



CDSS

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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

October 23, 2012

Kathy Gallagher, Director
Santa Barbara County Department of Social Services
234 Camino del Remedio
Santa Barbara, CA 93110

Dear Ms. Gallagher:

This letter is to advise you that the Corrective Action Plan you submitted on July 6, 2011 in response to the results of our November 2, 2010 Civil Rights Compliance Review is not approved at this time. As you remember, your Corrective Action Plan requested a waiver to three citations that are not meeting the ADA and California Code requirements. In order to grant a waiver of the code, we need a detailed justification from you that includes the citation to be waived, the legal/code justification for the waiver, and an explanation of why you consider the corrective action being cost prohibitive. Please include specific estimated cost figures for each citation.

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

We apologize for our late response regarding this matter.

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

Sincerely,

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

c: Terrie Concellos, Civil Rights Coordinator

Linda Patterson, Branch Chief
CDSS CalFresh Program M.S. 8-9-32

Mike Papin, Chief
CalFresh Policy Bureau M.S. 8-9-32

Marlene Fleming, Chief
Field Operations Bureau M.S. 8-9-32

Brian Tam, Chief
CalFresh Management Operations Section M.S. 8-9-32

Paul Gardes
CalFresh Policy Bureau M.S. 8-9-32

Thuan Nguyen
Refugee Programs Bureau, M.S. 8-8-46

Joe Torres, Office of Civil Rights
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
Western Region

Dominic Pagano, 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 Santa Barbara
DEPARTMENT OF SOCIAL SERVICES

234 Camino del Remedio, Santa Barbara CA 93110-1369 (805) 681-4400 Fax (805) 681-4403

Kathy M. Gallagher
Director

JUL 11 2011

July 6, 2011

Jim Tashima, Acting Chief
Civil Rights Bureau
Human Rights and Community Services Division
Ca. Department of Social Services
744 P Street, M.S. 8-16-70
Sacramento, CA 95814

Dear Mr. Tashima:

In response to the Civil Rights Monitoring Review conducted on November 2-5, 2010 and subsequent Compliance Review Report, Santa Barbara County's Corrective Action Plan is attached.

We would like to thank reviewer Cindy Guzman for her professionalism and courtesy in conducting our review. Should you have any questions regarding our response, please contact Eddie Alanis, Civil Rights Coordinator by phone at (805) 681-4487 or by email at eanis@sbcsocialserv.org.

Sincerely,

Kathy Gallagher
Director

**Civil Rights Compliance Review
Corrective Action Plan
Santa Barbara County Department of Social Services
November 2-10, 2010**

DISSEMINATION OF INFORMATION

All Offices

Element: Signage, Posters, Pamphlets	Corrective Action Required	Response
<p>Translated Pub 13 - 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, Ukrainian, Vietnamese?</p> <p>Finding: The Pub 13 was not available in the lobby at the Santa Barbara Office, and the Pub 13 was not available in Spanish at the Santa Maria Office.</p>	<p>Santa Barbara County shall ensure that the current version of the Pub 13 is available in all languages translated by CDSS and that the available translated versions are given to the clients in their primary language. Div. 21-115.2</p>	<p>Pub 13 is available in the Santa Barbara office and a Spanish version has been provided in the lobby of the Santa Maria office.</p> <p>Reception staff is on a rotational schedule to check the lobby twice daily to ensure that Pub 13 is stocked and available.</p>
<p>Auxiliary aids - Was the Pub 13 available in large print (English and Spanish), audiocassette and Braille?</p> <p>Finding: Santa Maria office staff interviewed did not know if the Pub 13 is available in Braille, large print, audio or in Spanish.</p>	<p>Santa Barbara County 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</p>	<p>All regular reception staff are aware of the availability of the Pub 13 for visually or hearing impaired individuals. All temporary staff has now been informed.</p> <p>Supervisors have been reminded that they must periodically review this information with their units, and that any new worker must be informed of the availability of the information along with the regular orientation they receive.</p>

<p>Posters - Did the workers know the location of the required posters with the Civil Rights Coordinator's name and address?</p> <p>Finding: The posters did not have the current Civil Rights Coordinator information on them in the Santa Barbara office.</p>	<p>Santa Barbara County 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</p>	<p>The AD475B posters in the Santa Barbara office have been revised to display the current Civil Rights Coordinator information on them.</p>
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FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

