



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

Barry L. Zimmerman, Director
Ventura County Human Services Agency
855 Partridge Drive
Ventura, CA 93003

Dear Mr. Zimmerman:

This letter is to advise you that the Corrective Action Plan you originally submitted on April 4, 2011 in response to the results of our November 1-3, 2010 Civil Rights Compliance Review was misplaced in this office. For this reason, no response was previously provided to your agency.

Don Aguirre, your Civil Rights Coordinator, has provided us with a copy of that document and indicated that all of the planned corrective actions have since been implemented. Your plan, as submitted, is approved.

We apologize for the delay in acknowledging your timely submittal of your corrective action plan and appreciate your efforts in compliance with Civil Rights mandates.

Sincerely,

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

c: Don Aguirre, 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



COUNTY OF VENTURA HUMAN SERVICES AGENCY

Barry L. Zimmerman
Director

April 4, 2011

Jim Tashima, Acting, Chief
Civil Rights Bureau
744 P Street
Sacramento, CA 95814

Dear Mr. Tashima:

Attached you will find the County of Ventura 2011 Rights Review Compliance Plan for the review period Nov 1-3, 2010.
The Plan addresses each deficiency and time lines for the completion of all corrective actions.

If any further questions please feel free to give me a call at (805) 477-5166 or you may contact me by e-mail at Don.Aguirre@ventura.org.

Sincerely,

Don Aguirre – Human Resources
Office of Integrity Assurance Manager
Administration Depart. /HR Division
County of Ventura Human Services Agency

C: Barry Zimmerman, Director
Deanna Weik, HR Senior Manager
Jock Doss, Facilities Manager



**2011
CIVIL RIGHTS REVIEW
COMPLIANCE PLAN
COUNTY of VENTURA
HUMAN SERVICES AGENCY**

Review Period

November 1 – 3, 2010

Reviewer – Mary Rockwood, CDSS Civil Rights

Submitted by

County of Ventura HSA Civil Rights Officer

Don Aguirre (805) 477-5166

April 1, 2011

2011 AGENCY COMPLIANCE PLAN

The on site compliance review was conducted by the CDSS reviewer on November 1st, 2nd and 3rd, 2010. An exit meeting to provide an overview of the review findings was held on November 3, 2010. Ventura County received the final Compliance Review Report dated February 4, 2011 on February 9, 2011. The report identified deficiencies which require corrective action measures.

The following corrective action plan identifies the steps for correcting the deficiencies:

(DISSEMINATION OF INFORMATION)

Children Protective Services / Emergency Response Programs

Deficiencies Cited: 1. Distribution over site of the California Department Social Services Pub 13 pamphlet, "Your Rights Under California Welfare Programs."

Corrective Plan: 1. The CPS/ER department will reinforce to staff at their all staff meetings that the Pub 13 pamphlet is both given and explained to program participants.

(FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES)

East County Intake Eligibility Center
2003 Royal Ave, Simi Valley, Ca.

Deficiencies Cited: 1. Signage designating accessible parking spaces was not complete.

2. No van accessible space provided which met specifications for access aisle width.
 3. No free standing sign on 3 of the 4 designated spaces identifying them as reserved for persons with disabilities.
 4. Painted signage in pavement was faded to a degree that the requirement for being clearly visible was not met.
 5. Building entrance no signage (usually a door decal) designating the building as accessible.
 6. Entrance door pressure measured approximately 13 pounds for entry into the building.
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Corrective Plan:

1. Additional sign below the international symbol or accessibility sign will state "Minimum Fine \$250.00" to be corrected by June 30, 2011
 2. Access (loading/unloading) aisles to be 8" in width and provided on the passenger side of the vehicle and additional signage designating it as "Van-accessible" to be corrected by June 30, 2011.
 3. Disability parking space will be identified by a reflectorized sign permanently posted adjacent to and visible from each stall or space, consisting of the International Symbol of Accessibility in white on dark blue background to be corrected by June 30, 2011.
 4. Pavement signage 36"x 36" minimum, white on blue in color, visible and centered to be corrected by June 30, 2011.
 5. Building entrance sign with International Symbol of Accessibility will be at every primary entrance indicating accessibility will be corrected by June 30, 2011.
 6. Exterior and interior door pressure will be adjusted to 5 pounds maximum by June 30, 2011.
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**East County Children & Family Services
970 Enchanted Way, Simi Valley, Ca.**

- Deficiencies Cited:**
1. Parking has only one space and it was not van accessible.
 2. No free standing signage at the one designated accessible space.
 3. The words "No Parking" were not painted on the pavement in the access aisle for the designated accessible space.
 4. Building entrance had no signage (usually a door decal) designating the building as accessible.
 5. Door pressure measured approximately 12 pounds for entry into the building.
 6. Signage into unisex restroom was not complete. No International Symbol of Accessibility on the door and no wall signage.

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- Corrective Plan:**
1. Access (loading/unloading) aisles to be 8" in width and provided on the passenger side of the vehicle and additional signage designating it as "Van-accessible" to be corrected by June 30, 2011.
 2. Disability parking space will be identified by a reflectorized sign permanently posted adjacent to and visible from each stall or space, consisting of the International Symbol of Accessibility in white on dark blue background to be corrected by June 30, 2011.
 3. The words "No Parking" will be painted on the ground in each 5 feet or 8 feet loading and unloading access aisle in white letters no smaller than 12 inches to be corrected by June 30, 2011.
 4. Building entrance signage with the International Symbol of Accessibility will be at every primary entrance will be corrected by June 30, 2011.

5. Building entrance door pressure exterior and interior will be corrected to 5 pounds maximum by June 30, 2011.
 6. International Symbol of Accessibility on door and signage for gender identification will be installed on the wall adjacent to latch outside of the door will be corrected by June 30, 2011.
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**Oxnard Intake and Eligibility Center
1400 Vanguard Ave. Oxnard, Ca.**

Deficiencies Cited:

1. Parking lot signage designating accessible parking spaces was not complete.
 2. Building entrance has no signage designating the building as accessible.
 3. Building entrance door pressure measured approximately 11 pounds for entry into the building.
 4. Both men's and women's accessible restrooms in lobby had the doors pressure measured approximately 10 pounds.
 5. Parking lot signage designating accessible parking spaces was not complete.
 6. The pavement within the access aisle (loading/unloading) was uneven with a rain drain running through it, making it difficult for wheel chair movement.
 7. Restroom door pressure to open both the men's and women's accessible restrooms measured at 14/15 pounds.
 8. No wall signage and no International Symbol of Accessibility on the restroom doors.
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Corrective Plan:

1. Additional sign below the International symbol of accessibility sign will state "Minimum Fine \$250.00" in the parking lot will be corrected by June 30, 2011.
2. A sign in the building entrance with the international symbol of accessibility will be at every primary entrance indicating accessibility by June, 2011.
3. Building entrance door pressure to open exterior and interior doors will be corrected to 5 pounds maximum.
4. Lobby restrooms door pressure to open exterior and interior will corrected to 5 pounds maximum by June 30, 2011.
5. In the parking lot an additional sign below the International Symbol of Accessibility to read "Minimum Fine \$250.00" will be corrected by June 30, 2011.
6. The Van accessible parking space will be relocated to have a continuous surface not interrupted by steps or abrupt changes in level exceeding ½ inch will be corrected by June 30, 2011.
7. Restroom exterior and interior door pressure will be corrected to 5 pounds maximum by June 30, 2011.
8. Restroom signage for gender identification will be installed on the wall adjacent to the latch outside the door by June 30, 2011.

