



CDSS

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EDMUND G. BROWN JR.
GOVERNOR

January 23, 2012

Patricia S. Ploehn, Director
Los Angeles County Department of Children & Family Services
425 Shatto Place, Room 600
Los Angeles, CA 90020

Dear Ms.Ploehn:

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 May 2-6, 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.

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.

Sincerely,

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

Enclosure

c: Lynne Condon, Civil Rights Coordinator

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Western Region

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Legal Services of Northern California

**CIVIL RIGHTS COMPLIANCE REVIEW REPORT
FOR
Los Angeles County Department of Children & Family Services
Conducted on May 2-6, 2011**

**California Department of Social Services
Human Rights and Community Services Division**

**Civil Rights Bureau
744 P Street, M.S. 8-16-70
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(916) 654-2107**

Reviewer

**Elsa Garcia
and
Tiffany Marsh**

TABLE OF CONTENTS

- I. INTRODUCTION**
- II. SUMMARY OF METHODOLOGY**
- III. DISSEMINATION OF INFORMATION**
- IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES**
- V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES**
- VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS**
- VII. STAFF DEVELOPMENT AND TRAINING**
- VIII. DISCRIMINATION COMPLAINT PROCEDURES**
- IX. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL**
- X. CONCLUSION**

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 Los Angeles County Department of Children & Family Services (LADCFS) 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.

An on-site compliance review was conducted on May 2-6, 2011. An exit interview was held to review the preliminary findings.

The review was conducted in the following locations:

Name of Facility	Address	Programs	Non-English languages spoken by a substantial number of clients (5% or more)
Asian Pacific & American Indian Office	1373 E Center Court Drive, Covina	Children's Services (ER,FM/R)	Cambodian, Chinese Cantonese, Chinese Mandarin, Hmong/Mong, Korean, Laotian, Tagalog, and Vietnamese
South County Office	4060 Watson Plaza Dr, Lakewood	Children's Services (ER,FM/R)	Cambodian & Vietnamese
Compton Office	921 E Compton, Compton	Children's Services (ER,FM/R)	Spanish
West Los Angeles Office	5757 Wilshire Blvd, Ste 200 Los Angeles	Children's Services (ER,FM/R)	Spanish

II. SUMMARY OF METHODOLOGY

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

- Reviewed the civil rights discrimination complaint database for a complete listing of complaints filed against the County for the last year.
- Reviewed the previous Compliance Reviews and Corrective Action Plans submitted by the county.

Headquarters and on-site review procedures included:

- Interviews of public contact staff
- Survey of program managers
- Case file reviews
- Facility inspections

Each site/program was reviewed for compliance in the following areas:

- Dissemination of Information
- Facility Accessibility for Individuals with Disabilities
- Bilingual Staffing/Services for Non-English-Speaking Clients
- Accessibility for Clients with Visual or Hearing Impairments
- Documentation of Client Case Records
- Staff Development and Training
- Discrimination Complaint Procedures

Here is a summary of the sources of information used for the review:

Interviews Conducted of Public Contact Staff

Classifications	Total	Bilingual
Children Social Workers	12	11
Receptionist/Screeners	4	4
Total	16	15

Program Manager Surveys

Number of surveys distributed	4
Number of surveys received	4

Reviewed Case Files

English speakers' case files reviewed	25
Non-English or limited-English speakers' case files reviewed	65

Languages of clients' cases	Spanish, Vietnamese, Tagalog, Cantonese, Cambodian, Korean, Chinese Mandarin
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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. The report format first summarizes each requirement, then the actual review team findings, including appropriate comparisons. This format is an effort to validate the application of policies and procedures contained in the annual plan. Required corrective actions are stated at the end of each section.

Section IX reviews the county's compliance plan, and provides either approval of the plan as submitted, or lays out additional information to be submitted to gain approval.

Section X of the report is reserved for a declaration of overall compliance.

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?				N/A
Does the county have extended hours to accommodate clients?	X			CSW's can make home visits, and can accommodate clients if needed. Clients can access the 24 hour hotline number in case of emergency.
Can applicants access services when they cannot go to the office?	X			Applicants can access services by LADCFS

				website, or by calling 211 LA.
Does the county ensure the awareness of available services for individuals in remote areas?	X			Public Information is available through LADCFS website, Community Outreach Programs and other County agencies.

