



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



EDMUND G. BROWN JR.
GOVERNOR

May 17, 2012

Philip L. Browning, Interim Director
Los Angeles County Department of Children & Family Services
425 Shatto Place, Room 600
Los Angeles, CA 90020

Dear Mr. Browning:

Thank you for submitting your agency's Corrective Action Plan of April 2011, which responded to our Civil Rights Compliance Review of June 7-10, 2010. Also, we received your agency's Corrective Action Plan of May 2012, which responded to our Civil Rights Compliance Review of May 2-6, 2011. We appreciate the effort you are taking in correcting the deficiencies identified.

Please send us an updated report by June 6, 2012, providing confirmation of completion of the corrective actions for the Civil Rights Compliance Review of June 7-10, 2010. Upon receipt of the requested revisions/information, our office will review for approval of the Corrective Action Plan.

We are provisionally approving your Corrective Action Plan of May 2012, on the assumption that your corrective actions will be completed. Please send us a status report by August 1, 2012, providing confirmation of completion of the corrective actions. We will be monitoring the implementation of your corrective action items through your Civil Rights Coordinator, Lynne B. Condon. Upon receipt of the requested revisions/information, our office will review for approval of the Corrective Action Plan

If you have any questions, please contact Elsa Garcia at (916) 654-2107. You may also contact her by e-mail at elsa.garcia@dss.ca.gov.

Sincerely,

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

c: Lynne B. Condon

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



**County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

PHILIP L. BROWNING
Director

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May 11, 2012

Jim Tashima, Chief
California Department of Social Services
Civil Rights Bureau
744 P Street, M.S. 8-16-70
Sacramento, CA 95814-6400

Dear Mr. Tashima:

The enclosed Corrective Action Plan is in response to the Civil Rights Compliance Review detailed in the California Department of Social Services (CDSS) Compliance Review conducted on May 2, 2011 through May 6, 2011. This plan addresses all of the non-compliance issues identified in the CDSS report dated January 23, 2012.

If you have questions, please contact Lynne Bowles Condon, Civil Rights Compliance Coordinator, at (213) 351-5528 or you may contact Brynda Thomas, Administrative Assistant, at (213) 351-5516.

Sincerely,


PHILIP L. BROWNING
Director

PLB:CMM
WLH:LBC:bt

Enclosure

c: Cynthia McCoy-Miller, Administrative Deputy III
Wanda L. Hazel, Departmental Human Resources Manager III

Preliminary Report of Corrective Action for the Civil Rights Compliance Report
 May 2-6, 2011
 Regulations cited are from the California Department of Social Services (CDSS)
 Manual of Policies and Procedures (MPP) Division, Title 24, California Code of Regulations (174 CCR)
 And the Americans with Disabilities Act Accessibility Guidelines (ADAAAG)

| SECTION III. DISSEMINATION OF INFORMATION | | | |
|---|---|---|--|
| Informational Element | Findings | Corrective Action Required | Action Plan |
| <u>Auxiliary Aids</u> | The audio version of the Pub 13 was not available at the 4060 Watson Plaza Drive, Lakewood; or at 5757 Wilshire Blvd., Los Angeles office. | Los Angeles Department of Children and Family Services (LADCFSS) shall ensure the availability of large print, Braille, and auditory aids for participants in all of the programs for which the California Department of Social Services (CDSS) has oversight responsibility. Div. 21-115.4 | The Civil Rights Section is scheduled to inspect all DCFS offices to ensure that the Department is providing auxiliary aids for participants in all the programs for which CDSS has oversight. Completion date: May 31, 2012 |
| <u>Directional Signage</u> | The instructional and directional signage was not found in the threshold languages at the following offices: 1373 E. Center Court Drive, Covina and 4060 Watson Plaza Drive, Lakewood | LADCFSS 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 | LADCFSS Building Managers and Administrators at each facility will be instructed to post instructional and directional signs 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 will be translated into appropriate threshold languages of the building's clients. Completion date: June 30, 2012 |

