



CDSS

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**DEPARTMENT OF SOCIAL SERVICES**

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EDMUND G. BROWN JR.  
GOVERNOR

August 2, 2011

Susan Loew, Director  
Riverside County  
Department of Public Social Services  
4060 County Circle Drive  
Riverside, CA 92503

Dear Ms. Loew:

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 April 18-21, 2011. 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](mailto:crb@dss.ca.gov).

Sincerely,

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

Enclosure

c: Hilary Brown, Civil Rights Coordinator,

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**CIVIL RIGHTS COMPLIANCE REVIEW REPORT  
FOR  
RIVERSIDE COUNTY  
DEPARTMENT OF PUBLIC SOCIAL SERVICES**

**Conducted April 18-21, 2011**

**California Department of Social Services**

**Human Resources Management Division**

**Civil Rights Bureau**

**744 P Street, MS 15-70**

**Sacramento, CA 95814**

**(916) 654-2107**

**Reviewer**

**Mary Rockwood**

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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 Riverside County Department of Public Social Services (DPSS) 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.

Interviews with selected public contact staff were held by telephone after the on-site review, which was conducted on April 18-21. An exit interview was held with administrative staff on April 21, 2011.

The 2011 review was conducted in the following locations:

Facility	Address	Programs Reviewed	Languages spoken by a substantial number of clients
Jurupa	5961 Mission Blvd. Riverside	CalWORKS; CalFresh; IHSS	English & Spanish
LaSierra	11060 Magnolia Ave., Riverside	CalWORKS ;NAFS; GAIN	English & Spanish
LaSierra	11070 Magnolia Ave., Riverside.	CPS (ER & FM/FR)	English & Spanish
Corona	505 S. Buena Vista Ave., Corona	IHSS	English & Spanish

- There were no other languages representing 5% of the caseload, however, in the case file sample, primary languages represented a somewhat more diverse population and included Spanish, Arabic, Cambodian, Russian, Vietnamese, and American Sign Language.

### II. SUMMARY OF METHODOLOGY

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

- Reviewed the 2011-2012 Annual Civil Rights 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.

Headquarters and on-site review procedures included:

- Interviews of public contact staff
- Case file reviews
- Facility inspections
- Review of Vendor Contracts (Sample)

Below is a summary of the sources of information used for the report:

#### **Interviews Conducted with Public Contact Staff**

<b>Classifications</b>	<b>Total</b>	<b>Bilingual</b>
Eligibility Technician	4	(4)
Office Assistant	2	(0)
Social Worker	7	(6)
Employment Counselor	1	(1)
<b>Total</b>	<b>14</b>	<b>(11)</b>

#### **Case File Review (Total 93 cases)**

English speakers' case files reviewed	10
Non-English or limited-English speakers' case files reviewed	83
Undocumented/Unable to determine	0
Languages of non-English cases	Spanish, Vietnamese, Arabic, Cambodian, , Russian, and ASL

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. Any required corrective actions are stated at the end of each section.

Section IX of the report presents the result of the annual plan review.

Section X provides a summary conclusion of the compliance review and the agency's compliance status.

### 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			Clients are generally able to access services during the normal hours due to the early 7:00 a.m. opening of most offices. Mail, telephone and home visits are additional alternatives in some situations.
Does the county have extended hours to accommodate clients?	X			Business hours generally included the 7:00 a.m. hour (or 7:30).
Can applicants access services when they cannot go to the office?	X			Alternatives include access via the telephone, mail and home visits, as well as electronic web access..
Does the county ensure the awareness of available services for individuals in remote areas?	X			DPSS maintains a website for public information and participates in a variety of community functions and collaborative efforts with community based organizations to share information on available services.

