



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

June 13, 2014

Barry L. Zimmerman, Director  
Ventura County  
Human Services Agency  
855 Partridge Drive  
Ventura, CA 93003

Dear Mr. Zimmerman:

This letter is to advise you that the Corrective Action Plan submitted on May 21, 2014 in response to the results of our September 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 a more current update on corrective action completions cited for December 31, 2014.

If you have any further questions, please contact Mr. James Urquizo at (916) 654-2101 or by e-mail at [James.Urquizo@dss.ca.gov](mailto:James.Urquizo@dss.ca.gov).

Sincerely,

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

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

c: Don Aguirre, Civil Rights Coordinator

bc: 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



**2013  
CIVIL RIGHTS REVIEW  
COMPLIANCE PLAN  
COUNTY of VENTURA  
HUMAN SERVICES AGENCY**

Review Period

September 30 - October 3, 2013

Reviewer – James Urquizo, CDSS Civil Rights

Submitted by

Ventura County Civil Rights Officer

Don Aguirre (805) 477-5166

May 19, 2014

## **2011 AGENCY COMPLIANCE PLAN**

The on site compliance review was conducted by the CDSS reviewer on September 30, 2013 through October 3, 2013. An exit meeting to provide an overview of the review findings was held on October 3, 2013. Ventura County received the final Compliance Review Report dated February 5, 2014 on February 10, 2014. The report identified deficiencies which require corrective action measures.

The following corrective action plan identifies the steps for correcting the deficiencies:

### **(FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES)**

#### **HSA Admin. 855 Partridge Dr (Hearings)**

#### **Deficiencies Cited:**

1. Crosswalk leading from accessible parking to the front entrance of the building does not have crosswalk hash marks.
2. Four parking spots on the side of the building did not have direct access to the main entrance. Clients traveling in a wheelchair are forced to travel behind numerous cars.
3. Four parking signs in the back of building, used for Staff only, are being used by clients. When clients park they are forced to travel unsafely.
4. Directional signs were not visible to guide disabled clients to the front entrance.
5. Clear and visible signs at inaccessible entrances were not available to give direction for clients to park near the front entrance.
6. All disabled parking lines are faded and hard to see.
7. Van Accessible sign under Accessible Parking sign is missing.
8. The Hearing Office did not have signage posted for services provided and hours of service should be in threshold languages.

## HSA Admin. 855 Partridge Dr (Hearings) continued

### Corrective Plan:

1. The loading and unloading access aisle will be marked by boarder painted blue. Hatched lines a maximum of 36" on the center shall be painted a color contrasting with the parking surface preferably blue or white.  
**Corrective action completed April 23, 2014.**
  2. Accessible parking spaces serving a particular building will be located on the shortest available route to travel from adjacent parking to an accessible entrance. **Corrective action completed April 23, 2014.**
  3. Space will be located so the disabled are not forced to wheel or walk behind parking spaces other than their own accessible parking space.  
**Corrective action completed April 23, 2014.**
  4. Signs will indicate the direction to accessible building entrances and facilities. **Corrective action completed April 23, 2014.**
  5. In existing buildings and facilities, entrances which are not accessible will have directional signage which indicates the location of and route to the nearest accessible entrance.  
**Corrective action completed April 23, 2014.**
  6. All faded and hard to see Disabled parking lines will be corrected with parking space dimensions: 9' wide by 18' long. Access aisle dimensions: 5' wide by 18' long. Dimension to centerline of stripes. Access aisles located on the passenger side. The words "no parking" will be painted on the ground 5' or 8 loading and unloading access aisle in white letters.  
**Corrective action completed April 23, 2014.**
  7. Each van-accessible parking space shall have an additional sign or additional language that states "Van-Accessible" placed below the accessibility sign. **Corrective action completed April 23, 2014.**
  8. 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 applicant/recipients may request aid or services in their primary language.  
**Corrective action completed April 23, 2014.**
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## 1001 Partridge Dr. Ventura, CA

### Deficiencies Cited:

1. 2<sup>nd</sup> floor Reception sign “Buzz”-Disabled to get thru, needs to be in threshold languages.
2. Four Disabled Parking signs at height lower than the required 80”.
3. Front door pressures are excessive with one door at 12 lbs.
4. Disabled client parking spots are located in an area where clients must travel across traffic from disabled parking spots to sidewalk next to the building. No crosswalk hatched marks are available.
5. At front entry, the building does not have specified hours of operation and agency name in threshold languages.
6. Any clients coming off of the elevator on the third floor do not have a visible directional sign to lead them to the entry for services.
7. Water Heater below sink protrudes out and blocks safe and clear access for a wheelchair.

## 1001 Partridge Dr. Ventura, CA continued

### Corrective Plan:

1. All instructional and directional signs posted in waiting areas frequented by non-English-speaking applicants/recipients shall be translated into appropriate language. Signs or an additional sign, shall state that applicants/recipients may request aid or services in their primary language.

**Corrective action to be completed by December 31, 2014.**

2. Sign shall be posted at a minimum height of 80" min. from the bottom of the sign to the finished grade.

**Corrective action to be completed by December 31, 2014.**

3. Force to open doors, exterior and interior to 5 pounds maximum

**Corrective action to be completed by December 31, 2014.**

4. The parking access aisles shall be part of an accessible route of travel to the building or facility entrance. Also will be painted within the blue border, hatched lines a maximum of 36" on center will be painted a color contrasting with the parking surface.

