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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

May 10, 2011

Mr. Paul Lake, Acting Director
Sacramento County Department of Human Assistance
2433 Marconi Avenue
Sacramento, CA 95821

Dear Mr. Lake:

This letter is to advise you that the Corrective Action Plan you submitted on August 16, 2010 in response to the results of our February 22-25, 2010 Civil Rights Compliance Review is approved. We applaud your continued efforts and apologize for the delayed approval.

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

If you have any questions, please contact Ms. Cabrera at (916) 657-2352. 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: Mary Shuba, 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
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

Jodie Berger, Regional Counsel
Legal Services of Northern California

AUG 25 2010

Countywide Services Agency

Department of
Human Assistance

Paul G. Lake, Interim Director
Daniel Kim, Deputy Director
Colleene Miller, Acting Deputy Director



Steven Szalay, Interim County
Executive
Bruce Wagstaff, Administrator

County of Sacramento

August 16, 2010

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

Dear Mr. Tashima:

I would like to take this opportunity to thank you and your staff for coming to our office and sharing with us the findings of the Annual Civil Rights Compliance Review for 2010. The following section identifies areas found to be deficient during your review for compliance under the CDSS Manual of Policies and Procedures (MPP) Division 21 Regulations, and other applicable state and federal civil rights laws and our plan for correction.

Civil Rights Compliance Review 2010
Summary of Findings and Corrective Action

III. DISSEMINATION OF INFORMATION

A. Findings

- The Bowling Green Office did not have the PUB 13 Braille, audio, or large print available in the lobby. The Pat Wright Building keeps the PUB 13 Braille, audio, and large print in a back room and not with clerical staff in the lobby.
- The Susie Gaines Building had an outdated 01/05 PUB 86 poster.
- The Rancho Cordova Office did not have the sign posted on the entrance door for office hours and the document drop-off directional sign located in the lobby into threshold languages: Spanish and Russian. The Susie Gaines Office did not have the instructional sign located at entrance translated in threshold language, Spanish. The Annex Building did not have the instructional signs posted in lobby windows translated into threshold language, Spanish.

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	Length of accessible parking space access aisled short at 4ft 7in.	Access aisle shall be 18' x 5' minimum for cars. (CA T24 1129B/3.1, ADA 4.6.3) p135
Restroom	<p>Men's: There was no accessible signage on the wall adjacent to the latch side of the door</p> <p>Door pressure is excessive at 15 lbs.</p> <p>Soap dispenser is high at 44 in.</p> <p>Toilet tissue dispenser is located 16 in from front edge of toilet seat.</p> <p>Women's: There was no accessible signage on the wall adjacent to the latch side of the door.</p> <p>Door pressure is</p>	<p>Door sign and wall sign shall be 60" above the floor. For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6) p 281</p> <p>Raised characters shall be raised 1/32" minimum and shall be San Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p 282</p> <p>Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b)) p 201</p> <p>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". (CA T24 1115B.8.3, ADA 4.23.7) p 294</p> <p>Toilet tissues dispensers are located on the wall within 12" of front edge of toilet seat. (CA T24 1115B.8.4) pp 295, 301</p> <p>Door sign and wall sign shall be 60" above the floor. For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6) p 281</p> <p>Raised characters shall be raised 1/32" minimum and shall be San Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p 282</p> <p>Interior Door will have 5 pounds maximum pressure.</p>

	Door pressure is excessive at 21 lbs.	<p>accessible features. (CA T24 1127B.3, ADA 4.1.3(16B), CA T24 1117B.5.1) pp 186, 394</p> <p>Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)) p 201</p> <p>Force to open fire door, minimum allowable no to exceed 15 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(1)) p 201</p>
Client lobby	PUB 86 did not have the current contact information for the Civil Rights Coordinator (CRC).	PUB 86, dated 3/07, with current CRC information. (Div 21-107.211)

Corrective Action Plan

Main Entrance

- Temporary directional sign is posted by the door directing clients to the entrance around the corner. The permanent sign is on order and scheduled to be installed by September 30, 2010.
- The ISA sign is posted at the entrance.
- Door pressure was adjusted to maximum allowable limits. DHA will continue to periodically check door pressure and take corrective actions as necessary.

Client Lobby

- PUB 86, dated 3/07, was updated to current CRC contact information.

