



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



EDMUND G. BROWN JR.  
GOVERNOR

April 30, 2012

Nick Macchione, Director  
Health & Human Services Agency  
San Diego County Health & Human Services Agency  
1600 Pacific Highway, Rm 206, MS P501  
San Diego, CA 92101

Dear Mr. Macchione:

This letter is to advise you that the Corrective Action Plan you submitted on September 15, 2011, in response to the results of our June 21-25, 2010 Civil Rights Compliance Review is approved.

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](mailto:crb@dss.ca.gov).

Sincerely,

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

Enclosure

c: Lora Guillen, 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



SEP 15 2011

# County of San Diego

HEALTH AND HUMAN SERVICES AGENCY

NICK MACCHIONE, FACHE  
DIRECTOR

DALE R. FLEMING  
STRATEGIC PLANNING &  
OPERATIONAL SUPPORT  
DIRECTOR

STRATEGIC PLANNING & OPERATIONAL SUPPORT DIVISION  
1600 PACIFIC HIGHWAY, SAN DIEGO, CA 92101-2417  
(619) 685-2214 • FAX (619) 515-6556

September 9, 2011

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

Dear Mr. Tashima:

In response to your letter dated July 11, 2011, the County of San Diego, Health and Human Services Agency (HHS) has developed the enclosed Corrective Action Plan which addresses deficiencies found during the Civil Rights Compliance Review completed by your staff in June, 2010.

If you have any questions or need further information, please contact Lora Guillèn at (619) 338-2954.

Sincerely,

SYLVIA MELENA, Assistant Deputy Director  
Strategic Planning & Operational Support

Enclosures  
SM: lg

cc: Nick Macchione, MS, MPH, FACHE, Director  
Dean Arabatzis, Chief Operations Officer  
Dale R. Fleming, Director

**Health and Human Services Agency – County of San Diego  
 Corrective Action Plan for Civil Rights Compliance Review – June 21-25, 2010**

**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.

<b>Informational Element</b>	<b>Findings</b>	<b>Corrective Action Required</b>	<b>Status Update</b>
1. Auxiliary aids	The Pub 13 was not available in Braille or audio at 1305 Union Plaza Court, Oceanside Office. The audio was not available at 690 Oxford Street, Chula Vista.	San Diego HHSA shall ensure the availability of large print, Braille, and auditory aids for participants in all of the programs for which CDSS has oversight responsibility. Div. 21-115.4	Completed 8/30/10 at 1305 Union Plaza Court.  Completed 6/25/10 at 690 Oxford Street.
2. Directional signage	Instructional signage was not translated into the threshold language (Spanish) at 1305 Union Square Plaza Court, Oceanside Office.	San Diego HHSA 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 shall be translated into appropriate languages. Div. 21-107.212 and .24	Completed 8/30/10.

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

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.

**Findings and Corrective Actions**

**1. Facility Location: 690 Oxford Street, Chula Vista**

Facility Element	Findings	Corrective Action	Status Update
Parking	1. The "Unauthorized Parking signage" was present but not readable due to graffiti vandalism. Signage should be replaced.	Additional sign shall be posted in conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space. Sign shall be 17" by 22" min. in size with lettering 1" min. high, stating: "Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or license plates issued for persons with disabilities may be towed away at owner's expense. Towed vehicles may be reclaimed at _____ or by telephoning _____." (CA T24 1129B.5) P. 133	Completed 8/30/10.
	2. No "Minimum Fine \$250" signage below the ISA sign	For both posted and wall mounted signage, additional language on symbol sign and an additional sign below the symbol sign shall state "Minimum Fine \$250.00." (CA T24 1129B.4.1) P. 133	Completed 8/30/10.
	3. Signage on pavement does not clearly depict a wheelchair w/occupant.	Pavement signage shall be 36" x 36" minimum, white on blue in color, visible and centered. (CA T24 1129B.4.1 & 2) P. 133	Completed 8/30/10.
	4. The words "No Parking" are not painted on pavement in access aisle in front of main entrance.	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	Completed 8/30/10.

