



CDSS

VILL 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

August 10, 2015

Jeff Brown, Director  
Placer County Health & Human Services Agency  
3091 County Center Drive  
Auburn, CA 95603

Dear Mr. Brown.:

This letter is to advise you that the Corrective Action Plan you submitted on April 24, 2015 and the updates submitted on July 30, 2015, in response to the results of our 2011 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 Claudia Cabrera at (916) 654-1047. You may also contact her by e-mail at [claudia.cabrera@dss.ca.gov](mailto:claudia.cabrera@dss.ca.gov).

Sincerely,

***Original signed by Bureau Chief***

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

c: Lona Davis, Civil Rights Coordinator

bcc: Kim McCoy Wade, Chief  
CalFresh Policy Bureau

Carlos Ocampo, Chief  
Field Operations Bureau

Sysvanh Kabkeo, Chief  
CalFresh Management Operations Section

Taadhimeka Haynes  
Staff Services Manager I

Paul Gardes  
CalFresh Policy Bureau

Jacqueline Hom  
Refugee Programs Bureau

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

Andrew Riesenber  
USDA Food and Nutrition Services  
Supplemental Nutrition Assistance Program (SNAP)  
Western Region

Kevin Aslanian  
Coalition of California Welfare Rights Organizations, Inc.

Antoinette Dozier  
Western Center on Law and Poverty



## Placer County Health and Human Services Department

Richard J. Burton, M.D., M.P.H.  
Health Officer and Department Director

James T Gandley, D.D.S., M.P.H.  
Assistant Department Director

Cheryl S. Davis  
Director of Human Services

March 29, 2013

Dear Mr. Tashima,

The purpose of this corrective action plan is to inform the California Department of Social Services Civil Rights Bureau of the implemented/proposed changes to our procedures and facilities as a result of the Civil Rights Compliance Review conducted in our county March 1st and 2nd, 2011.

### **III. Dissemination of information**

#### **Findings:**

- The IHSS office in Roseville did not have the PUB 13 available in Braille.
- The IHSS office in Roseville and the Children's System of Care office in Auburn had outdated copies of the PUB 86 posters.
- The Human Services office in Rocklin does not have identifying information directing clients to the office on the 2<sup>nd</sup> floor. There is no information in Spanish, the threshold language, directing clients to the elevators.

#### **Action Taken:**

- The Braille version of the PUB 13 is now available in the IHSS office in Roseville.
- Current PUB 86 posters have been placed in the IHSS office in Roseville and the CSOC office in Auburn.
- There are "menu signs" at all public entrances which direct the public to the 2<sup>nd</sup> floor of the Rocklin facility.



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### **IV. Facility Accessibility for Individuals with Disabilities**

**Facility Location: 101 Cirby Hill Dr, Roseville, CA**

#### **Findings:**

- **Parking**

1. There is no "unauthorized parking" signage at both entrances to off-street accessible parking.
2. There is no additional signage below the symbol sign.
3. The words "No Parking" painted on the pavement are faded in access aisles and need to be repainted.

- **Main Entrance Doors**

1. Exterior door to main entrance exceeds the 5 pound maximum at 8 pounds.
2. Interior doors to main entrance exceed the 5 pound maximum at 12 and 11 pounds.

- **Telephone**

1. The public pay telephone does not have a volume control

- **Restroom**

1. The door pressure exceeds the 5 pound maximum at 10 pounds
2. The soap dispenser is at 42.5 inches exceeding the maximum allowable of 40 inches.

#### **Action Taken:**

- **Parking**

1. This deficiency is planned to be corrected during the renovations taking place this year.
2. This deficiency is planned to be corrected during the renovations taking place this year.
3. This deficiency was corrected and will be repainted again during the renovation.

- **Main Entrance Doors**

1. Pressure was corrected to 5 pounds
2. Pressure was corrected to 5 pounds



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- **Telephone**
  1. Telephone company has been contacted
- **Restroom**
  1. Pressure was corrected to 5 pounds
  2. Soap dispenser was lowered to 40 inches

**Facility Location: 1000 Sunset Blvd, Rocklin, CA**

### Findings:

- **Exterior Entrance**

There is no ISA sign posted at accessible entrance.
- **Elevator**

The public elevator is not marked as accessible.
- **Restroom**

The pressure of the fire doors exceeds the 15 pound maximum at 17 and 18 pounds.

### Action Taken:

- **Exterior Entrance**

Signage is posted
- **Elevator**

Signage is posted
- **Restroom**

The pressure of the fire doors was corrected

**Facility Location: 11716 Enterprise Dr, Auburn, CA**

### Findings:

- **Exterior Entrance**
  1. The door pressure exceeds the 5 pound maximum at 20 pounds.
- **Outside Signage**
  1. There is no signage clearly identifying the office.
- **Client Interview Rooms**
  1. There is no signage identifying the interview room as accessible.



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- **Restroom**

1. Men's room toilet seat protector is at 45" which exceeds the maximum height of 40".
2. Men's room toilet tissue dispenser is located 20" from the front edge of the toilet, which exceeds the maximum of 12".
3. Women's room has no accessible signage on the door.
4. Women's room door pressure exceeds the 5 pound maximum pressure at 20 pounds.
5. Women's room does not have adequate turning space.
6. Women's room toilet seat protector is at 46" which exceeds the 40" maximum.
7. Women's room toilet tissue dispenser is located 20" from the front edge of the toilet, which exceeds the 12" maximum.

### **Action Taken:**

The landlord for this facility started work on all items listed above, with the exception of the front door. Modifications/corrections were completed by 05/15/13.

The front doors to this facility cannot be adjusted to meet ADA standards. Framing and glass contractors have inspected the doors to the facility and concluded that the entrance would have to be completely rebuilt. The landlord is not committed to making such extensive repairs. Reception staff in this facility was advised to assist clients who have difficulty opening the doors. Also, if a client is identified as unable to access the office, arrangements are made to meet the client at an alternate location, including their home. All of the same services are available to clients at the alternate location.

## **VI. Documentation of Applicant/Recipient Case Records**

### **Findings:**

- **Documentation if client provided own interpreter**
- **Temporary use of a minor (under 18 years of age) as an interpreter**



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- **Documentation of interpreter signed confidentiality statement**

### **Action Taken:**

Staff training, provided in December 2012, included reminders of the required forms and documentation needed for each situation noted above.

### **VII. Staff Development and Training**

#### **Findings:**

- **CSWs have not received MEPA training**

#### **Action Taken:**

MEPA training, from UC Davis, was provided to Children's Services staff.