1. Facility Location: 1100 West Laurel Ave., Lompoc, CA 93436

Element	Finding	Corrective Action Required	Response
<p>Parking</p> <p>There is no additional signage below the disabled symbol sign.</p>	<p>There is no unauthorized parking at entrance to off-street accessible parking.</p>	<p>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 _____. 9CA T24 1129B.5) p. 133</p> <p>For both posted and wall-mounted signage, additional language on symbol sign and an additional sign below the symbol sign shall state</p>	<p>An unauthorized parking sign has been added. Towing/reclaiming information will be added to the sign by 8/15/11.</p> <p>A work order has been submitted to General Services Department to add appropriate signage. Will be completed within 60 days.</p>

<p>Accessible space is too short at 17'</p> <p>Van accessible space too short at 17'</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>Van access aisle shall be 18' X 5' minimum for cars. (CA T24 1129B.4.1 & 2, ADA 4.6.3) p. 135</p>	<p>"Minimum fine \$250." (CA T24 1129B.41) p. 133</p>	<p>By 8/31/11, General Services Department will extend length of parking areas to 18" in order to comply with regulation.</p> <p>By 8/31/11, General Services Department will extend length of parking areas to 18" in order to comply with regulation.</p>
<p>Client lobby</p>	<p>Door pressure on double doors (left door) too high at 12 lbs. and (right door) too high at 11 lbs.</p>	<p>Force to open doors, exterior and interior is 5 lbs. maximum. (CA T24 1133B.2.5, ADA 4.13.11 (2)(a) & (b) p.201</p> <p>Force to open fire door, minimum allowable not to exceed 15 lbs. maximum. (CA T24 1133B.2.5, ADA 4.13.11 (2)(a) & (b) p.201</p>	<p>General Services Department has adjusted door pressure to comply with the 5 lb. maximum.</p>
<p>Men's Restroom</p>	<p>Counter too high at 37"</p> <p>Soap dispenser operable parts too high at 48"</p>	<p>Sink is mounted with a counter or rim no higher than 34". (ADA 4.24.2 & 4.19.2) p. 311, 267</p> <p>If towel, sanitary napkins, waste receptacles and other similar dispensers and disposal fixtures are provided, at least one of each type is located with all operable parts, including coin slots, at a maximum</p>	<p>Moving/lowering countertops with sinks is cost prohibitive.</p> <p>The soap dispenser is already at counter height and cannot be moved away from counter due to possible drip on floor, resulting in safety hazard. By 7/15/11, Facility Division will install a hand sanitizer</p>

		height of 40". (CA T24 1115B.8.3, ADA 4.23.7) p. 269	dispenser that meets the 40" height requirement. Moving/lowering countertops with sinks is cost prohibitive.
Women's Restroom	Counter is too high at 37". Personal hygiene dispenser operable parts, including coin slots too high at 54"	Sink is mounted with a counter or rim no higher than 34". (CA T24 1115B.4.7.1, (ADA 4.24.2) p. 342 If towel, sanitary napkins, waste receptacles and other similar dispensers 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	By 7/31/11, County General Services will lower the dispenser to comply with the 40" height restriction.

2. Facility Location: 2125 S. Centerpointe Parkway, Santa Maria, CA 93455

Facility Element	Finding	Corrective Actions	Response
Parking	No additional signage below the disabled symbol sign.	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"	In order to comply with this regulation, County General Services has added the appropriate signage.
Client Lobby	Pub 13 (Spanish) not in lobby	Current: 03/07/(Div 21-107.221) or 03/10	A Spanish version of Pub 13 has been made available in the Santa Maria office lobby. See response on page 1.
Water Fountain	Drinking fountain is too high at 40".	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	Moving water fountains is cost prohibitive.

<p>Men's Restroom</p>	<p>Door pressure too high at 10 lbs.</p> <p>Soap dispenser too high at operable parts at 51"</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 dispensers 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>	<p>Door pressure has been adjusted to comply with the 5 lb. maximum.</p> <p>The soap dispenser has been lowered to meet the 40" height restriction.</p>
<p>Women's Restroom</p>	<p>Door pressure too high at 8 lbs.</p> <p>Hot water drain pipes not insulated or covered. (left one missing)</p> <p>Soap dispenser at operable part too high at 50".</p> <p>Personal hygiene dispenser operable parts, including coin slots too high at 50"</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 dispensers 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> <p>If towel, sanitary napkins, waste receptacles and other similar dispensers and disposal fixtures are provided, at least one of each type is located with all operable parts,</p>	<p>Door pressure has been adjusted to comply with the 5 lb. maximum.</p> <p>The exposed hot water drain pipe has been insulated/covered.</p> <p>The soap dispenser has been lowered to meet the 40" height restriction.</p> <p>An additional hygiene dispenser that meets the 40" height restriction has been installed.</p>

	including coin slots, at a maximum height of 40". (CA T24 1115B.8.3, ADA 4.23.7) p. 294
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3. Facility Location: 234 Camino del Remedio, Santa Barbara, CA 93110

