sign with the International Symbol of Accessibility (ISA) shall be at every primary entrance and every major junction indicating the direction along or to accessible features. (Page 14)

- a. Activities to Address Finding: The ISA signage has been installed.
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities
 - c. Expected Implementation Date: October 5, 2011
 - d. Estimated Completion Date: Completed
7. **Main Entrance**: Force required to open doors, exterior and interior, is 5 pounds maximum. (Page 14)
- a. Activities to Address Finding: Door pressures have been adjusted within the maximum requirements.
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities
 - c. Expected Implementation Date: October 4, 2011
 - d. Estimated Completion Date: Completed
8. **Client Lobby**: The F Street Lobby Counter shall be between 28"-34" from floor finish. (Page 14)
- a. Activities to Address Finding: Unable to alter counter height; accommodation provided in an alternative location.
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities
 - c. Expected Implementation Date: October 1, 2011
 - d. Estimated Completion Date: Completed through accommodation
9. **Client Interview Rooms**: Wheelchair Turning Space is a minimum space for a wheelchair to turn 180 degrees in a 60" diameter or T-shaped space. (Pages 14-15)
- a. Activities to Address Finding: Unable to alter space; accommodation provided in an alternative location.
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities
 - c. Expected Implementation Date: October 1, 2011
 - d. Estimated Completion Date: Completed through accommodation
10. **Emergency Egress**: If emergency warning systems are provided, they included both audible alarms and visual alarms. (Page 15)
- a. Activities to Address Finding: This site does not have an automatic alarm system.
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities

c. Expected Implementation Date: N/A

d. Estimated Completion Date: N/A

11. Water Fountain: The spout is located within 6" of the front edge and 36" of the floor. The clear knee space between the bottom of the apron and the floor or ground is not less than 27" in height, 30" in width, and 8" in depth. (Page 15)

a. Activities to Address Finding: Procured and installed new water fountain that meets the requirements at the specified height.

b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities

c. Expected Implementation Date: October 11, 2011

d. Estimated Completion Date: Completed

12. Men's Restroom: Door sign and wall sign shall be 60" above the floor to the center line of sign; Clear width: minimum clearance width of exit way must be 32"; interior door will have 5 pounds of maximum pressure; rim height of urinal shall be a maximum of 17" in height above the floor. (Pages 15-16)

a. Activities to Address Finding: There is a unisex bathroom on the Public Health side of the building that complies with all ADA requirements. Directional signage will be installed in the Reception area.

b. Contact Person: Brenda Roos, Staff Services Manager

c. Expected Implementation Date: Notified October 21, 2011

d. Estimated Completion Date: November 10, 2011

13. Men's Restroom: Hot water and drain pipes are insulated or covered. No sharp or abrasive surfaces under lavatories. (Page 16)

a. Activities to Address Finding: Rewrapped pipes.

b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities

c. Expected Implementation Date: October 11, 2011

d. Estimated Completion Date: Completed

14. Men's Restroom: If towel, sanitary napkins, waste receptacles, and other similar dispensing and disposal fixtures are provided, at least one of each type is located with all operable parts, including coin slots, at a maximum height of 40". (Page 17)

a. Activities to Address Finding: There is a unisex bathroom on the Public Health side of the building that complies with all ADA requirements. Directional signage will be installed in the Reception area.

b. Contact Person: Brenda Roos, Staff Services Manager

c. Expected Implementation Date: Notified October 21, 2011

d. Estimated Completion Date: November 10, 2011

15. Women's Restroom: Door sign and wall sign shall be 60" above the floor to the center line of sign; Clear width: minimum clearance width of exit way must be 32"; interior door will have 5 pounds of maximum pressure; rim height of urinal shall be a maximum of 17" in height above the floor. (Page 18)

a. Activities to Address Finding: There is a unisex bathroom on the Public Health side of the building that complies with all ADA requirements. Directional signage will be installed in the Reception area.

b. Contact Person: Brenda Roos, Staff Services Manager

c. Expected Implementation Date: Notified 10/21/11

d. Estimated Completion Date: November 10, 2011

16. Women's Restroom: Hot water and drain pipes are insulated or covered. No sharp or abrasive surfaces under lavatories. (Page18)

a. Activities to Address Finding: Rewrapped pipes.

b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities

c. Expected Implementation Date: October 11, 2011

d. Estimated Completion Date: Completed

17. Women's Restroom: If towel, sanitary napkins, waste receptacles, and other similar dispensing and disposal fixtures are provided, at least one of each type is located with all operable parts, including coin slots, at a maximum height of 40". (Page 18)

a. Activities to Address Finding: There is a unisex bathroom on the Public Health side of the building that complies with all ADA requirements. Directional signage will be installed in the Reception area.