Signage, posters, pamphlets	Yes	No	Some-times	Comments
Does the county use the CDSS pamphlet "Your Rights Under California Welfare Programs"?	X			The pamphlet is an established part of the intake and annual packets. There is less consistency in CPS, where it appears the pamphlet is only in use in ER.
Is the pamphlet distributed and explained to each client at intake and re-certification?	X			In Self-Sufficiency programs and IHSS, distribution is made routinely and discussion held with clients in conjunction with the rights and responsibility discussions. In CPS, the pamphlet is given at initial contact in the ER program.
Was the current version of Pub 13 available in English, Spanish, Lao, Vietnamese, Chinese, Hmong, Russian, Korean, Farsi, Armenian and Cambodian?	X			
Was the Pub 13 available in large print, audiocassette and Braille?	X			The alternative formats were maintained by reception staff in the lobby.
Did the workers know the location of the required posters with the Civil Rights Coordinator's name and address?		X		Only in Self-Sufficiency Programs were staff aware of the poster; and that awareness was limited. Several workers did not know who the Civil Rights Coordinator is.



Signage, posters, pamphlets	Yes	No	Sometimes	Comments
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			<p>Translated instructional and informational material was excellent; Spanish information was readily provided.</p> <p><u>Note:</u> One exception at La Sierra lobby where availability of welfare fraud investigation sign is only in English.</p>

#### B. Corrective Actions:

Informational Element	Corrective Action Required
Distribution of CDSS' Pub 13	<p>Broaden the use of the Publication 13 (Civil Rights' pamphlet) in Children's Services.</p> <p>Riverside County 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</p>
Directional signage	<p>Provide Spanish version of the welfare fraud investigation sign at La Sierra.</p> <p>Riverside County 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</p>

#### IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

The Americans with Disabilities Act 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 ADAAG in the Corrective Action column refers to the federal Standards for Design, and the Title 24 of California Code and Regulations (T24 CCR) are also cited because there are instances when California state law is more stringent 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.

##### A. Findings and Corrective Actions

Regulations cited are from the Title 24, California Code of Regulations (T24 CCR), and Americans with Disabilities Act Accessibility Guidelines (ADAAG).

**Facility Location # 1: Jurupa Self Sufficiency District, 5961 Mission Blvd., Riverside**

Facility Element	Findings	Corrective Action
Parking	The signage designating accessible parking spaces was missing the sign regarding minimum fines.	An additional sign below the international symbol of accessibility sign shall state "Minimum Fine \$250.00". (CA T24 1129B.4.1)
Lobby/Reception	1. Hand sanitizer was mounted too high on the wall for wheelchair customers (mounted at 48" from the floor)	When dispensing or disposal fixtures are provided, at least one of each type must be located with all operable parts at a maximum height of 40 inches. (CA T24 1115B.8.3, ADA 4.23.7)

Facility Element	Findings	Corrective Action
	2. The red phones provided for customers to call their worker were located out of reach for wheelchair customers. The phones were on counters 42" from the floor and placed at the back side of the counter.	2. Height of accessible tables or counters is to be between 28-34" from the floor. (CA T24 1122B.4, ADA 4.32.4)
Restrooms	<p>1. Pressure required to open the doors was too high (Men's = 17; Women's = 14)</p> <p>2. Toilet seat protectors were placed on the wall too high and <i>behind</i> the toilet</p>	<p>1. Force to open doors, exterior and interior, shall be 5 pounds maximum [CA T24 1133B.2.5, ADA 4.13.11(2)(a) &amp; (b)]</p> <p>2. When dispensing or disposal fixtures are provided, at least one of each type must be located with all operable parts at a maximum height of 40 inches. (CA T24 1115B.8.3, ADA 4.23.7) Individuals also need to be able to reach the products without having to twist to reach.</p>

### Facility Location # 2: Jurupa CPS Facility

Facility element	Findings	Corrective Action
Parking	Same as Jurupa Self Sufficiency Facility (No minimum fine signage)	Same as Self Sufficiency Facility
Lobby	Same as Jurupa Self Sufficiency Facility (Hand sanitizer mounted too high)	Same as Self Sufficiency Facility
Restrooms	1. Door pressure for entering restrooms measured approximately 18 lbs.	1. Force to open doors, exterior and interior, shall be 5 pounds maximum [CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)]

