



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

May 17, 2012

Randolph F. Snowden, Director  
Napa County Health & Human Services Agency  
2261 Elm Street, Bldg P  
Napa, CA 94559-3721

Dear Mr. Snowden:

This letter is to advise you that the Corrective Action Plan you submitted in response to the results of our November 15-18, 2010 Civil Rights Compliance Review is approved.

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

If you have any questions, please contact Elsa Garcia (consultant) at (916) 654-2110. You may also contact your consultant by e-mail at [elsa.garcia@dss.ca.gov](mailto:elsa.garcia@dss.ca.gov).

Sincerely,

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

c: Ginger Fisher-Hubbard , 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

**Napa County**  
**2010 CDSS Civil Rights Compliance Review**  
**Findings and Corrective Action Plan**

<b>Location: 900 Coombs Street</b>				
<b>Element</b>	<b>Finding</b>	<b>Corrective Action</b>	<b>Date</b>	<b>Responsible for Implementation</b>
Men's Restroom	Force to open door is excessive at 16lbs	Exterior and interior door will have 5lbs maximum pressure	7/1/12	Napa County Property Management/Public Works
	Door Signage is too high – above 60inches.	Door sign and wall sign shall be 60" above the floor to the center line of the sign	7/1/12	Napa County Property Management/Public Works
Woman's Restroom	Force to open door is excessive at 13lbs	Exterior and interior door will have 5lbs maximum pressure	7/1/12	Napa County Property Management/Public Works
	Door Signage is too high – above 60inches.	Door sign and wall sign shall be 60" above the floor to the center line of the sign	7/1/12	Napa County Property Management/Public Works

<b>Location: 650 Imperial</b>				
<b>Element</b>	<b>Finding</b>	<b>Corrective Action</b>	<b>Date</b>	<b>Responsible Party</b>
Parking	There is no "Unauthorized Parking" signage at the entrance to off street	Additional sign shall be posted in 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" min 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 ____.	Letter requested from Property Owner (JHL) to submit by 5/31/12	Property Owner (JHL)

Entrance(s)	No ISA signage on main entrance and rear entrance.	A sign with the international symbol of accessibility shall be at every major junction indicating the direction along or to accessible features.	7/1/12	Napa County Property Management/Public Works
Men's Restroom	Wall accessible signage was not located adjacent to latch outside door.	Door sign and wall sign shall be 60" above the floor to the center line of the sign. For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including double leaf doors, the sign shall be placed on nearest adjacent wall preferably on the right.	7/1/12	Napa County Property Management/Public Works
	Force to open door is excessive at 15lbs	Interior and exterior door will have 5lbs maximum pressure	7/1/12	Napa County Property Management/Public Works
Client Lobby	Publication 13 was not available in large print of Braille at reception desk.	Pub 13 will 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.	4/19/12	ORD Division/ Civil Rights Coordinator

**Location: 2261 Elm Street**

Element	Finding	Corrective Action	Date	Responsible Party
Parking	There is no "Unauthorized Parking" signage at entrance to off street.	Additional sign shall be posted in conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space. Sign shall be 17" by 22" min in size with lettering 1" min 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 _____."	7/1/12	Napa County Property Management/Public Works

	<p>Accessible signs do not have the "Minimum Fine \$250" signage below the ISA sign</p>	<p>For both posted and wall mounted signage, additional language on symbol sign and an additional sign below symbol sign shall state "Minimum Fine \$250.00"</p>	<p>7/1/12</p>	<p>Napa County Property Management/Public Works</p>
	<p>Ramp slope to main entrance is too steep at 10%</p>	<p>Slope of ramp does not exceed 1:12 (8.3% slope).</p>	<p>Task being added to CIP. Short term accomodation will be to schedule individuals needing accessible entrance at alternative sight (650 Imperial Way)</p>	<p>Napa County Property Management/Public Works to be submitted Fiscal Year 2013-2014 Capital Improvement Project Budget Request</p>
<p>Main Entrance</p>	<p>No ISA signage on main entrance</p>	<p>A sign with the ISA shall be at every primary entrance and every major junction indicating the direction along or to accessible features.</p>	<p>7/1/12</p>	<p>Napa County Property Management/Public Works</p>
<p>Client Interview Room</p>	<p>The smaller client rooms do not have the adequate turn around space.</p>	<p>Wheelchair turning space is min space for a wheelchair to turn 180 degrees in a 60" diameter or T-shape space.  NOTE: Designating the larger interview room as accessible with the ISA signage will meet the requirements, and the needs of clients who are in a wheelchair or have a need for accessibility.</p>	<p>add ADA (blue) sign in larger interview room by 7/1/12</p>	<p>Napa County Property Management/Public Works</p>

Drinking fountain	Fountain does not have minimum knee space of 27" from floor	The clear knee space between the bottom of the apron and the floor or ground is not less than 27" in height, 30" in width and 8" in depth	Task added to CIP. Short term accommodation will be to add accessible signage to accessible fountain by 7/1/12	Napa County Property Management/Public Works to be submitted Fiscal Year 2013-2014 Capital Improvement Project Budget Request
Men's Restroom	Urinal is too high at 19"	Rim height shall be a maximum of 17" in height above the floor. Urinals: where there are urinals provided, at least one 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" max under the urinal if the urinal has 9" min toe clearance from the floor to the urinals bottom.	Task will be added to CIP. Accessible signage will be added to accessible stall by 7/1/12.	Napa County Property Management/Public Works to be submitted Fiscal Year 2013-2014 Capital Improvement Project Budget Request
	Toilet seat protectors are too high at 43"	If towel, sanitary napkins, waste receptacles, and other similar dispensing and disposal fixtures are provided, at least once of each type is located with all operable parts, including coin slots, at a maximum height of 40"	7/1/12	Napa County Property Management/Public Works
	Waste receptacle is too high at 42"		7/1/12	Napa County Property Management/Public Works