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**2. Facility Location: 1305 Union Plaza Court, Oceanside**

Facility Element	Findings	Corrective Action	Status Update
Parking	<ol style="list-style-type: none"> <li>1. No "Minimum Fine \$250" signage below the ISA sign</li> <li>2. The access aisle needs "No Parking" repainted.</li> </ol>	<p>For both posted and wall mounted signage, additional language on symbol sign and an additional sign below the symbol sign shall state "Minimum Fine \$250.00." (CA T24 1129B.4.1) P. 133</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>	<p>To be performed by Property Management. Estimated date of completion is October 2011.</p> <p>To be performed by Property Management. Estimated date of completion is October 2011.</p>
Main Entrance	<ol style="list-style-type: none"> <li>1. No ISA signage on main entrance door.</li> <li>2. Force to open door is excessive at 10 lbs (L) and 15 lbs (R).</li> <li>3. Door closed too quickly, before 3-seconds.</li> </ol>	<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>Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) &amp; (b)) P. 201</p>	<p>To be performed by Property Management. Estimated date of completion is October 2011.</p> <p>To be performed by Property Management. Estimated date of completion is October 2011.</p>
Client Lobby	<ol style="list-style-type: none"> <li>1. Pub 13 was not available in Braille.</li> <li>2. Directional and Informational signage not available in threshold language (Spanish).</li> </ol>	<p>Door Closer (if present) must be set so it takes at least 3 seconds to close from an open position of 70 degrees to a point 3" from the latch. (CA T24 1133B.2.5.1, ADA 4.13.10) P. 205</p> <p>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.). Div 21-107.221</p> <p>All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants/recipients may request aid or services in their primary language. Div 21.107-212</p>	<p>Completed 8/30/10.</p> <p>Completed 8/30/10.</p>

**Health and Human Services Agency – County of San Diego  
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**2. Facility Location: 1305 Union Plaza Court, Oceanside, continued**

Facility Element	Findings	Corrective Action	Status Update
Elevator	<ol style="list-style-type: none"> <li>Elevator does not have Audible/Visual indicators.</li> <li>Landing jamb does not have signage on left side.</li> </ol>	<p>A visual and audible signal is provided at each hoist way entrance indicating to the prospective passenger the car answering the call and its direction of travel. (CA T24 1116B.1.13, ADA 4.10.4) P. 256</p> <p>Passenger elevator landing jambs on all elevator floors have the number of the floor on which the jamb is located designated by raised characters that are a minimum of 2" in height, Grade 2 Braille, located 60" on center above the floor on the jamb panels on both sides of the door so that they are visible from within the elevator. (CA T24 1116.B.1.14, ADA 4.10.5) P. 257</p>	<p>To be performed by Property Management. Estimated date of completion is October 2011.</p> <p>To be performed by Property Management. Estimated date of completion is October 2011.</p>
Men's Restroom	<ol style="list-style-type: none"> <li>Door sign is too high at 65".</li> <li>Force to open door is excessive at 15 lbs (1<sup>st</sup> door) and 16 lbs (2<sup>nd</sup> door).</li> <li>Pipes under sink are not securely insulated or covered.</li> </ol>	<p>Door sign and wall sign shall be 60" above the floor to the center line of sign.</p> <p>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. (CAT24 1117B.5.7, ADA 4.30.6) P. 281</p> <p>Raised characters shall be raised 1/32" minimum and shall be Sans 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>Hot water and drain pipes are insulated or covered. No sharp or abrasive surfaces under lavatories. (CA T24 1115B.4.7.1, ADA 4.24.6) P. 343</p>	<p>To be performed by Property Management. Estimated date of completion is October 2011.</p> <p>To be performed by Property Management. Estimated date of completion is October 2011.</p> <p>Completed 8/30/10.</p>

**Health and Human Services Agency – County of San Diego  
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**2. Facility Location: 1305 Union Plaza Court, Oceanside, continued**

Facility Element	Findings	Corrective Action	Status Update
Men's Restroom, (continued)	4. Toilet sheet protector is too high at 43".	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	To be performed by Property Management. Estimated date of completion is October 2011.
Women's Restroom	1. Door sign is too high at 66".	Door sign and wall sign shall be 60" above the floor to the center line of sign.  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 117B.5.7, ADA 4.30.6) P. 281  Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) P. 282	To be performed by Property Management. Estimated date of completion is October 2011.
	2. Force to open door is excessive at 15 lbs (1 <sup>st</sup> door) and 17 lbs (2 <sup>nd</sup> door).	Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11 (2)(b)) P. 201	To be performed by Property Management. Estimated date of completion is October 2011.
	3. Pipes under sink are not securely insulated or covered.	Hot water and drain pipes are insulated or covered. No sharp or abrasive surfaces under lavatories. (CA T24 1115B.4.7.1, ADA 4.24.6) P. 343	Completed 8/30/10.
	4. Toilet sheet protector is too high at 43".	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	To be performed by Property Management. Estimated date of completion is October 2011.