Facility element	Findings	Corrective Action
	<p>2. Signage designating accessible restrooms facilities was missing (no ISA or wall signage).</p> <p>3. Toilet seat protectors mounted too high and behind toilets. Height @ 52 inches</p>	<p>2. In addition to the international symbol centered on doors at a height of 60" above the floor (CA T24 1115B.5), signage for gender identification shall be installed on the wall adjacent to the latch outside of the door. If there is no space, the sign shall be placed on the nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6)</p> <p>3. Same as for Jurupa Self Sufficiency Facility</p>

**Facility Location # 3: La Sierra District, 11060 & 11070 Magnolia Ave., Riverside**

Facility element	Findings	Corrective Action
Parking	<p>1 There was no signage alerting drivers to penalties for unauthorized parking in accessible spaces.</p> <p>2. The signage designating accessible parking spaces was missing the sign regarding minimum fines.</p>	<p>1. Additional signage shall be posted in a conspicuous place at entrance to off-street parking or adjacent to and visible from the designated accessible parking. This sign is to state            "Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or license plates issued for persons with disabilities may be towed away to owner's expense."</p> <p>2. An additional sign below the international symbol of accessibility sign shall state            "Minimum Fine \$250.00". (CA T24 1129B.4.1)</p>
Lobby/Reception	<p>1. The red phones provided for customers to call their worker were located out of reach for wheelchair customers. The phones were on counters 42" from the floor and placed at the back side of the counter.</p> <p>2. The drop box for customer use in dropping off verifications was mounted too high (58 in. from the floor).</p>	<p>1. Height of accessible tables or counters is to be between 28-34" from the floor. (CA T24 1122B.4, ADA 4.32.4)</p> <p>2. The same standard for dispensing fixtures would apply: operable parts (or opening/slot) at a maximum height of 40 in. from the floor. (CA T24 1115B.8.3, ADA 4.23.7)</p>

Restrooms	<p>1. There was no signage on the wall adjacent to either of the accessible restrooms.</p> <p>2. Soap dispensers were mounted too high (45 in) in both men's and women's accessible restrooms.</p>	<p>1. In addition to the international symbol centered on doors at a height of 60" above the floor (CA T24 1115B.5), signage for gender identification shall be installed on the wall adjacent to the latch outside of the door. If there is no space, the sign shall be placed on the nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6)</p> <p>2. When dispensing or disposal fixtures are provided, at least one of each type must be located with all operable parts at a maximum height of 40 inches. (CA T24 1115B.8.3, ADA 4.23.7)</p>
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**Facility Location # 4: Corona IHSS Office, 505 S. Buena Vista Ave., Corona**

There is no parking provided for the public at this facility, therefore no review of parking accessible parking requirement. The only issue identified was an inaccessible restroom facility. There appears to have been little, if any, attention given to modifications at this site to make accessible restroom facilities available. Upon entering the restroom,, the turn space is not sufficient to allow a wheelchair to make a turn. Additionally, the fixtures are all too high and the size of the stall would not meet ADA requirements.

**B. Corrective Action Required for Corona IHSS Office:** Modify existing restroom so that it is accessible, or provide alternative accessible restroom.

**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 (TDDs), 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 be in the individuals' primary language.

#### A. Findings from 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			Each facility is staffed with bilingual Spanish-speaking reception staff and there is the sign, "Interpreter Available" (printed in multiple languages) to assist in identifying a language the staff may be unfamiliar with.
Does the county use a primary language form?	X			Form 3167, Declaration of Language/Special Needs, is in use. <u>Reader is directed to further discussion following the listing of findings for this section.</u>
Does the client self-declare on this form?	X			Staff indicates that clients provide the information either written on the form or verbally during interview.
Are non-English- or limited- English-speaking clients provided bilingual services?			X	Existing DPSS policy provides for verbal bilingual services to be provided (Policy # 29-4). Bilingual staffing provides excellent verbal bilingual services for the

