



CDSS

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STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
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EDMUND G. BROWN JR.
GOVERNOR

August 31, 2011

Lori Jones, Director
Alameda County Social Services Agency
2000 San Pablo Ave., 4th Floor, Suite #445
Oakland, CA 94612

Dear Ms. Jones:

I want to take this opportunity to thank you and your staff for the cooperation and assistance provided the reviewer from our office during the course of the Civil Rights Compliance Review of October 25-29, 2010. Enclosed is the final report on the review. We apologize for the delay.

There are some compliance issues (deficiencies) identified in the report, which will require the development of a corrective action plan (CAP). Please submit your CAP within sixty days of this letter. Please address each deficiency and include steps and time lines for the completion of all corrective actions and recommendations listed in the attached report.

We will provide a copy of our report to any individual who makes a valid Public Records Act (PRA) request. Our reports are considered public documents under the PRA. Once we approve your CAP, it becomes a public document as well. Per the Governor's Executive Order S-08-09, all compliance reviews (and corresponding CAPs) performed after January 1, 2008, will be posted on the state's Reporting Government Transparency website.

If you need technical assistance in the development of your CAP, please feel free to contact the Civil Rights Bureau at (916) 654-2107. You may also contact us by e-mail at crb@dss.ca.gov.

Sincerely,

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

Enclosure

c: Darlene Brooks, Civil Rights Coordinator

Linda Patterson, Branch Chief
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Mike Papin, Chief
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**CIVIL RIGHTS COMPLIANCE REVIEW REPORT
FOR
Alameda County Social Services Agency
Conducted on October 25-29, 2010**

**California Department of Social Services
Human Rights and Community Services Division
Civil Rights Bureau
744 P Street, M.S. 8-16-70
Sacramento, CA 95814
(916) 654-2107**

Reviewer

Elsa Garcia

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CIVIL RIGHTS COMPLIANCE REVIEW REPORT

I. INTRODUCTION

The purpose of this review by the California Department of Social Services (CDSS) Civil Rights Bureau (CRB) staff was to assess the Alameda County Social Services Agency with regard to its compliance with CDSS Manual of Policies and Procedures (MPP) Division 21 Regulations, and other applicable state and federal civil rights laws.

An on-site compliance review was conducted on October 25-29, 2010. An exit interview was held to review the preliminary findings.

The review was conducted in the following locations:

Name of Facility	Address	Programs	Non-English languages spoken by a substantial number of clients (5% or more)
Broadway Office	401 Broadway Oakland , CA	Children & Family Services	Spanish (In Family Reunification)
Enterprise Office	8477 Enterprise Way Oakland, CA	CalFresh & CalWorks	Spanish & Vietnamese
Livermore Office	3311 Pacific Ave Livermore	CalFresh & CalWorks	Spanish

II. SUMMARY OF METHODOLOGY

In preparing for this review, CDSS staff completed the following tasks:

- Reviewed the 2009-2010 Civil Rights Compliance Plan submitted by the County.
- Reviewed the civil rights discrimination complaint database for a complete listing of complaints filed against the County for the last year.
- Reviewed the previous Compliance Reviews and Corrective Action Plans submitted by the county.

Headquarters and on-site review procedures included:

- Interviews of public contact staff

- Survey of program managers
- Case file reviews
- Facility inspections

Each site/program was reviewed for compliance in the following areas:

- Dissemination of Information
- Facility Accessibility for Individuals with Disabilities
- Bilingual Staffing/Services for Non-English-Speaking Clients
- Accessibility for Clients with Visual or Hearing Impairments
- Documentation of Client Case Records
- Staff Development and Training
- Discrimination Complaint Procedures

Here is a summary of the sources of information used for the review:

Interviews Conducted of Public Contact Staff

Classifications	Total	Bilingual
Eligibility Workers	9	5
Children Social Workers	5	5
Receptionist/Screeners	2	2
Total	16	12

Program Manager Surveys

Number of surveys distributed	5
Number of surveys received	5

Reviewed Case Files

English speakers' case files reviewed	16
Non-English or limited-English speakers' case files reviewed	79
Languages of clients' cases	Spanish, Tagalog, Chinese, Cantonese, Vietnamese, Russian, Portuguese

Sections III through VIII of this report contain specific Division 21 civil rights requirements and present field review findings regarding the county's compliance with each requirement. The report format first summarizes each requirement, then the actual review team findings, including appropriate comparisons. This format is an effort to validate the application of policies and procedures contained in the annual plan. Required corrective actions are stated at the end of each section.