SECTION IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

Covina Annex, Covina CA
Asian Pacific & American Indian Office

| Facility Element | Findings | Corrective Action | Action Plan |
|------------------|--|--|---|
| Parking | There was no "Unauthorized Parking" signage at entrance to off street. | Additional sign shall be posted in a conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space. Sign shall be 17" by 22" minimum in size with lettering 1" minimum 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 | The Los Angeles County Chief Executive Office (CEO) notified LADCF's Property Management Section that the Covina Annex facility has been inspected and assessed as of 4/15/2012 for feasible corrections. Property Management will provide an update after CEO's review and report which will be provided by June 30, 2012 |
| | Accessible signs for spaces in front of building are too low at 54", 52", 52" and 48". One of the six accessible spaces does not have an accessible sign or pole in front of the parking space. | 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 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 Inter-national Symbol of Accessibility in white on dark blue background. The sign shall be 70 sq. 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) p133 | 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 |
| | All six accessible spaces do not have the "Minimum Fine \$250" signage below the ISA sign. | | |

| Covina Annex, Covina CA Asian Pacific & American Indian Office | | | |
|---|---|---|---|
| Facility Element | Findings | Corrective Action | Action Plan |
| | <p>Accessible spaces as you face the front of the building: 1st slot on far left is okay as is; the center left access aisle is too narrow at 4'5". The center right slot is too short in length at 17', and the slot at the far right has an access aisle which is too narrow at 4'</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>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>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"> 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 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" <p>Pavement signage shall be 36" x 36" minimum, white on blue in color, visible and centered. (CA T24 1129B.4.1 & 2) p 133</p> | <p>The Los Angeles County Chief Executive Office (CEO) notified LADCF's Property Management Section that the Covina Annex facility has been inspected and assessed as of 4/15/2012 for feasible corrections.</p> <p>Property Management will provide an update after CEO's review and report which will be provided by June 30, 2012.</p> |
| | <p>The words "NO PARKING" or not painted in the access aisle.</p> | | |
| | <p>Signage on pavement does not clearly depict a wheelchair w/occupant due to fading.</p> | | |
| | <p>Persons with disabilities are forced to go behind cars.</p> | <p>Persons with disabilities shall not be forced to go behind parked cars except their own. (CA T24 1129B.3.3)</p> | |

| Covina Annex, Covina CA Asian Pacific & American Indian Office | | | |
|---|---|--|---|
| Facility Element | Findings | Corrective Action | Action Plan |
| | Access aisles do not connect to the accessible path of travel. | 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(1) p 135) | The Los Angeles County Chief Executive Office (CEO) notified LADCP's Property Management Section that the Covina Annex facility has been inspected and assessed as of 4/15/2012 for feasible corrections. |
| | The walkway is too narrow 37" at two points. Fire hydrant and street light pole. | Walkways minimum width is 48". (CA T24 1133B.7.1.1) p163 | |
| | Parking lot is not located as close as possible to entrance. | Located on shortest accessible route. (CA T24 1129B.1.4, ADA 4.6.2(1)) p 134 | Property Management will provide an update after CEO's review and report which will be provided by June 30, 2012. |
| | Ramp is too steep at 11%. | Ramp does not exceed 1:12 (8.3% slope). (CA T24 1127B.5.3, ADA 4.8.2) p 155 | |
| Main Entrance | No accessible signage at main entrance. | 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 | |
| | Force to open door is excessive at 15 lbs. | Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.1(2) (a) & (b)) p 207 | |
| | The bottom of door does not have a 10" smooth, uninterrupted surface kick plate that allows door to open by wheelchair foot-rest. | The bottom 10" of all doors except automatic and sliding shall have a smooth, uninterrupted surface to allow the door to be opened by a wheelchair footrest without creating a trap or hazardous condition. (CA T24 1133B.2.6) p 203 | |

**Covina Annex, Covina CA
Asian Pacific & American Indian Office**

| Facility Element | Findings | Corrective Action | Action Plan |
|-------------------------|---|---|--|
| <u>Client Lobby</u> | Lobby counter is too high at 42". Directional and Informational Signage are not in threshold languages. | Height of accessible tables or counters is between 28" – 34" from floor finish. (CA T24 1122B.4, ADA 4.32.4) p 388 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 | The Los Angeles County Chief Executive Office (CEO) notified LADCF's Property Management Section that the Covina Annex facility has been inspected and assessed as of 4/15/2012 for feasible corrections. Property Management will provide an update after CEO's review and report which will be provided by June 30, 2012. |
| <u>Public Telephone</u> | Public pay phone did not have accessible features; volume control. | At least one in each telephone bank and a minimum of 25% of the total number of public telephones shall be equipped with a volume control and shall be hearing aid compatible. (CA T24 1117B.2.8, ADA 4.1.3.17(b)) p 273 | |
| <u>Men's Restroom</u> | The telephone did not indicate it was hearing-aid compatible or have a sign showing a handset with radiating sound waves. No accessible signage on wall. | Telephones with volume control shall be hearing aid compatible and identified with a sign. (CA T24 1117B.2.8 & 1117B.5.8.3, ADA 4.1.3.17(b)) p 273 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 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 | |