b. Contact Person: Brenda Roos, Staff Services Manager

c. Expected Implementation Date: Notified October 21, 2011

d. Estimated Completion Date: November 10, 2011

D. 848 6th Street, Los Banos

1. **Main Entrance:** A sign with the International Symbol of Accessibility (ISA) shall be at every primary entrance and every major junction indicating the direction along or to accessible feature. (Page 18)
 - a. Activities to Address Finding: ISA signage has been installed.
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities
 - c. Expected Implementation Date: October 5, 2011
 - d. Estimated Completion Date: Completed

2. **Main Entrance:** Force required to open doors, exterior and interior, is 5 pounds maximum. (Page 19)
 - a. Activities to Address Finding: Door pressures have been adjusted within the maximum requirements.
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities
 - c. Expected Implementation Date: October 11, 2011
 - d. Estimated Completion Date: Completed

3. **Client Lobby:** The Lobby counter shall be between 28"-34" from floor finish. (Page 19)
 - a. Activities to Address Finding: Unable to alter counter height; accommodation provided in an alternative location.
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities
 - c. Expected Implementation Date: October 11, 2011
 - d. Estimated Completion Date: Completed through accommodation

4. **Emergency Egress:** If emergency warning systems are provided, they included both audible alarms and visual alarms. (Page 19)
 - a. Activities to Address Finding: This site does not have an automatic alarm system.
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities
 - c. Expected Implementation Date: N/A
 - d. Estimated Completion Date: N/A

5. **Unisex Restroom:** Door sign and wall sign shall be 60" above the floor to the center line of sign; locking/latching doors: if hand operated, to be operable with a single effort; interior door will have 5 pounds of maximum pressure; toilet sheet protector shall be at a

maximum height of 40" above the floor; rim height of urinal shall be a maximum of 17" in height above the floor. (Pages 19-21)

a. Activities to Address Finding: The signs have been repositioned to the appropriate height, the door handle has been replaced, the door pressure has been adjusted within the maximum allowance, and the toilet sheet protector and urinal have been lowered to the required maximum heights.

b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities

c. Expected Implementation Date: October 4, 2011

d. Estimated Completion Date: Completed

E. 635 J Street, Los Banos

1. **Main Entrance**: Force required to open doors, exterior and interior, is 5 pounds maximum; the bottom 10" of all doors except automatic and sliding shall have a smooth, uninterrupted surface to allow the door to be opened by a wheelchair footrest without creating a trap or hazardous condition. (Page 21)

a. Activities to Address Finding: Door opener has been replaced and a new kick plate has been installed by the landlord.

b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities

c. Expected Implementation Date: October 12, 2011

d. Estimated Completion Date: Completed

2. **Client Lobby**: The height of accessible counters or tables shall be between 28"-34" from floor finish. (Page 21)

a. Activities to Address Finding: Installed table that meets height maximums.

b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities

c. Expected Implementation Date: October 5, 2011

d. Estimated Completion Date: Completed

3. **Emergency Egress**: If emergency warning systems are provided, they included both audible alarms and visual alarms. (Page 21)

a. Activities to Address Finding: This site does not have an automatic alarm system.

b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities

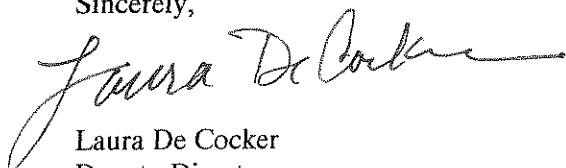
c. Expected Implementation Date: N/A

d. Estimated Completion Date: N/A

4. **Unisex Restroom:** Door sign and wall sign shall be 60" above the floor to the center line of sign; the dispenser, disposal, and mirror shall be at a maximum height of 40" above the floor. (Pages 21-22)
- a. Activities to Address Finding: The signs have been repositioned to the appropriate height; the soap dispenser, disposal, and mirror have been lowered to the maximum heights.
 - b. Contact Person: Raylynn Percy, Administrative Supervisor-Facilities
 - c. Expected Implementation Date: Sent letter September 29, 2011
 - d. Estimated Completion Date: Completed

Please review the CAP and reply with any comments or suggested improvements. We are always looking for ways to improve our service to our clients and ensure we are in compliance with all regulatory requirements.

Sincerely,



Laura De Cocker
Deputy Director
209-385-3000, x5200