Section IX reviews the county's compliance plan, and provides either approval of the plan as submitted, or lays out additional information to be submitted to gain approval.

Section X of the report is reserved for a declaration of overall compliance.

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.

A. Findings

Access to Services, Information and Outreach	Yes	No	Some-times	Comments
Does the county accommodate working clients by flexing their hours or allowing applications to be mailed in?	X			Business hours are 8:30 a.m. - 5:00 p.m., however the Enterprise and Livermore offices remain open until 6:00 p.m. Applications can be mailed in as well.
Does the county have extended hours to accommodate clients?	X			Special arrangements can be made on case by case basis. For Children Welfare Services there is a 24 hour hotline.
Can applicants access services when they cannot go to the office?	X			Clients can access by mail, fax, email, telephone, and online using Benefits CalWIN.
Does the county ensure the awareness of available services for individuals in remote areas?	X			Through outstation offices, resource fairs, health fairs, the internet, and community based organizations.

Signage, posters, pamphlets	Yes	No	Some-times	Comments
Does the county use the CDSS pamphlet "Your Rights Under California Welfare Programs" (Pub 13)			X	Staff At the Enterprise Office and Livermore Office state that it is provided in packets given to clients. In Children Welfare Services staff state they do not provide to clients.
Is the pamphlet distributed and explained to each client at intake and re-certification?			X	In the CalWORKS & CalFresh Programs the pamphlet is explained at intake and re-certification. However, In Children Welfare Services, two staff state that they do not give it out and two state it is handed out during an orientation.
Is the current version of Pub 13 available in Arabic, Armenian Cambodian, Chinese, English, Farsi Hmong, Japanese, Korean, Lao Mien, Portuguese, Punjabi, Russian Spanish, Tagalog, Ukranian, Vietnamese?	X			
If the PUB 13 is not displayed in all the languages available, is there a poster that indicates that the Pub 13 is available in all 18 languages?	X			
Was the Pub 13 available in large print (English and Spanish), audiocassette and Braille?		X		At the 401 Broadway and Livermore Offices the Pub 13 was not available in the audio format.
Were the current versions of the required posters present in the lobbies?		X		At the Enterprise and Livermore Offices, the Pub 86 posted was not current and had old revision dates (10/01 & 01/05).

Signage, posters, pamphlets	Yes	No	Some-times	Comments
Did the workers know the location of the required posters with the Civil Rights Coordinator's name and address?		X		Of all the staff interviewed seven were not aware of the location of the required posters.
Were there instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking clients translated into appropriate languages?		X		At the Enterprise and 401 Broadway Offices, there were instructional and directional signs that were not translated into threshold languages.

B. Corrective Actions

Informational Element	Corrective Action Required
Distribution of CDSS' Pub 13	Alameda County Social Services Agency <u>shall ensure that the Pub 13 pamphlet, "Your Rights Under California Welfare Programs" is both given and explained to program participants in all of the programs for which CDSS has oversight responsibility. Div. 21-107.221</u>
Auxiliary aids	Alameda County Social Services Agency <u>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</u>
Posters	Alameda County Social Services Agency <u>shall ensure that the most current version of posters on nondiscrimination provided by CDSS and USDA are prominently displayed in all waiting areas and reception rooms. Div. 21-107.211</u>
Directional signage	Alameda County Social Services Agency <u>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</u>

The county is required to use the latest version of each of the referenced documents. For your information, the most recent version for each of the above referenced documents is:

Pub 13	"Your Rights under California Welfare Programs"	Revised: 06/11
	(English available now, all other languages will be available late September).	
English Pub 86	"Everyone is Different, but Equal Under the Law"	03/07
Form AD 475B	"And Justice for All"	12/99

Contact the Civil Rights Bureau to receive the most recent versions, or download the Pub 13 from the CRB website http://www.dss.cahwnet.gov/civilrights/YourRights_498.htm.

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

The Americans with Disabilities Act (ADA) requires public accommodations to provide goods and services to people with disabilities on an equal basis with the rest of the general public. The goal is to afford every individual the opportunity to benefit from the services available. The federal regulations require that architectural and communication barriers that are structural must be removed in public areas of existing facilities when their removal is readily achievable; in other words, easily accomplished and able to be carried out without much difficulty or expense.

The facility review is based on four priorities supported by the ADA regulations for planning achievable barrier removal projects. The priorities include ensuring accessible approach and entrance to the facility, access to goods and services, access to restrooms, and any other measures necessary.