Question	Yes	No	Some-times	Comments
				<p>Spanish-speaking clients, which represent the vast majority of the non-English-speaking population.</p> <p>According to staff, when other languages are spoken, it is often the preference of clients to provide their own interpreters, however. It was suggested that this may be, in part, due to delays in securing interpreters when bilingual staff are not available for a particular language.</p>
After it has been determined that the client is limited-English or non-English speaking, what is the county process for procuring an interpreter?	-	-	-	For Spanish-speaking clients, bilingual workers are readily available. When bilingual workers are not available, DPSS has both a contract interpreter service and the language line (telephone interpreter service) available for workers to utilize in providing language service. It was found, however, that many workers who have non-English speaking clients who speak neither English nor Spanish, utilize client-provided interpreters in lieu of those alternative resources made available to them by DPSS.
Is there a delay in providing services?			X	According to staff, there may be delays in accessing contract interpreters, which may be why some clients choose to provide their own interpreters when bilingual staff are not available in a specific language.
Does the county have a language line provider, a county interpreter list, or any other interpreter process?	X			



Question	Yes	No	Some-times	Comments
Are county interpreters determined to be competent?	X			Bilingual workers are tested and certified by the agency.
Does the county have adequate interpreter services?	X			At the present time, Spanish-speaking clients represent the vast majority of the non-English speaking population and sufficient bilingual staffing and interpreter services appear to be in place.
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			According to staff, it is common for clients to bring someone with them to serve as an interpreter if their primary language is other than English or Spanish.
Does the county use the CDSS-translated forms in the clients' primary languages?	X			Spanish forms are readily available, and were found in the cases reviewed. There was indication from staff during interview that only English and Spanish forms were kept in stock, but they knew how to retrieve translated forms from the intranet as needed. Reportedly, it was common for clients who may speak in another primary language, to request written material in English. This was observed during the case file review (Form 3167).
Is the information that is to be inserted into Notices of Action translated into the client's primary language?	X			If the standard form is not sufficient, additional information is inserted.
Does the county provide auxiliary aids and services,	X			TDD equipment, as well as ASL interpreters, was mentioned by staff as available assistance for the

Question	Yes	No	Some-times	Comments
telecommunication devices for the deaf (TDDs) and other effective aids and services for persons with impaired hearing, speech, vision or manual skills, including Braille material, taped text, large print materials?				<p>hearing impaired. Several staff, however, indicated passing notes would be the method of communication used with the hearing impaired client except for interviews. ASL interpreters are available and two cases in the sample had excellent documentation of their role as interpreters.</p> <p>According to staff, the primary means to assist visually impaired clients would be to have a third party assist them by reading and signing documents for them. Some also mentioned magnifying glasses and enlarging print on the copy machine or computer for them.</p> <p>According to staff, their experience with disabled clients was limited, but indicated that most of the disabled clients bring someone with them to assist.</p>
Does the county identify and assist the client who has learning disabilities or a client who cannot read or write?	X			In the course of processing, staff assist those clients who cannot read or write by reading to them and helping with the completion of forms.
Does the county offer screening for learning disabilities?	X			This occurs in the Welfare to Work Program (GAIN).
Is there an established process for offering screening?	X			The offer is made as part of the initial assessment process in GAIN.
Is the client identified as having a learning disability referred for evaluation?	X			Further testing and evaluation is provided when appropriate.

### Additional Discussion

Riverside DPSS revised the Form 3167 as part of a prior year's corrective action to address the Division 21 requirement to offer translated forms to clients with a primary language other than English and to document client acceptance or refusal of that offer. Based on findings during the case file review, however, it appears that some staff still utilize prior versions of the form which do not fully comply with Division 21 requirements. The older versions of the form did not include the section where translated written forms are offered. Thus, there is no record that such an offer was made in those cases.

Oversight and training of staff is necessary to ensure that the current updated version of the Form 3167 is utilized by the workers.