| Covina Annex, Covina CA Asian Pacific & American Indian Office | | | |
|---|---|--|--|
| Facility Element | Findings | Corrective Action | Action Plan |
| | <p>Pipes under sink are not securely insulated.</p> <p>Force to open door is excessive at 15 lbs.</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>Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b)) p 201</p> | <p>The Los Angeles County Chief Executive Office (CEO) notified LADCF's Property Management Section that the Covina Annex facility has been inspected and assessed as of 4/15/2012 for feasible corrections.</p> <p>Property Management will provide an update after CEO's review and report which will be provided by June 30, 2012</p> |
| | <p>Toilet sheet protector is too high at 56" and mirror base is too high at 47 1/2".</p> <p>Accessible urinal is too high at 24".</p> | <p>Rim height shall be a maximum of 17" in height above the floor. (CA T24 1115B.4.2.1) p 285</p> <p>Urinals: Where there are urinals provided, at least one (1) shall provide a clear floor space of 30" wide x 48" deep in front of the urinal to allow for a forward approach. This clear space may extend 6" maximum under the urinal if the urinal has a 9" minimum toe clearance from the floor to the urinal's bottom. (CA T24 1115B.4.2.3, ADA 4.18.3 & 4.22.5) p 285</p> | |
| <u>Women's Restroom</u> | No accessible signage on wall. | <p>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 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> | |

**Covina Annex, Covina CA
Asian Pacific & American Indian Office**

| Facility Element | Findings | Corrective Action | Action Plan |
|------------------|--|--|---|
| | Force to open door is excessive at 16 lbs. | Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.1(2)(b)) p 201 | The Los Angeles County Chief Executive Office (CEO) notified LADCP's Property Management Section that the Covina Annex facility has been inspected and assessed as of 4/15/2012 for feasible corrections. Property Management will provide an update after CEO's review and report which will be provided by June 30, 2012 |
| | Pipes under sink are not securely insulated | 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 | |
| | Toilet sheet protector is too high at 56" and mirror base is too high at 47" | If towel, sanitary napkins, waste receptacles, mirror 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 | |

South County Office, Lakewood, CA

| Facility Element | Findings | Corrective Action | Action Plan |
|-----------------------|---|---|---|
| <p>Parking</p> | <p>There was no "Unauthorized Parking" signage at entrance to off street.</p> | <p>Additional sign shall be posted in a conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space. Sign shall be 17" by 22" minimum in size with lettering 1" minimum 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>The Los Angeles County Chief Executive Officer (CEO) notified LADCF's Property Management Section that the South County facility has been inspected and assessed as of 4/15/2012 for feasible corrections.</p> <p>Property Management will provide an update after CEO's review and report which will be provided by June 30, 2012</p> |
| | <p>There are only five accessible spaces, for number of parking spaces available.</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>Location and adequate number of accessible spaces as follows:</p> <ul style="list-style-type: none"> 1-25 =1 26-50 =2 51-75 =3 76-100 =4 101-150=5 151-200=6 201-300=7 | |

South County Office, Lakewood, CA

| Facility Element | Findings | Corrective Action | Action Plan |
|---------------------|---|---|--|
| | There is no van-accessible space and there is no van accessible access aisle. | 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 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) | The Los Angeles County Chief Executive Office (CEO) notified LADCF's Property Management Section that the South County facility has been inspected and assessed as of 4/15/2012 for feasible corrections. Property Management will provide an update after CEO's review and report which will be provided by June 30, 2012. |
| | Two of the accessible spaces are too narrow at 18' x 8'8" and 18' x 8' 7½". | Length of parking space shall be at least 18" long, 9' wide. (CA T24 1129B.31, ADA 4.6.3) | |
| | Accessible ramp is steep at 11%, 9% and 7.4%. Handrails on ramp are too low at 32". | Slope of ramp does not exceed 1:12 (8.3% slope). (CA T24 1127B.5.3, ADA 4.8.2) p 155 Handrail is mounted 34" to 38" above ramp. (CA T24 1133B.5.5.1, ADA 4.8.5(5)) p 146 | |
| <u>Client Lobby</u> | Lobby counter is too high 40". Directional and Informational Signage are not in threshold languages. | Height of accessible tables or counters is between 28" – 34" from floor finish. (CA T24 1122B.4, ADA 4.32.4) p 388 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 | |