**Corrective action to be completed by December 31, 2014.**

5. All instructional and directional signs posted in waiting areas English speaking applicant/recipients shall be translated into appropriate languages and state or an additional sign, state that applicants/recipients may request aid or services in their primary language.

**Corrective action to be completed by December 31, 2014.**

6. All instructional and directional signs posted in waiting areas English speaking applicant/recipients shall be translated into appropriate languages and state or an additional sign, state that applicants/recipients may request aid or services in their primary language.

**Corrective action to be completed by December 31, 2014.**

7. A minimum knee clearance of 27" high 30" wide and 19" deep is provided underneath sinks.

**Corrective action competed on April 23, 2014.**

8. A minimum knee clearance of 27" high 30" wide and 19" deep is provided underneath sinks.

**Corrective action competed on April 23, 2014.**

## 4651 Telephone Rd. Ventura, CA

### Deficiencies Cited:

1. On parking entry sign does not have specific agency and phone number to call to collect car if towed.
2. Disabled client parking spots are located in an area where Clients must travel across traffic from disabled parking spots to the sidewalk next to the building. No crosswalk with hatched marks is available.
3. Directional signs were not visible – guiding disabled clients to the front entrances.
4. A crosswalk has a ditch in the path of travel.
5. A ramp into a sidewalk has an incline to the sidewalk at 11.6%.

### Corrective Plan:

1. An additional sign shall be posted in conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space. Sign 17”by 22”min. in size with lettering 1” min. high displaying the required wording regarding towing information.  
**Corrective action completed in April 2014.**
2. Within the blue border, hatched lines a maximum of 36” on the center shall be painted a color contrasting with the parking surface preferably blue or white. **Corrective action completed in April 2014.**
3. Signs shall indicate the direction to accessible building entrances and facilities. Characters, symbols and their backgrounds will not contrast with their background.  
**Corrective action completed in April 2014.**
4. Walks and sidewalks shall have a continuous common surface not interrupted by steps or abrupt level changes exceeding ½”.  
**Corrective action completed April 2014.**
5. The maximum slope of a ramp shall be 1.12 (8.3%slope).  
**Corrective action completed April 2014.**



**1400 Vanguard, Oxnard, CA.**

**Deficiencies Cited:**

1. One disabled parking sign was at a height of 35”.
2. All disabled parking lines are faded and not clearly visible.
3. Men’s bathroom on east side, the sink pipes are not insulated or covered.
4. Women’s bathroom on the east side, sink pipes are not insulated or covered.
5. First floor Lobby directional sign is not in threshold languages.
6. East Lobby (CFS) Asst. Program sign is not in threshold language.
7. West Side Men’s bathroom – sink pipes are not insulated or covered.
8. Service Lobby sign is not in threshold language.
9. East Lobby EBT room does not have an acceptable turnabout space for a wheelchair.
10. East Lobby Fingerprint room does not have an acceptable turnabout space for a wheelchair.

## 1400 Vanguard, Oxnard, CA. continued

### Corrective Plan:

1. Sign shall be posted at a minimum height of 80" min. from the bottom of the sign to the finished grade.

**Corrective action completed on April 23, 2014.**

2. Parking space dimensions: 9" wide by 18" long. Access aisle dimensions: 5' wide by 18' long. Dimension to centerline of stripes. Access aisles should be located on the passenger side of a space, min. of 18' long by 5" wide for aisles. Access aisles are part of an accessible route of travel to the building entrance. Loading and unloading access aisle marked by a boarder painted blue. The words "No Parking" painted on ground in each 5' or 8' loading and unloading access aisle in white letters.

**Corrective action completed on April 23, 2014.**

3. Hot water and drain pipes shall be insulated or covered.

**Corrective action completed on May 16, 2014.**

4. Hot water and drain pipes shall be insulated or covered.

**Corrective action completed on May 16, 2014.**

5. All instructions and directional signs posted in waiting areas frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Signs will state applicants/recipients may request aid or services in their primary language.

**Corrective action to be completed by December 31, 2014.**

6. All instructions and directional signs posted in waiting areas frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Signs will state applicants/recipients may request aid or services in their primary language.

**Corrective action to be completed by December 31, 2014.**

7. Hot water and drain pipes shall be insulated or covered.

**Corrective action to be completed by December 31, 2014.**

8. All instructions and directional signs posted in waiting areas frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Signs will state applicants/recipients may request aid or services in their primary language.

**Corrective action to be completed by December 31, 2014.**

9. Minimum space for a wheelchair to turn 180 degrees is a clear space of 60” in diameter or T-shaped space.

**Corrective action to be completed by December 31, 2014.**

10. Minimum space for a wheelchair to turn 180 degrees is a clear space of 60” in diameter or T-shaped space.

**Corrective action to be completed by December 31, 2014.**

**4245 Market St. Ventura, CA**

**Deficiencies:**

1. Two disabled parking aisles have ramps leading out into the aisles.
2. At front entry, the building does not have specified hours of operations in threshold languages.

**Corrective Plan:**

1. Ramps shall not encroach into any accessible parking space or the adjacent access aisle.  
**Corrective action to be completed by December 31, 2014.**
2. All instructions and directional signs posted in waiting areas frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Signs will state applicants/recipients may request aid or services in their primary language.

**Corrective action to be completed by December 31, 2014.**