Facility Location: Susie Gaines Mitchell Building, 2450 Florin Road, Sacramento

Facility Element	Findings	Corrective Action
Parking	<p>Signage on pavement in accessible spaces of wheelchair w/ occupant needs to be repainted.</p> <p>The words "NO PARKING" were not painted on pavement in access aisles.</p>	<p>Pavement signage shall be 36" x 36" minimum, white on blue in color, visible and centered. (CA T24 1129B.4.2) p 134</p> <p>The words "NO PARKING" shall be painted on the ground in each 5' or 8' loading and unloading access aisle in white letters no smaller than 12". (CA T24 1129B.3.2) p 135</p>
Client lobby	PUB 86 was outdated, 01/05.	PUB 86, dated 3/07, with current CRC information. (Div 21-107.211)
Restroom	Men's: Door pressure is excessive at 13 lbs.	Interior door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b)) p 201

	repainted in access aisles.	aisle in white letters no smaller than 12". (CA T24 1129B.3.2) p 135
Main entrance	<p>Door pressure is excessive at 15 lbs.</p> <p>There was no ISA sign posted at the entrance.</p>	<p>Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)) p 201</p> <p>Force to open fire door, minimum allowable no to exceed 15 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(1)) p 201</p> <p>A sign with the international symbol of accessibility shall be at every primary entrance and every major junction indicating the direction along or to accessible features. (CA T24 1127B.3, ADA 4.1.3(16B), CA T24 1117B.5.1) pp 186, 394</p> <p>Characters, symbols and their backgrounds have a non-glare finish. Characters and symbols contrast with their background, either light characters on a dark background or dark characters on a light background. (CA T24 1117B.5.2, ADA 4.30.5) p 396</p>
Client interview rooms	Interview rooms are not accessible. Wheelchair turning space in rooms is too narrow.	Wheelchair Turning Space is a minimum space for a wheelchair to turn 180 degrees in a 60" diameter or T-shaped space. (CA T24 1118B.3, ADA 4.2.3) p 236
Restroom	<p>Men's: Door pressure is excessive at 15 lbs.</p> <p>Women's: Door pressure is excessive at 15 lbs.</p>	<p>Interior door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b)) p 201</p> <p>Interior door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b)) p 201</p>

Corrective Action Plan

Parking

- The Facility Manager is working with Property Management to post the "unauthorized parking" sign at the entrance to off-street parking through the Home Depot parking lot. The work is scheduled to be completed by September 30, 2010.
- Property Management is in the process of repainting "NO PARKING" words in access aisles. The work is scheduled to be completed by September 30, 2010.

Main Entrance

- The door pressure was adjusted to 5 pounds maximum. DHA will continue to periodically check door pressure and take corrective actions as necessary.
- Temporary ISA sign is posted at the entrance. The permanent sign is on order and scheduled to be installed by September 30, 2010.

VIII. DISCRIMINATION COMPLAINT PROCEDURE

A. Findings

Six out of 16 staff interviewed were not aware of what a civil rights or program complaint was and could not identify what the procedure is to file a complaint.

Three out of 16 staff interviewed were not aware that Dan Peak was the current Civil Rights Coordinator during the civil rights review.

B. Corrective Actions

Element	Corrective Action
Discrimination Process	Sacramento County Department of Human Assistance shall ensure that staff have knowledge of the discrimination complaint process and are able to differentiate it from other complaint processes. Div. 21-117.1
Civil Rights Coordinator	Sacramento County Department of Human Assistance shall ensure that staff is knowledgeable regarding contact information of the civil rights coordinator, at minimum, where the information can be located. Div. 21-117 and 21-107.21

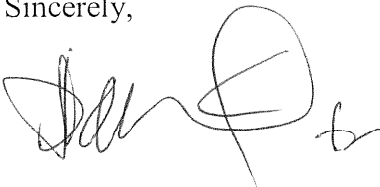
Corrective Action Plan

The Civil Rights Coordinator along with Staff Development Office will put a greater emphasis on policy and procedure for a discrimination and program complaints during the Civil Rights Training at the Induction Class and the mandatory annual training.

The Civil Rights Coordinator has changed four times within the last year which caused some confusion among staff. The Announcement Bulletin was posted for all DHA employees of current CRC contact information, including the internet and intranet locations.

Once again, on behalf of our staff, I thank you for your assistance in helping DHA to achieve compliance with Division 21 regulations. If there is any further information required regarding this Corrective Action Plan, please contact Alexander Kurdyumov at (916) 648-0368. For future communication regarding civil rights concerns please contact Mary E. Shuba, Civil Rights Coordinator, at (916) 648-0363.

Sincerely,



Paul G. Lake, Interim Director

c: Mary E. Shuba, Civil Rights Coordinator