Note that the references to the Americans with Disabilities Act Accessibility Guidelines (ADAAG) in the Corrective Action column refer to the federal Standards for Design. Title 24 of California Code and Regulations (T24 CCR) is also cited because there are instances when California state law is stricter than ADAAG specifications.

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.

Regulations cited are from the Title 24, California Code of Regulations (T24 CCR) and ADAAG.

		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
2nd Floor Men's Restroom	<p>No accessible wall signage.</p> <p>Force to open door is excessive at 13 lbs.</p> <p>Pipes under sink are not securely insulated.</p> <p>Soap dispenser is too high at 45".</p>	<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. (CA T24 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>If towel, sanitary napkins, waste receptacles, and other similar dispensing and disposal fixtures are provided, at least</p>

		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
1st Floor Women's Restroom	<p>No accessible signage on wall.</p> <p>Soap dispenser too high at 44".</p>	<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. (CA T24 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>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</p>
2nd Floor Women's Restroom	No accessible wall signage.	<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</p>

		<p>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</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>
	Force to open door is excessive at 9 lbs.	Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b)) p 201
	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
	Soap dispenser is too high at 44".	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

E. Facility Location: 8477 Enterprise Way, Oakland

Facility Element	Findings	Corrective Action
Parking	<p>One of the accessible parking freestanding signs is too low at 68".</p> <p>No "Minimum Fine \$250" signage below the ISA sign.</p> <p>Lengths of accessible spaces are too short 16'.</p> <p>Van access aisle is not on passenger side. See Recommendation below.*</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>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>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>
Main Entrance	<p>Force to open door is excessive at 8 lbs.</p>	<p>Exterior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(A)) p 207</p>
Client Lobby	<p>Pub 86 Poster "Everyone is Different, but Equal Under the Law" is out dated, Rev. 10/01.</p> <p>Pub 13 not available in audio format.</p>	<p>Pub 86 "Everyone is Different, but Equal Under the Law" current Rev. 03/07</p> <p>Pamphlets supplied by CDSS entitled "Your Rights Under California Welfare Programs"</p>

	Directional and informational signage was not translated in threshold languages.	<p>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>
Men's Restroom	<p>Force to open door is excessive at 10 lbs.</p> <p>Pipes under sink are not securely insulated.</p> <p>There is no clear space of 30" wide x 48" deep in front of the urinal.</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>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</p>

	Soap dispenser is too high at 43".	<p>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> <p>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</p>
Women's Restroom	<p>Force to open door is excessive at 10 lbs.</p> <p>Soap dispenser is too high at 45".</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>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</p>

F. Recommendation –

By switching the regular accessible space and Van-accessible space, this would meet access aisle requirement.

C. Facility Location: 3311 Pacific Avenue, Livermore

Facility Element	Findings	Corrective Action
Parking	<p>No "Minimum Fine \$250" signage below the ISA sign.</p> <p>Accessible path of travel does not connect to access aisles.</p>	<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>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>
Main Entrance	No International Sign of Accessibility (ISA) signage on 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
Client lobby	<p>Pub 86 Poster "Everyone is Different, but Equal Under the Law" is out dated, Rev. 01/05.</p> <p>Pub 13 not available in audio format.</p>	<p>Pub 86 "Everyone is Different, but Equal Under the Law" current Rev. 03/07.</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,</p>

		large print, etc.). (Div 21-107.221)
Men's Restroom	Force to open door is excessive at 10 lbs. Paper towel dispenser too high at 46".	Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b)) p 201 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
Women's Restroom	Force to open door is excessive at 8 lbs.	Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b)) p 201

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).

Using this information, a county may determine 1) the number of public contact staff necessary to provide bilingual services, 2) the manner in which they can best provide interpreter services without bilingual staff and 3) the language needs of individual applicants/recipients. Counties must employ an appropriate number of certified bilingual public contact employees in each program and/or location that serves a substantial number of non-English-speaking persons. In offices where bilingual staff are not required because non-English-speaking persons do not represent a substantial number, counties must provide effective bilingual services through interpreter or other means.

Counties must also provide auxiliary aids and services, including Braille material, taped text, qualified interpreters, large print materials, telecommunication devices for the deaf

(TDD's), and other effective aids and services for persons with impaired hearing, speech, vision or manual skills. In addition, they must ensure that written materials be available in individuals' primary languages when the forms and materials are provided by CDSS, and that information inserted in notices of action (NOA) be in the individuals' primary language.