Facility Element	Finding	Corrective Action	Response
Parking	No additional signage below the disabled symbol sign.	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"	General Services Department will add appropriate signage to comply with this regulation by 9/15/11.
	Accessible space is too short at 17'.	Length of parking space shall be at least 18' long, 9' wide. (CA T24 1129B.3.1, ADA 4.6.3) p. 135	General Services will paint lines to extend parking area from 17' to 18', to be completed by 9/15/11.
	Van-Accessible space is too short measuring at 17'	Access aisles shall be located on the passenger side of a space, and should be a minimum 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)	General Services will paint lines to extend parking area from 17' to 18', to be completed by 9/15/11.
Client Lobby	Accessible Counter too high at 54"	Height of accessible tables or counters is between 28" -34" from floor finish. (CA T24 1122B.4, ADA 4.32.4) p. 388	Both a disabled accessible counter and phone have been installed in client lobby.
	No Pub 13 available in lobby.	Current: 03/07 9Div 21-107.221) or 03/10	Pub 13 is now available in the Santa Barbara office as referenced on page 1.
Water Fountain	Spout is too high at 37 1/2".	The spout is located within 6" of the front edge and 36" of the floor. The water stream is parallel to the front	Moving the water fountain is cost prohibitive.

<p>Men's Restroom</p>	<p>Door sign too high</p>	<p>edge of the fountain. (CA T24 1117B.1.4, ADA 4.15.3) p. 233</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>Facilities Division will lower sign to the 60" requirement by 7/31/11.</p>
<p>Door pressure too high at 9 lbs.</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>General Services Department will adjust door pressure to 5 pounds by 7/31/11.</p>	<p>The exposed drain pipe will be insulated by 7/31/11.</p>
<p>Hot water drain pipes not insulated or covered. (Right one missing)</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>Facilities staff will lower sign to 60" above floor by 7/31/11.</p>	<p>Facilities staff will lower sign to 60" above floor by 7/31/11.</p>
<p>Accessible sign too high.</p>	<p>Door sign and wall sign shall be 60" above the floor to the center line of sign.</p>	<p>Facilities staff will lower sign to 60" above floor by 7/31/11.</p>	<p>Facilities staff will lower sign to 60" above floor by 7/31/11.</p>
<p>Women's Restroom</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>General Services will adjust door pressure to 5 pounds by 7/31/11.</p>
<p>Door pressure too high at 9 lbs.</p>			

PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES

Area of Finding	Finding	Corrective Action Requested	Response
<p>Bilingual Staff - Does the county have adequate interpreter services?</p>	<p>Staff interviewed stated the county has adequate interpreter services; however, CWS managers stated they are having a challenge recruiting bilingual staff per manager survey.</p>	<p>Santa Barbara County shall ensure that a sufficient number of qualified bilingual employees shall be assigned to positions and location serving a substantial number of non-English speaking persons. Div. 21-115.1</p>	<p>The HR Manager will conduct a bilingual staff analysis in CWS by 10/2011. The HR Manager will make recommendations based on the results.</p>

STAFF DEVELOPMENT AND TRAINING

Area of Finding	Finding	Corrective Action Requested	Response
Division 21, Civil Rights Training – Do employees receive continued Division 21 Training?	A few Santa Barbara and Santa Maria workers stated they were not sure if they have had Civil Rights Training.	Santa Barbara County 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	The Staff Development Manager will ensure that Civil Rights training continues to take place at New Employee Orientation and that refresher Civil Rights training will be provided to all staff by June 2012.
Do employees understand the county policy regarding a client's right and procedure to file a discrimination complaint?	A few Santa Maria workers stated they did not understand the county policy regarding a client's rights and procedure to file a discrimination complaint.		The Staff Development Manager will ensure that this subject is highlighted whenever the department does orientation training.
Cultural Awareness Training – Does the county provide employees Cultural Awareness Training?	A few Santa Barbara and Santa Maria workers stated they did not remember having Cultural Awareness Training.	Santa Barbara County shall ensure that all public contact employees receive cultural awareness training to ensure that public contact staff has an understanding of and sensitivity to the various cultural groups in the county's population. Div. 21-117.2	The Staff Development Manager will continue to provide ongoing Cultural Awareness training.

DISCRIMINATION COMPLAINT PROCEDURES

Area of Finding	Finding	Corrective Action Requested	Response
Discrimination Process – Can the employees easily identify the difference between a program, discrimination and personnel complaint?	Santa Maria office could not identify what a discrimination complaint would be.	Santa Barbara County 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	The Staff Development manager will ensure that the discrimination process will be highlighted in staff orientation training.