#### **B. Corrective Actions**

Area of Findings	Corrective Actions
There is inconsistency in the offering of written material in a client's primary language.	See discussion above regarding the use of the appropriate Primary Language Form 3167.

#### **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: Additional discussion follows this display of information.**

Note: N/A is used where an item does not apply.

Documentation Item	Cal WORKs	CalFresh	IHSS	CPS
Ethnic Origin	SAWS 1 + Form 3167	DFA 285 A1+ Form 3167	Soc 295 +Form 3167	Initial ER Referral
Primary language	SAWS 1 & Form 3167	DFA 285 & Form 3167	Soc 295 + Form 3167	Initial ER Referral
Method of providing bilingual services	Documentation would be in narrative; however, many bilingual workers are still not documenting that they served as interpreter.	Documentation would be in narrative; however, many bilingual workers are still not documenting that they served as interpreter.	The case narrative comments were well documented when interpreters were utilized.	Case contact notes and miscellaneous documents, such as court recordings.
Client provided own interpreter	C-IV Journal entry	C-IV Journal entry	Case Narrative entries were well done.	DPSS does not utilize client interpreters in CPS.
Method to inform client of potential problem of ineffective communication using own interpreter	Policy is to use a Form 3810 along with such a discussion; however, it appears not to be in practice.	Policy is to use a Form 3810 along with such a discussion; however, it appears not to be in practice.	Form 3810 is in use and staff indicate that verbal discussion is held.	N/A

Documentation Item	Cal WORKs	CalFresh	IHSS	CPS
Release of information to Interpreter	Form 3810	Form 3810	Form 3810	N/A
Individual's acceptance or refusal of written material offered in primary language	Revised Form 3167 (not consistently used)	Revised Form 3167 (not consistently used)	Form 3167 (generally correct version)	No procedures in place
Translated NOAs contain translated inserts	Workers must insert when C-IV does not print necessary detail	Workers must insert when C-IV does not print necessary detail	Workers must insert when standard form does not provide necessary detail	N/A
Documentation of minor used as interpreter	N/A	N/A	N/A	N/A
Method of identifying client's disability	Observation, Discussion or Form 3167	Observation, Discussion or Form 3167	Observation Discussion or Form 3167	Observation, Discussion
Method of documenting a client's request for auxiliary aids and services	Form 3167/Narrative	Form 3167/Narrative	Narrative	Case contact log would be used if request were received.

### Additional Comments:

The 2011 findings related to deficiencies in documenting delivery of interpreter service by bilingual staff are repeat findings that have been ongoing for the past several reviews with discussion held each year at exit meetings with administrative staff, as well as calls for corrective action plans. Yet, this continues to be a compliance issue (validated both in interviews and case file documentation). Bilingual staff are either not aware of their responsibility to document language services they provide (interpretation for the non-English clients they serve) or they are not held accountable for doing so.

Division 21, Section 116, mandates that staff document the method used to provide bilingual services, regardless of who serves as the interpreter. This includes bilingual workers. The case record must contain this documentation for every non-English or limited-English speaking individual who has declared a language other than English as his/her primary language.

The documentation related to the offer of translated written forms in the individual's stated primary language is also inconsistent, due primarily to the use of obsolete versions of Form 3167. Following the 2009 review, a revision was made to the Form 3167 (Primary Language Declaration Form) to include a section to document an offer of translated forms for individuals with primary languages other than English. The form documents the clients' acceptance or refusal of that offer by their declaration of choice (English or translated forms). When obsolete versions (without this portion related to translated forms) are used, DPSS is not in compliance with Division 21 documentation requirement. Consistent use of the proper/current form would rectify this situation.