A. Findings from Program Manager Surveys, Staff Interviews and Case File Reviews

Question	Yes	No	Some-times	Comments
Does the county identify a client's language need upon first contact? How?	X			Clients are asked at first point of contact about their language need.
Does the county use a primary language form?			X	In CalFresh & CalWORKS they use the Form 50-85 Language Preference Form. In Children Welfare Services they do not use a form.
Does the client self-declare on this form?	X			
Are non-English- or limited- English-speaking clients provided bilingual services?	X			
After it has been determined that the client is limited-English or non-English speaking, is there a county process for procuring an interpreter?	X			Clients are assigned to County bilingual workers if available. If no bilingual worker available in client's language, staff can request for interpreter services through Tele- Interpreter Language Services.
Is there a delay in providing services?		X		
Does the county have a language line provider, a county interpreter list, or any other interpreter process?	X			Bilingual workers and/or Tele Interpreter Language Services.
Are county interpreters determined to be	X			County bilingual workers must pass testing process to be

Question	Yes	No	Some-times	Comments
competent?				certified through Human Resources.
Does the county have adequate interpreter services?	X			Although, there are adequate interpreter services. I learned through the interviews that staff feels they could use more bilingual workers in house, specifically at the Livermore Office.
Does the county allow minors to be interpreters? If so, under what circumstances?		X		
Does the county allow the client to provide his or her own interpreter?	X			The county encourages the use of County bilingual interpreters, but if client prefers using their own they will allow.
Does the county ensure that the client-provided interpreter understands what is being interpreted for the client?	X			Clients and their interpreter must sign the Language Preference Form 50-85.
Does the county use the CDSS-translated forms in the clients' primary languages?	X			
Is the information that is to be inserted into NOA translated into the client's primary language?	X			
Does the county provide auxiliary aids and services, TDD's and other effective aids and services for persons with impaired hearing, speech, vision or manual skills, including Braille material, taped text, large		X		At the Livermore and 401 Broadway Offices, they did not have the audio format of the Pub 13.

Question	Yes	No	Some-times	Comments
print materials (besides the Pub 13)?				
Does the county identify and assist the client who has learning disabilities or a client who cannot read or write?	X			Staff interviewed that they would assist the client by reading and explaining forms to them to ensure they understand.
Does the county offer screening for learning disabilities?	X			Only in the CalWORKS program.
Is there an established process for offering screening?	X			
Is the client identified as having a learning disability referred for evaluation?	X			

B. Corrective Actions

Area of Findings	Corrective Actions
Auxiliary Aids	Alameda County Social Services Agency 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

C. Recommendation

Although the data from our case reviews indicated that workers satisfactorily complied with regulations dealing with interpretive services and limited English proficient (LEP) clients, it is noteworthy that we have received several discrimination complaints in the last year from

Karen, Tamil and Singhalese speakers in Alameda County. We urge the county to reexamine their LEP protocols for workers, and retrain/remind them of their obligations when dealing with LEP clients.

VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

Counties are required to ensure that case records document applicant's/recipient's ethnic origin and primary language, the method used to provide bilingual services, information that identifies an applicant/recipient as disabled, and an applicant's/recipient's request for auxiliary aids and services.

A. Findings from Case File Reviews and Staff Interviews

Documented Item	Children's Services	CalWORKs	CalFresh
Ethnic origin documentation	ERR, Intake Form, 32-13, CWS-CMS	SAWS1, A 1	SAWS1, A 1
Primary language documentation	Conference summary	SAWS1, Form 50-85	SAWS1, Form 50-85
Method of providing bilingual services and documentation	Narrative, In some cases it was not noted how bilingual services were provided.	CalWIN, In some cases it was not noted how bilingual services were provided.	CalWIN, In some cases it was not noted how bilingual services were provided.
Client provided own interpreter	No Documentation found	Yes in CalWIN notes	Yes in CalWIN notes
Method to inform client of potential problem using own interpreter	No Documentation found	Form 5085	Form 50-85
Release of information to Interpreter	No Documentation Found	Form 5085	Form 5085

Documented Item	Children's Services	CalWORKs	CalFresh
Individual's acceptance or refusal of written material offered in primary language.	No Documentation found	Form 5085	Form 5085
Documentation of minor used as interpreter	None found in case sample	None found in case sample	None found in case sample
Translated notice of actions (NOA) contain translated inserts?	Yes	Yes	Yes
Method of identifying client's disability	None found in case sample	SOF	SOF
Method of documenting a client's request for auxiliary aids and services	None found in case sample	None found in case sample	None found in case sample