Signage, posters, pamphlets	Yes	No	Some-times	Comments
Does the county use the CDSS pamphlet "Your Rights Under California Welfare Programs" (Pub 13 – 6/11)?	X			
Is the pamphlet distributed and explained to each client at intake and re-certification?	X			Emergency Response (ER) staff will provide Pub 13 at initial face-to-face contact.
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, Ukranian, Vietnamese?	X			
If the PUB 13 is not displayed in all the languages available, is there a poster that indicates that the Pub 13 is available in all 18 languages?	X			
Was the Pub 13 available in large print (English and Spanish), audiocassette and Braille?	X			The audio version of the Pub 13 was not available at the 406 Watson Plaza Dr, Lakewood; or at 5757 Wilshire Blvd, Los Angeles Offices.
Were the current versions of the required posters present in the lobbies?	X			

Signage, posters, pamphlets	Yes	No	Some-times	Comments
Did the workers know the location of the required posters with the Civil Rights Coordinator's name and address?		X		Six staff members interviewed did not know the location of the required posters; and three staff members did not know the Civil Rights Coordinator's name.
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		The instructional and directional signage was not found in the threshold languages at the following offices: 1373 E Center Ct Dr., Covina; and 4060 Watson Plaza Dr, Lakewood.

B. Corrective Actions

Informational Element	Corrective Action Required
Auxiliary aids	LADCFS 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
Directional signage	LADCFS 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

The county is required to use the latest version of each of the referenced documents. For your information, the most recent version for each of the above referenced documents is:

Pub 13	"Your Rights under California Welfare Programs"	06/11
Pub 86	"Everyone is Different, but Equal Under the Law"	03/07
Form AD 475B	"And Justice for All"	12/99

Contact the Civil Rights Bureau to receive the most recent versions, or download the Pub 13 from the CRB website http://www.dss.cahwnet.gov/civilrights/YourRights_498.htm.

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

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

Regulations cited are from the Title 24, California Code of Regulations (T24 CCR) and ADAAG.

A. Findings and Corrective Actions

Facility Location: 1373 E. Center Court Drive, Covina

Facility Element	Findings	Corrective Action
Parking	There is no "Unauthorized Parking"	Additional sign shall be posted in conspicuous place at

	<p>signage at entrance to off street.</p> <p>Accessible signs for spaces in front of building are too low at 54", 52", 52" and 48".</p> <p>One of the six accessible spaces does not have an accessible sign or pole in front of the parking space.</p>	<p>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 _____." (CA T24 1129B.5) p 133</p> <p>Sign height shall be 80" minimum from bottom of sign to top of finish grade. (CA T24 1129B.4.1, ADA 4.6.5) p 134</p> <p>Each parking space for persons with disabilities shall 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.</p> <p>The sign shall be 70 sq. in. min. and, when in a path of travel, shall be posted at a height of 80" min. from the bottom of the sign to the finished grade. (CA T24 1129B.) (ADA4.6.4) p133</p>
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	<p>All six accessible spaces do not have the "Minimum Fine \$250" signage below the ISA sign.</p> <p>Accessible spaces as you face the front of the building: 1st slot on far left is okay as is; the center left access aisle is too narrow at 4'5". The center right slot is too short in length at 17'; and the slot at far right has an access aisle which is too narrow at 4'.</p> <p>The words "No Parking" are not painted in the access aisle.</p> <p>Signage on pavement does not clearly depict a wheelchair w/occupant due to fading.</p>	<p>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." (CA T24 1129B.4.1) p 133</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>Access aisles should be located on the passenger side of a space, and should be a min. 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)</p> <p>The words "NO PARKING" shall be painted on the ground in each 5' or 8' loading and unloading access aisle in white letters no smaller than 12". (CA T24 1129B.3.2) p 135</p> <p>The surface of each accessible parking stall or space must have a surface identification duplicating either of the following schemes:</p> <ul style="list-style-type: none"> • By outlining or painting the stall or space in blue and outlining on the ground in the stall or space in white or suitable contrasting color a profile view depicting a wheelchair with occupant; OR • By outlining a profile
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		<p>view or a wheelchair with occupant in white on blue background. The profile view shall be located so that it is visible to a traffic enforcement officer when a vehicle is properly parked in the space and shall be 36" by 36".</p> <p>Pavement signage shall be 36" x 36" minimum, white on blue in color, visible and centered. (CA T24 1129B.4.1 & 2) p 133</p>
	Persons with disabilities are forced to go behind cars.	Persons with disabilities shall not be forced to go behind parked cars except their own. (CA T24 1129B.3.3)
	Access aisles do not connect to the accessible path of travel.	Access aisles (load and unload) must connect to the accessible path of travel, including curb cuts or ramps as needed. (CA T24 1129B.3.3, ADA 4.6.3) p 135
	The walkway is too narrow 37" at two points: Fire hydrant and street light pole.	Walkways minimum width is 48". (CA T24 1133B.7.1.1) p163
	Parking is not located as close as possible to entrance.	Located on shortest accessible route. (CA T24 1129B.1.4, ADA 4.6.2(1)) p 134
	Ramp is too steep at 11%.	Ramp does not exceed 1:12 (8.3% slope). (CA T24 1127B.5.3, ADA 4.8.2) p 155
Main entrance	No accessible signage at main entrance.	A sign with the international symbol of accessibility shall be at every primary entrance and

