



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](http://www.cdss.ca.gov)



EDMUND G. BROWN JR.  
GOVERNOR

May 18, 2012

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

Dear Mr. Smart:

This letter is to advise you that the Corrective Action Plan you submitted on February 18, 2011 in response to the results of our May 5, 2010 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](mailto:cindy.guzman@dss.ca.gov).

Sincerely,

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

c: Karen Hayden, 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

Plumas County  
Civil Rights Compliance Review 2010 Follow-up  
Corrective Action Plan  
February 18, 2011  
Submitted by Karen Hayden, Civil Rights Coordinator

III. Dissemination of information

Completed by Civil Rights Coordinator: Pub 13 pamphlets are available in the Social Services lobby/waiting room. There are large print, audiocassette, CDs and Braille versions available from the Front Office Staff. The CDs have languages other than English. Cassette player and CD player are available as needed.

IV. Facility accessibility for individuals with disabilities

The County Facilities Director shall address these findings with signage (for the elevator), adjusting door pressure (interior doors of men's and women's restrooms), and repainting signage on pavement as needed when inclement weather is over.

V. Provision for services to applicants and recipients who are non-English-speaking or who have disabilities.

Policies are being updated with completion by March 1, 2011 for identifying the process to ensure effective services. Staff will receive training and review during monthly Division meetings. Plumas County Social Services implements the Language Line when needed for languages other than English or Spanish. A supervisor is available for in-person and phone services for Spanish speaking individuals. An eligibility worker is available for persons who are deaf.

Supervisors and the Civil Rights Coordinators will ensure policy development and training.

VI. Documentation of applicant/recipient case records

Staff shall receive training and reminders on effective interpreter services when applicants/recipients provide their own interpreter, on the temporary use of minors as interpreters, on obtaining the release of information if non-staff are interpreters. Staff shall receive reminders on documenting methods used to provide bilingual services and who provides interpretive services information in the case file and in journal comments.

Training and reminders will be provided by Supervisors and the Civil Rights Coordinator.

VII. Staff development and training

UC Davis Extension, Center for Human Services provided a class on Civil Rights Division 21 on November 9, 2010 for social services staff. Two ½ day classes were Plumas County Social Services Civil Rights Corrective Action Plan

offered to accommodate staff schedules. The Center provided a detailed workbook for students and extras are available for new staff. The Civil Rights Coordinator will provide updates for current staff and training for new employees. Booklets are available in the Coordinator's office and in the Director's assistant's office.

A Cultural Awareness workshop will be scheduled along with a Civil Rights workshop after July 1, 2011, contract effective date with UC Davis for 2011-2012.

The Training Coordinator/Civil Rights Coordinator will schedule these workshops.