#### **B. Corrective Actions**

<b>Areas of Action</b>	<b>Corrective Action</b>
Documentation that bilingual services were provided (Interpreters)	Riverside County DPSS must ensure that staff 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 Also see CDSS All County Letter No. 08-65, December 31, 2008, for further guidance.
Documenting Offer of Translated Written Material/Forms	DPSS needs to provide additional instruction to the staff in the use of the correct version of Form 3167 since that is the method adopted to document the offer of translated material made to non-English speaking/limited-English speaking clients. Documentation of such an offer is required in all programs. Div. 21- 116.21

## 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		Staff receive civil rights training as new employees, however, those interviewed indicated there is no ongoing training requirement for civil rights.
Do employees understand the county policy regarding a client's rights and procedure to file a discrimination complaint?		X		Staff are aware of clients rights regarding the filing of a civil rights complaint, but appear to view this as a supervisory referral rather than a referral to the county's Civil Rights Coordinator.
Does the county provide employees Cultural Awareness Training?	X			The civil rights training with cultural awareness included is somewhat limited, in that it occurs only at orientation when they are first employed.
Do the employees seem knowledgeable about the cultural groups receiving services in their area?	X			

## B. Corrective Actions

Areas of Action	Corrective Action
There is no regular ongoing Civil Rights training program in place. Staff receive Civil Rights training as new hires, but are not required to attend subsequent refresher training.	Each public contact employee shall receive training in the requirements of Division 21. These requirements of Division 21 shall be incorporated into the content of orientation and continuing training programs. Div. 21- 117.1

## 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. The Civil Rights Coordinator primarily uses this log once complaints get to him/her.

### 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	Some of the staff did not seem to distinguish between the processes for fair hearings on program issues and a separate process for addressing civil rights complaints.
Did the employees know who the Civil Rights Coordinator is?		X		
Did the employees know the location of the Civil Rights poster showing where the clients can file a discrimination complaint?			X	Some had a general idea that such a poster was in the lobby area, but were not aware of its content.
When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date?	-	-	-	The complaint log was current and provided to the reviewer for reconciliation with CDSS data base information.



**B. Corrective Action:** Ongoing Civil Rights/Division 21 training discussed in the prior section on Staff Development should include discussion of the differences in types of client complaints and the processes to resolve those complaints.

## **IX. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL**

The 2011-2012 Civil Rights Plan was submitted and approved. In Section 1 of the plan, provision has been made for the Assurance of Compliance Statement to be obtained from each contractor providing additional services to RCDPSS customers.

During the review of a sample of active contracts, it was found that the Assurance of Compliance Statement was not included as called for in the Plan. A general statement regarding adherence to Federal and State discrimination policy was inserted in the text of the contracts in lieu of the signed Assurance of Compliance Statement.

**Corrective Action:** RCDPSS must provide necessary oversight of its Civil Rights Plan to ensure that policies set forth are complied with.

## **X. CONCLUSION**

Riverside County Department of Public Social Services (DPSS) was found to be in basic compliance with CDSS Manual of Policies and Procedures (MPP) Division 21 regulations, and other applicable state and federal civil rights laws. However, the ongoing issues related to case documentation, as well as the inconsistency in case work practices related to civil rights indicates that additional effort is needed to increase worker awareness of Division 21 requirements. Appropriate levels of compliance may be at risk in absence of this effort, especially as diversity in the client population expands. The primary areas with findings in the 2011 review were case documentation, staff development and vendor contract administration.

Failure of bilingual staff to provide documentation of language services has been discussed each year at the exit meetings and presented in the written reports, yet it continues to present a compliance issue. It appears that a lack of training and communication may be contributing to this situation, since the appropriate policies are set forth in the Civil Rights Plan and yet not consistently implemented at the worker level. The absence of ongoing civil rights training is, itself, a compliance finding, and the impact extends to casework inconsistency.

Another significant discrepancy between RCDPSS Plan provisions and actual practice is in the area of vendor contracts. The Plan calls for signed Assurance of Compliance Statements (related to Civil Rights), yet these were not found in the sample of contracts

reviewed.

Riverside County DPSS must remedy the violations 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 by which all actions will be taken to correct the violations. It will be important that supervisory oversight be incorporated in the ongoing corrective actions to reduce the continuing pattern or repeat findings.

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.