



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

March 3, 2014

Elliot Robinson, Director  
Monterey County  
Department of Social and Employment Services  
1000 So. Main Street, Ste. 209-A  
Salinas, CA 93901

Dear Mr. Robinson:

This letter is to advise you that the Corrective Action Plan you submitted on February 27, 2014, in response to the results of our July 22-25, 2013 Civil Rights Compliance Review is approved.

We will be monitoring the implementation of your corrective action items through your Civil Rights Coordinator. Please have your Civil Rights Coordinator provide our office with an update on corrective actions by July 15, 2014.

If you have any questions, please contact Tiffany Marsh at (916) 651-6242 or by email at [Tiffany.Marsh@dss.ca.gov](mailto:Tiffany.Marsh@dss.ca.gov).

Sincerely,

***Original signed by Civil Rights Bureau Chief***

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

c: Cheryl Pirozzoli, Human Resource Manager/Civil Rights Coordinator

Mike Papin, Chief  
CalFresh Policy Bureau

John Mason, Chief  
Field Operations Bureau

Sysvanh Kabkeo, Chief  
CalFresh Management Operations Section

Taadhimeka Haynes  
Staff Services Manager I  
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

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

Jodie Berger, Regional Counsel  
Legal Services of Northern California



**MONTEREY COUNTY  
DEPARTMENT OF SOCIAL SERVICES  
CIVIL RIGHTS CORRECTIVE ACTION PLAN**

**COMPLIANCE REVIEW  
Conducted July 2013**

**February 2014**

**Prepared by  
Lori Ducoing, SPHR, IPMA-CP**

Following is the Corrective Action Plan for Monterey County Department of Social Services (MCDSS) to bring required corrective actions into compliance with California Department of Social Services (DSS) regulations. Each item is addressed in the order presented to this department in the civil rights compliance review report received by MCDSS in November 2013 for the inspection completed during July 2013.

## **FINDINGS AND CORRECTIVE ACTIONS**

### **III. DISSEMINATION OF INFORMATION**

**Finding:** Five of fifteen staff interviewed were unable to give the location of the posters with the Civil Rights Coordinator's name and contact information.

**Action:** This issue will be addressed in a reminder issued in a department wide bulletin to DSS staff that can be reviewed in unit meetings and during the biannual Civil Rights Training. Additionally, the coordinator will inspect regularly to ensure up to date posters are in place.

### **IV. FACILITY ACCESSABILITY FOR INDIVIDUALS WITH DISABILITIES**

#### **Facility Location: 1281 Broadway Ave., Seaside**

The Monterey County Facilities/Public Works Department is responsible for maintenance of this property. We have submitted work orders and expect all work to be completed at this location by June 30, 2014.

#### **Parking**

**Finding:** No unauthorized parking signage displayed at the entrances to the off-street parking.

**Action:** The department has submitted a work order to County Facilities/Public Works Department to install proper signage. The work is scheduled to be completed by June 30, 2014.

**Finding:** Three accessible parking stalls do not have the required signs to identify the space as accessible.

**Action:** The department has submitted a work order to County Facilities/Public Works Department to install proper signage. The work is scheduled to be completed by June 30, 2014.

**Finding:** Van accessible parking signage measured low at 69 ½”.

**Action:** The department has submitted a work order to County Facilities/Public Works Department to raise the sign. The work is scheduled to be completed by June 30, 2014.

**Finding:** No signage of “Minimum Fine \$250” displayed below the sign of van accessible parking.

**Action:** The department has submitted a work order to County Facilities/Public Works Department to install proper signage. The work is scheduled to be completed by June 30, 2014.

**Finding:** Three accessible parking spaces measured less than 9" wide at 8'9", 8'3" and 8'8".

**Action:** The department has submitted a work order to County Facilities/Public Works Department to repaint parking spaces to correct dimensions. The work is scheduled to be completed by June 30, 2014.

**Finding:** Two accessible parking spaces on left side do not have access aisles.

**Action:** The department has submitted a work order to County Facilities/Public Works Department to reconfigure parking spaces to include access aisles. The work is scheduled to be completed by June 30, 2014.

**Finding:** Van accessible access aisle measured less than 8' wide at 5'2".

**Action:** The department has submitted a work order to County Facilities/Public Works Department to repaint parking spaces to correct dimensions. The work is scheduled to be completed by June 30, 2014.

**Finding:** Access aisles do not display the necessary words "NO PARKING" painted on the pavement.

**Action:** The department has submitted a work order to County Facilities/Public Works Department to include the necessary words when repainting parking spaces. The work is scheduled to be completed by June 30, 2014.

## **Restrooms**

**Finding:** Men: Door signage measured centered at 63" high.

**Action:** This sign has been reinstalled centered at 60".

**Finding:** Women: Door signage measured centered high at 62" and wall signage measured centered low at 59".

**Action:** These signs have been reinstalled centered at 60".

**Finding:** Force to open door is excessive at 9 lbs.

**Action:** Maintenance staff adjusted door pressure and will check and adjust door pressure regularly.

## **Facility Location: 1760 Fremont D-2, Seaside**

The County leases this facility from a private party. The county is renegotiating the lease on this building and the lease agreement is expected to be signed in the near future. The new lease includes a remodel of the interior of the building and some reconfiguration of the parking area.