**Health and Human Services Agency – County of San Diego  
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**3. Facility Location: 130 E. Alvarado, Fallbrook**

Facility Element	Findings	Corrective Action	Status Update
<p><b>Parking</b></p>	<p>1. No "Unauthorized Parking signage" at entrance from off street.</p> <p>2. In parking lot there are no accessible and/or Van accessible parking spaces provided.</p>	<p>Additional sign shall be posted in conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space. Sign shall be 17" by 22" min. in size with lettering 1" min. high, stating: "Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or license plates issued for persons with disabilities may be towed away at owner's expense. Towed vehicles may be reclaimed at _____ or by telephoning _____." (CA T24 1129B.5) P. 133</p> <p>Accessible parking spaces shall be located as near as practical to a primary entrance and shall have required spaces according to table. (CA T24 1129B.1, ADA 4.1.2(5)(a)) P. 134</p> <p>One in every 8 accessible spaces (no fewer than 1) shall be designated van accessible. (CA T24 1129B.3.2, ADA 4.1.2(5)(b)) P. 136</p> <p>Length of parking space shall be at least 18' long, 9' wide. (CA T24 1129B.3.1, ADA 4.6.3) P. 135</p> <p>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.</p>	<p>Work order placed with Department of General Services (DGS). Estimated date of completion is November 2011.</p> <p>Work order placed with DGS. Estimated date of completion is November 2011.</p>

**Health and Human Services Agency – County of San Diego  
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**3. Facility Location: 130 E. Alvarado, Fallbrook, continued**

<b>Facility Element</b>	<b>Findings</b>	<b>Corrective Action</b>	<b>Status Update</b>
Parking (continued)	3. No signage on pavement that clearly depicts a wheelchair w/occupant.	<p>The sign shall be 70 sp. in. min. and, when in a path of travel, shall be posted at a height of 80" min. from the bottom of the sign to the finished grade. (CA T24 1129B.) (ADA4.6.4) P. 133</p> <p>The surface of each accessible parking stall or space must have a surface identification duplicating either of the following schemes:</p> <ul style="list-style-type: none"> <li>• By outlining or painting the stall or space in blue and outlining on the ground in the stall or space in white or suitable contrasting color a profile view depicting a wheelchair with occupant; OR</li> <li>• By outlining a profile view or a wheelchair with occupant in white on blue background. The profile view shall be located so that it is visible to a traffic enforcement officer when a vehicle is properly parked in the space and shall be 36" by 36".</li> </ul>	Work order placed with DGS. Estimated date of completion is November 2011.
	4. There is no access aisle for loading or unloading, which should also have "No Parking" painted on pavement (letters min. 12" high)	Pavement signage shall be 36" x 36" minimum, white on blue in color, visible and centered. (CA T24 1129B.4.1&2) P. 133	Work order placed with DGS. Estimated date of completion is November 2011.
	5. Parking is not located as close as possible to entrance.	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	Work order placed with DGS. Estimated date of completion is November 2011.
	6. Persons with disabilities are forced to go behind cars.	Parking located on shortest accessible route. (CA T24 1129B.1.4, ADA 4.6.2(1)) P. 134	Work order placed with DGS. Estimated date of completion is November 2011.
		Persons with disabilities shall not be forced to go behind parked cars except their own. (CA T24 1129B.3.3) P. 134	Work order placed with DGS. Estimated date of completion is November 2011.

**Health and Human Services Agency – County of San Diego  
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**3. Facility Location: 130 E. Alvarado, Fallbrook, continued**