South County Office, Lakewood, CA

| Facility Element | Findings | Corrective Action | Action Plan |
|----------------------------|--|--|---|
| Drinking Fountain | Drinking fountain is too high at 37". | 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 | The Los Angeles County Chief Executive Office (CEO) notified LADCF's Property Management Section that the South County facility has been inspected and assessed as of 4/15/2012 for feasible corrections. |
| | Drinking fountain protrudes into walk way too far. | Protruding objects in alcoves can not project more than 4" into walls, corridors, passageways, or aisles. (CA T24 1117B.1.3) p 232 | Property Management will provide an update after CEO's review and report which will be provided by June 30, 2012 |
| Public Telephone | Public pay phone is not accessible. | If there are one or more single units, one or at least 50% of telephone unit(s) per floor must be accessible (CA T24 1117B.2.1, ADA 4.3.1) p 271 | |
| Men's Restroom | Force to open door is excessive at 15 lbs. | Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11 (2)(a) & (B) p 207 | |
| Women's Restroom | Force to open door is excessive at 20 lbs. | Force to open door, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b) p 207 | |
| Compton East Office | | | |
| Facility Element | Findings | Corrective Action | Action Plan |
| Entrance Gate | The floor landing upon entering the gate entrance is uneven with open holes. | Walks and Sidewalks shall have a continuous common surface not interrupted by steps or abrupt level changes exceeding 1/2" CA T24 1133B.7.1.) (ADA 4.3.8.) p 167 | The Los Angeles County Chief Executive Office (CEO) notified LADCF's Property Management Section that the Compton East facility has been inspected and assessed as of 4/15/2012 for feasible corrections. |
| Main Entrance | No accessible signage at main entrance | 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 | Property Management will provide an update after CEO's review and report which will be provided by June 30, 2012. |
| Unisex Restroom | Force to open door is excessive at 22 lbs. | Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, | |

ADA 4.13.11(2)(a) & (b) p 207

| West Los Angeles Office | | | |
|-------------------------|--|--|---|
| Facility Element | Findings | Corrective Action | Action Plan |
| Main Entrance | Ramp slope to entrance is too steep at 9.1%. | Slope of ramp does not exceed 1:12 (8.3% slope). (CA T24 1127B.5.3, ADA 4.8.2) p 155 | The Los Angeles County Chief Executive Office (CEO) notified LADCF's Property Management Section that the West Los Angeles facility has been inspected and assessed as of 4/15/2012 for feasible corrections. |
| | No accessible signage at main entrance. | 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 | Property Management will provide an update after CEO's review and report which will be provided by June 30, 2012. |
| Men's Restroom | Accessible signage is too high at 62". | 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 | |
| | Force to open first door is excessive at 18 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 | |
| | Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b) p 207 | | |

| West Los Angeles Office | | | |
|-------------------------|--|---|--|
| Facility Element | Findings | Corrective Action | Action Plan |
| <u>Women's Restroom</u> | Accessible signage is 100 high at 62 1/2". | 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 117B.5.1, ADA 4.30.4) p 282 | The Los Angeles County Chief Executive Office (CEO) notified LADCF's Property Management Section that the West Los Angeles facility has been inspected and assessed as of 4/15/2012 for feasible corrections. Property Management will provide an update after CEO's review and report which will be provided by June 30, 2012. |
| | Force to open first door is excessive at 18 lbs. | Force to pen doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b) p 207 | |

