



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

June 15, 2012

Nadine Della Bita, Interim Director
Modoc County Department of Social Services
120 North Main Street
Alturas, CA 96101

Dear Ms. Della Bita:

This letter is to advise you that the Corrective Action Plan you submitted on May 23, 2011 in response to the results of our October 6, 2010 Civil Rights Compliance Review is approved. We apologize for the delay.

We will be monitoring the implementation of your corrective action items through your Civil Rights Coordinator.

If you have any questions, please contact Cindy Guzman, consultant at (916) 654-2117. You may also contact your consultant by e-mail at cindy.guzman@dss.ca.gov.

Sincerely,

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

c: Nancy Bicondoa, Civil Rights Coordinator

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

MAY 27 2011

Modoc County Department of Social Services

PAULINE CRAVENS
Director/Public Guardian
May 23, 2011

120 North Main Street
Alturas, California 96101-4045

PHONE (530) 233-6501
FAX (530) 233-2136

California Department of Social Services
Human Rights and Community Services Division
Civil Rights Bureau
744 P Street, M.S.. 8-46-70
Sacramento, CA 95814

Re: Civil Rights Compliance Review
Corrective Action Plan 2010

This letter is in response to the Civil Rights Compliance Review that was conducted at Modoc County Department of Social Services on October 6th, 2010.

III. DISSEMINATION OF INFORMATION

Corrective Actions

A. Facility located at 120 S Main Street is a separate county department and is being addressed by the program manager of the facility.

Facility Location: 120 S Main Street, Alturas, CA 96101

FACILITY ELEMENT	CORRECTIVE ACTION REQUIRED
Parking	Please see attached letter from Cal Works
Entrance	"
Client Lobby	"
Unisex Restroom	"

IV. Facility accessibility for individuals with disabilities

B. Facility Location: 120 N Main Street, Alturas, CA 96101

Parking-Privately Owned	Corrective Action
No "unauthorized parking" signage	We have the correct signage and it will be installed.

Minimum Fine Signage	Sign has been installed
Freestanding Sign	Sign has been raised to 80" minimum
Parking Lot Spaces	Due to inclement weather, painting cannot be completed at this time. It is scheduled to be completed this summer. Wheelchair signage in lot will be repainted 36' by 36', white on blue when the rest of the parking lot is completed. Length of parking space will be at least 18' long, 9' wide. Access aisles will be 18' long and 5' wide and 18' by 8' for van spaces.
Unisex Restroom	Accessible signage is already in place on the door and adjacent wall
	Pipes under sinks have been insulated.
	Toilet protectors have been moved and are at the correct height.
	Mirrors are at 38"
	Paper towel dispenser is at 38".

VIII. Discrimination Complaint Procedures:

B. Corrective Action

Our annual Division 21 Civil Rights Training was held on May 19, 2011. The employees are all able to identify the difference between a program discrimination and a personnel discrimination complaint.

If you have any further questions or concerns, please do not hesitate to contact me at (530) 233-6501.

Sincerely,



Pauline Cravens, Director

MODOC COUNTY CalWORKs EMPLOYMENT PROGRAM

Warner Square - 120-B South Main Street - Alturas, California 96101
(530) 233-6428 - FAX (530) 233-6240

Elias Fernandez, Jr.
Program Coordinator

Diane Fogle
Program Manager



April 19, 2011

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

RE: CIVIL RIGHTS COMPLIANCE REVIEW – FOR MODOC COUNTY DEPARTMENT OF SOCIAL SERVICES CONDUCTED ON OCTOBER 6, 2010

Dear Ms. Guzman:

This letter identifies and addresses the areas of deficiencies specific to Facility (A) 120 S. Main Street, Alturas, CA 96101, also identified as CalWORKs/Welfare to Work Program in the review document dated October 6, 2010.

Currently the CalWORKs/Welfare to Work Program is planning on leasing a new site effective July 1, 2011. The new site address is, 403 S. Main Street, Alturas, CA 96101. The new site plans take into consideration the deficiencies noted to parking, entrance, client lobby, and unisex bathroom. The Builder's Book, Inc. Accessibility Details from the October 6, 2010 review will be utilized throughout the new site improvements for ADA accessibility and compliance. Implementation, planning and oversight shall be provided by Diane Fogle.

The findings from the October 6, 2010 review should be corrected by September 1, 2011. Desired results will provide ease of access and accessibility for individuals with disabilities and bring compliance for the CalWORKs/Welfare to Work Program.

If you have any questions, please do not hesitate to contact me at (530) 233-6428.

Sincerely,

Diane Fogle

Program Manager
Modoc County
CalWORKs Employment Program