Facility Element	Findings	Corrective Action	Status Update
Parking (continued)	<p>7. No access aisle connecting to the accessible path of travel</p> <p>8. Main entrance has ramp slope which is too steep at 10.3%.</p> <p>9. Ramp landing is too narrow at 3'.</p>	<p>Access aisles (load and unload) must connect to the accessible path of travel, including curb cuts or ramps as needed. (CA T24 1129B.3.3, ADA 4.6.3) P. 135</p> <p>Walkways minimum 48". (CA T24 1133B.7.1) P. 160</p> <p>Slope of curb ramp does not exceed 1:12 (8.3% slope). (CA T24 1127B.5.3, ADA 4.8.2) P. 155</p> <p>The minimum size of a top landing <u>width</u> is 60" (5'). The minimum landing <u>length</u> is 60". (CA T24 1133B.5.4.2, ADA 4.8.4.3) P. 145</p>	<p>Work order placed with DGS. Estimated date of completion is November 2011.</p> <p>Work order placed with DGS. Estimated date of completion is November 2011.</p> <p>Work order placed with DGS. Estimated date of completion is November 2011.</p>
Main Entrance	<p>1. No ISA signage on main entrance door.</p> <p>2. Force to open main entrance door is excessive at 20 lbs.</p> <p>3. Level landing is too short in length at 35".</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>Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11 (2)(b)) P. 201</p> <p>Floor/Landing: There shall be a floor or landing on each side of the door, regardless of occupancy. Level and clear area in direction of door swing a minimum of 60" in length. Level and clear area in opposite direction of door swing minimum 48" in length. (CA T24 1133B.2.4.2, ADA 4.13.6) P. 201</p>	<p>Work order placed with DGS. Estimated date of completion is November 2011.</p> <p>Work order placed with DGS. Estimated date of completion is November 2011.</p> <p>Work order placed with DGS. Estimated date of completion is November 2011.</p>
Client Lobby	<p>1. Counter is too high at 40".</p>	<p>Height of accessible tables or counters is between 28" - 34" from floor finish. (CA T24 1122B.4, ADA 4.32.4) P. 388</p>	<p>Staff meet with clients in an adjacent interview room where the accessible table height is less than 40".</p>
Client Interview Room/Booths	<p>1. No turnaround space in room for a person in a wheelchair.</p>	<p>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</p>	<p>Completed 8/30/10.</p>

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**3. Facility Location: 130 E. Alvarado, Fallbrook, continued**

Facility Element	Findings	Corrective Action	Status Update
Water Fountain	1. Drinking spout is too high at 40".	The spout is located within 6" of the front edge and 36" of the floor. The water stream is parallel to the front edge of the fountain. (CA T24 1117B.1.4, ADA 4.15.3) P. 233	Work order placed with DGS. Estimated date of completion is November 2011.
Men's Restroom	1. No door sign or wall sign adjacent to the latch side of the door.	Door sign and wall sign shall be 60" above the floor to the center line of sign.  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	Completed 8/30/10.
	2. Force to open door is excessive at 15 lbs.	Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) P. 282	Work order placed with DGS. Estimated date of completion is November 2011.
	3. Pipes under sink are not securely insulated or covered.	Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11 (2)(b)) P. 201	Completed 8/30/10.
	4. Mirror base is too high at 50".	Hot water and drain pipes are insulated or covered. No sharp or abrasive surfaces under lavatories. (CA T24 1115B.4.7.1, ADA 4.24.6) P. 343  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	To be performed by HHSA Facility. Estimated date of completion is October 2011.

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**3. Facility Location: 130 E. Alvarado, Fallbrook, continued**

Facility Element	Findings	Corrective Action	Status Update
Women's Restroom	1. No door or wall sign adjacent to the latch side of the door.	Door sign and wall sign shall be 60" above the floor to the center line of sign.  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	Completed 8/30/10.
	2. Force to open door is excessive at 15 lbs.	Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) P. 282  Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11 (2)(b)) P. 201	Work order placed with DGS. Estimated date of completion is November 2011.
	3. Pipes under sink are not securely insulated or covered.	Hot water and drain pipes are insulated or covered. No sharp or abrasive surfaces under lavatories. (CA T24 1115B.4.7.1, ADA 4.24.6) P. 343	Completed 8/30/10.
	4. Mirror base is too high at 49".	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	To be performed by HHSA Facility. Estimated date of completion is October 2011.

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**4. Facility Location: 5055 Ruffin Road, San Diego**