VI. Documentation of Applicant/Recipient Case Records
Corrective Actions

| Areas of Action | Findings | Corrective Action | Action Plan |
|---|---|--|---|
| <p>Documentation of Interpreter signed confidentiality statement</p> | <p>None found in case sample.</p> | <p>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. Div. 21-116.24</p> | <p>Management will be instructed to review case records to ensure consent for the release of information is obtained on the LADCF's "Interpreter Usage and Consent for Release of Information Form" from each client when individuals other than employees are used as interpreters and that information will be documented in the case record. Memo will be sent by: June 30, 2012</p> |
| <p>Documentation of primary language</p> | <p>None found in case sample.</p> | <p>Each agency shall ensure that case record identification shows the applicants/recipient's ethnic origin and primary language. Div. 21-201.21</p> | <p>Management will review case records for inclusion of the applicant's ethnic origin and primary language as indicated by client on the LADCF's "Primary Language Designation Form". Memo will be sent by: June 30, 2012</p> |
| <p>Documentation that bilingual services were provided</p> | <p>Documentation of providing bilingual services was inconsistent. Some workers used DCFS Form 485 and made comments in CWS-CMS case narrative, and other workers only used the DCFS 485.</p> | <p>Document the method used to provide bilingual services, e.g., assigned worker is bilingual, other bilingual employee acted as interpreter, volunteer interpreter was used, or client provided interpreter</p> | <p>LADCF's Procedural Guide 0070-501.10 reflects the requirements of All County Letter (ACL) No. 08-65, Documentation Of Interpretive Services. The Procedural Guide is applicable to all new and existing referrals and cases.</p> <p>When the Child Protection Hotline interviews a caller they ask the caller what language each Person involved with the referral speaks. The information is documented in his/her ID Page in their respective CWS/CMS client notebook by selecting the correct language from the drop-down menu</p> <p>During the initial face-to-face contact with the family the Children's Social Worker is responsible to complete the LADCF's 485 "Primary Language Designation Form" and update the Client Notebook if necessary, to reflect the correct language information.</p> |

| Areas of Action | Findings | Corrective Action | Action Plan |
|-----------------|----------|---|--|
| General | | LADCFs must insure that proper documentation is kept in the file that identifies all the required elements to ensure compliance. Div. 21-116 | LADCFs will send a memo to Management informing them to provide instructions to staff, that proper documentation must be provided in the client case records to identify all the required elements of the case to ensure compliance Memo will be sent by: June 30, 2012 |
| | | | Management will be instructed to review case records to ensure documentation of files occurred Memo will be sent by: June 30, 2012 |

Corrective Actions

VII. STAFF DEVELOPMENT AND TRAINING

| Training Area | Findings | Corrective Action | Action Plan |
|---|--|--|---|
| Division 21, Civil Rights Training | Eight out of sixteen staff interviewed did not remember receiving continued Civil Rights Training. Staff interviewed did not know the court policy regarding a client' rights and procedure to file a discrimination complaint. | LADCFs shall ensure that employees receive Division 21 civil rights training at the time of orientation, as well as ongoing training to ensure that public contact staff has knowledge of Division 21, including familiarization with the discrimination complaint process. Div. 21-117.1 | LADCFs will develop and post a hyperlinked version of Division 21 Policy (including and highlighting the discrimination complaint process) to insure ease of access and review by the staff. In addition, in consultation with DCFs Employee Relations, Civil Rights Section, development of a brief e-learning review will be explored to insure key aspect of the policy are noted and confirmed by staff Completion by August 1, 2012 |
| MEPA Training for Children's Social Workers | Five of sixteen staff interviewed stated they did not receive MEPA training or were not aware of what it was? | LADCFs shall ensure that CSWs 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 CSW staff receive MEPA Training as part of their required Core Training. Additionally and as part of upcoming training for Emergency Response and Continuing Services staff and associated with placement practice portions of training, MEPA reference and policy will be discussed, highlighted and trained. This training package of will be implemented by July 1, 2012. |

VIII. DISCRIMINATION COMPLAINT PROCEDURES

Corrective Actions

| Element | Findings | Corrective Action | Action Plan |
|--|---|---|--|
| <p>Discrimination Process</p> | <p>Twelve out of the sixteen staff interviewed were not able to differentiate between the tree different types of complaints.</p> | <p>LADCFs shall ensure staff have knowledge of the discrimination complaint process and are able to differentiate it from other complaint processes. Div. 21-117.1 and 21-2-0</p> | <p>LADCFs Training Division is the process of developing Division 21 training for staff that will include familiarization with the discrimination complaint process. Completion by July 1, 2012</p> |
| <p>Civil Rights Coordinator</p> | <p>Twelve out of the sixteen staff interviewed did not know who the Civil Rights Coordinator was.</p> | <p>LADCFs 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</p> | <p>A memo informing staff of the location of the information will be distributed to all staff. Completion date: June 30, 2012</p> |