## **Parking**

**Finding:** No signage of "minimum Fine \$250" displayed below the sign of accessible parking.

**Action:** On December 17, 2013, the County requested the required signage be added.

**Finding:** Access aisles do not display the necessary words "NO PARKING" painted on the pavement.

**Action:** On December 17, 2013, the County requested "NO PARKING" be painted on the access aisles.

**Finding:** Ramp slope in path of entrance on right side is too steep at 14%.

**Action:** On December 17, 2013, the County requested the ramp slope be corrected to 1:12 (8.3%).

#### **Exterior entrance**

**Finding:** Force to open door is excessive at 12 lbs.

**Action:** This issue is corrected. Automatic door openers have been installed. Maintenance staff will check pressure regularly that door is properly functioning and calibrated.

#### **Restroom**

**Finding:** Men/Women: Wall signage not displayed adjacent to the door latch.

**Action:** This issue has been corrected.

### **Facility Location: 116-118 Broadway Ave., King City**

The facilities in King City are not owned by the County and the County is currently renegotiating the lease. We are requesting corrective actions to be made by the building owners as part of the lease agreement. Work is commencing in the very near future. Each issue for this site is listed below:

#### **Parking**

**Finding:** Parking spaces overlap with paint, not clearly depicting designated accessible parking.

**Action:** On December 17, 2013, the County requested parking spaces be reconfigured and repainted to meet ADA compliance standards for size, signage and access.

**Finding:** No designated van accessible parking.

**Action:** On December 17, 2013, the County requested van accessible parking be added as part of the previous reconfiguration above.

#### **Exterior entrance**

**Finding:** Force to open door is excessive at 10 lbs.

**Action:** This issue has been corrected by adjusting the pressure. Maintenance staff will check and adjust door pressure regularly.

#### **Client lobby**

**Finding:** Small table located in lobby, knee space too low at 24".

**Action:** This table was removed from the lobby.

#### **Restroom**

**Finding:** Men: Door signage measured centered at 63" high.

**Action:** These signs have been reinstalled centered at 60".

**Finding:** Force to open door is excessive at 7 lbs.

**Action:** This issue has been corrected. Maintenance staff will check and adjust door pressure regularly.

**Finding:** Pipe under sink is not securely wrapped.

**Action:** The entire bathroom is being remodeled. We expect the remodel to be compliant with regulations and will check upon completion to ensure compliance.

**Finding:** Women: Door signage measured centered at 64" high.

**Action:** These signs have been reinstalled centered at 60".

**Finding:** Pipe under sink is not securely wrapped.

**Action:** The entire bathroom is being remodeled. We expect the remodel to be compliant with regulations and will check upon completion to ensure so.

## **Facility Location: 200 Broadway Ave., Suite 62, King City**

### **Exterior entrance**

**Finding:** Force to open door is excessive at 7 lbs.

**Action:** Our accommodation is to have reception staff assist those who need help by opening the door.

## **VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS**

### **Areas of Action**

- Documentation of interpreter signed confidentiality statement – Consent for the release of information shall be obtained from applicants/recipients when individuals other than CWD employees are used as interpreters and the case record shall be so documented.
- Documentation that bilingual services were provided – Document the method used to provide bilingual services, e.g., assigned worker is bilingual, other bilingual employee acted as interpreter, volunteer interpreter was use, or client provided interpreter.
- General – Monterey County must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance.

**Response:** For those customers/recipients who come to the offices, non-English speaking cases are assigned to certified bilingual staff as a priority in caseload assignment. Non-bilingual staff use an interpreter and are required to document in case comments the name of the bilingual certified interpreter they used and to document how and when bilingual services are provided. The department emphasizes that if a client provides their own interpreter, then the customer needs to be informed of the potential for ineffective communication and document in the case record that the customer was so informed. Additionally, if a minor is used as an interpreter under an extenuating circumstance, staff has been instructed to complete appropriate documentation. These issues are strongly emphasized during our biannual Civil Rights Training, New Hire Orientation and during induction and ongoing departmental trainings.

In August 2013, Monterey County implemented a Call Center. In the initial automated call menu, customers/recipients may select phone service in either English and Spanish languages, which is all

that is available at this time. The call system routes the Spanish language calls to a Spanish bilingual worker and the English calls to non-bilingual workers.

## **VII. STAFF DEVELOPMENT AND TRAINING**

Monterey County regularly provides Civil Rights and Cultural Awareness training during New Employee Orientations and biannually as required by Division 21. We will place special emphasis on areas identified in the corrective action sections of this Civil Rights Compliance Review Report.

## **VIII. DISCRIMINATION COMPLAINT PROCEDURES**

### **Findings and Corrective Action**

**Finding:** Four of fifteen staff interviewed could not clearly distinguish the difference between a program, discrimination, and a personnel complaint.

**Action:** Monterey County DSS has modified our Civil Rights training to emphasize the differences and disseminate the information to all staff to ensure they can differentiate between the three types of complaints.

### **Conclusion**

Monterey County Department of Social Services wishes to thank California DSS and reviewer Tiffany Marsh for working with us in identifying areas where improvements are needed in order to be in compliance with regulations. Monterey County will strive to bring all areas into compliance and remain compliant, as it is our desire to provide the best possible experience for all who come to us seeking services.