<b>Facility Element</b>	<b>Findings</b>	<b>Corrective Action</b>	<b>Status Update</b>
<b>Parking</b>	<ol style="list-style-type: none"> <li>No proper signage for accessible parking spaces.</li> </ol>	<p>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.</p> <p>The sign shall be 70 sp. in. min. and, when in a path of travel, shall be posted at a height of 80" min. from the bottom of the sign to the finished grade. (CA T24 1129B.) (ADA4.6.4) P. 133</p> <p>Sign height shall be 80" minimum from bottom of sign to top of finish grade. (CA T24 1129B.4.1, ADA 4.6.5) P. 134</p> <p>Wall signage shall be centered 36" minimum above grade, ground, or sidewalk at the interior end of space. (CA T24 1129B.3.1) P. 134</p> <p>Length of parking space shall be at least 18' long, 9' wide. (CA T24 1129B.3.1, ADA 4.6.3) P. 135</p> <p>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' by 8' wide for aisles serving van accessible spaces. (CA T24 1129B.3.1) (ADA 4.6.3)</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>HHSA Support Services Manager will review alternatives with site by September 2011 to bring findings into compliance.</p>
<b>Main Entrance</b>	<ol style="list-style-type: none"> <li>Accessible and Van accessible parking spaces are too short in length at 16'.</li> </ol>	<p>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' by 8' wide for aisles serving van accessible spaces. (CA T24 1129B.3.1) (ADA 4.6.3)</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>Work order placed with DGS. Estimated date of completion is November 2011.</p>
<b>Instructional/ Directional Signage</b>	<ol style="list-style-type: none"> <li>Force to open door is excessive at 17 lbs.</li> <li>Instructional signage posted on main entrance for service dogs not in threshold language(s).</li> </ol>	<p>All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants/recipients may request aid or services in their primary language. Div 21.107-212</p>	<p>Work order placed with DGS. Estimated date of completion is November 2011.</p> <p>Completed 8/30/10.</p>

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**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).

<b>Informational Element</b>	<b>Findings</b>	<b>Corrective Action Required</b>	<b>Status Update</b>
1. Auxiliary aids	At 1305 Union Plaza Court, Oceanside Office the Pub 13 was not present in Braille format.	San Diego HHSA County shall ensure the availability of auxiliary aids and services to persons who are deaf or hearing impaired, or persons with impaired speech, vision or manual skills where necessary to afford such persons an equal opportunity to access program services. Div 21-115.41	Completed 8/30/10.

**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.

<b>Informational Element</b>	<b>Findings</b>	<b>Corrective Action Required</b>	<b>Status Update</b>
1. MEPA Training for Children's Social Workers	CSW's did not have an understanding of MEPA and could not remember receiving training on it.	San Diego County HHSA shall ensure that CSW's receive MEPA training to ensure that public contact staff has knowledge of, and properly apply the placement prohibitions contained in MEPA. 42 U.S.C. 672, 674, and 1996(b)	All hires on or after 2008 received the mandated MEPA training through Social Worker Initial Training (SWIT) Core curriculum.  All CWS Adoptions and Foster Care Licensing staff are trained on MEPA.  CWS has been addressing fairness and equity, and disproportionality within CWS and partnering with community members since 2004.  By 9/1/11: CWS Civil Rights Liaison will send an overview of the Multiethnic Placement Act to the phone interviewees, Managers, and Unit Supervisors who participated in the 2010 Audit.  By 3/31/12: All CWS staff will be mandated to complete the MEPA training if they have not previously.

**Health and Human Services Agency – County of San Diego  
 Corrective Action Plan for Civil Rights Compliance Review – June 21-25, 2010**

**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.

<b>Informational Element</b>	<b>Findings</b>	<b>Corrective Action</b>	<b>Status Update</b>
Discrimination Process	Not all staff that was interviewed could differentiate between the three types of complaints: Discrimination, Program and Personnel.	San Diego HHSA shall ensure staff have knowledge of the discrimination complaint process and are able to differentiate it from other complaint processes. Div. 21-117 and 21-203	Discrimination complaint processes including differentiating between types of complaints, are clearly defined in the Civil Rights Program Guide. Periodic reminders are also provided to staff on a regular basis and during mandated trainings.  <u>CPG 21-100 Civil Rights</u>
Civil Rights Coordinator	Some staff seemed to be confused knowing who the Civil Rights Coordinator was and/or the Civil Rights Liaison.	San Diego HHSA shall ensure that staff is knowledgeable regarding contact information of the civil rights coordinator, at minimum, where the information can be located. Div 21-107.21 and 21-117	Publication 86 is prominently displayed in the lobby of each HHSA office with the Civil Rights Coordinator's name and Civil Rights Liaison's name clearly delineated. Periodic reminders are also provided to staff on a regular basis and during mandated trainings.  Further instruction regarding roles and responsibilities of both the Civil Rights Coordinator and Civil Rights Liaison are clearly defined in the Civil Rights Program Guide  <u>CPG 21-100 Civil Rights</u>