B. Corrective Actions

Areas of Action	Corrective Action
Documentation if client provided own interpreter	When applicants/recipients provide their own interpreter, the CWD shall ensure that the applicants/recipients are informed of the potential problems for ineffective communication. The CWD shall document in the case record that the applicants/recipients were so informed. Div. 21-116.23
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

Areas of Action	Corrective Action
	be so documented. Div. 21-116.24
Documentation of primary language	Each agency shall ensure that case record identification shows the applicant's/recipient's ethnic origin and primary language. Div. 21-201.21
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 used, or client provided interpreter. Div. 21-116.22
General	<p>4. Alameda County Social Services Agency must ensure that proper documentation is kept in the file that identifies all the required elements -the following to ensure compliance with Division 21 Regulations (Div.21 21-116): [Erika: I think these CAs should reflect the categories above.]</p> <p><u>to ensure compliance.</u> <u>Div. 21-116</u></p>

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.

A. Findings

Interview questions	Yes	No	Some-times	Comments
Do employees receive continued Division 21 Training?	X			
Do employees understand				There were several staff

the county policy regarding a client's rights and procedure to file a discrimination complaint?		X		interviewed who did not know the procedure to file a discrimination complaint.
Does the county provide employees Cultural Awareness Training?	X			
Do the CSW's have an understanding of MEPA (Multi-Ethnic Placement Act)?		X		One out of four staff stated they did not know or receive MEPA training.
Do the employees seem knowledgeable about the predominant cultural groups receiving services in their area?	X			Staff interviewed state the receive training every other year.

B. Corrective Actions

Training Area	Corrective Action
Division 21, Civil Rights Training	Alameda County Social Services Agency 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
MEPA Training for Children's Social Workers	Alameda County Social Services Agency 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)

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.

A. Findings from Staff Interviews and Program Manager Surveys

Interview and review areas	Yes	No	Some-times	Findings
Can the employees easily identify the difference between a program, discrimination, and a personnel complaint?		X		Not all staff interviewed were able to differentiate the difference between complaints.
Did the employees know who the Civil Rights Coordinator is?		X		None of the Children Welfare Services staff knew the name of the Civil Rights Coordinator.
Did the employees know the location of the Civil Rights poster showing where the clients can file a discrimination complaint?		X		None of the Children Welfare Services staff knew the location of the Civil Rights poster.
When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date?	X			

B. Corrective Action

Element	Corrective Action
Discrimination Process	Alameda County Social Services Agency 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
Civil Rights Coordinator	Alameda County Social Services Agency 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

C. Observation

Over the past 5 years we have received very few discrimination complaints from Alameda Social Services Agency, and this was discussed during the Exit conference. The process for incoming complaints was reviewed. The Civil Rights Coordinator said that they use a process in which a staff member reviews and sorts the complaint accordingly to its type. Complaints that are not true discrimination complaints but are customer service and personnel complaints are resolved through program managers. Any program complaints are forwarded to state hearings.

As a part of this review, CDSS requests a copy of the written procedures for handling complaints as described by the Civil Rights Coordinator above.

IX. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL

The Alameda County Social Services Agency Civil Rights Compliance Plan for the period 2009 through 2010. It is approved as submitted.

X. CONCLUSION

The CDSS reviewer found the Alameda County Social Services Agency staff warm, welcoming, informative and very supportive. Particular thanks to Darlene Brooks, Civil Rights Coordinator, for organizing the details of the review. In each District Office, staff were very helpful with the facility reviews, case reviews, and computer assistance.

The CDSS found the Alameda County Social Services Agency in partial compliance with CDSS Division 21 Regulations, and other applicable state and federal laws. The Alameda County Social Services Agency must remedy the deficiencies identified in this report by taking corrective actions. A corrective action plan must be received by CDSS within 60 days of the date of the cover letter to this report; and the plan must include a schedule of all actions that will be taken to correct the deficiencies, and an indication of who will be responsible for implementing the corrective action.

County staff continues to reflect a commitment similar to that expressed by management with respect to ensuring access, assistance, and compliance.

It is our intent that this report be used to create a positive interaction between the county and CDSS in identifying and correcting compliance violations and to provide the county with an opportunity to implement corrective action to achieve compliance with Division 21 regulations. Civil Rights staff is available to provide technical assistance as requested.