	<p>Force to open door is excessive at 15 lbs.</p> <p>The bottom of door does not have a 10" smooth, uninterrupted surface kick plate that allows door to open by wheelchair foot-rest.</p>	<p>every major junction indicating the direction along or to accessible features. (CA T24 1127B.3, ADA 4.1.3(16B), CA T24 1117B.5.1) pp 186, 394</p> <p>Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)) p 207</p> <p>The bottom 10" of all doors except automatic and sliding shall have a smooth, uninterrupted surface to allow the door to be opened by a wheelchair footrest without creating a trap or hazardous condition. (CA T24 1133B.2.6) p 203</p>
Client lobby	<p>Lobby counter is too high at 42".</p> <p>Directional and Informational Signage are not in threshold languages.</p>	<p>Height of accessible tables or counters is between 28" – 34" from floor finish. (CA T24 1122B.4, ADA 4.32.4) p 388</p> <p>All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants/recipients may request aid or services in their primary language. Div 21.107-212</p>
Public Telephone	Public pay phone did not have accessible features; volume control.	At least one in each telephone bank and a minimum of 25% of the total number of public telephones shall be equipped with a volume control and shall

	The telephone did not indicate it was hearing-aid compatible or have a sign showing a handset with radiating sound waves.	<p>be hearing aid compatible. (CA T24 1117B.2.8, ADA 4.1.3.17(b)) p 273</p> <p>Telephones with volume control shall be hearing aid compatible and identified with a sign. (CA T24 1117B.2.8 & 1117B.5.8.3, ADA 4.1.3.17(b)) p 273</p>
Men's Restroom	<p>No accessible signage on wall.</p> <p>Force to open door is excessive at 15 lbs.</p> <p>Pipes under sink are not securely insulated.</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>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>Toilet sheet protector is too high at 56", and mirror base is too high at 47 ½".</p> <p>Accessible urinal is too high at 24".</p>	<p>If towel, sanitary napkins, waste receptacles, mirror and other similar dispensing 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>Rim height shall be a maximum of 17" in height above the floor. (CA T24 1115B.4.2.1) p 285</p> <p>Urinals: Where there are urinals provided, at least one (1) 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" maximum under the urinal if the urinal has a 9" minimum toe clearance from the floor to the urinal's bottom. (CA T24 1115B.4.2.3, ADA 4.18.3 & 4.22.5) p 285</p>
Women's Restroom	No accessible signage on wall.	<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</p>

	<p>Force to open door is excessive at 16 lbs.</p> <p>Pipes under sink are not securely insulated.</p> <p>Toilet sheet protector is too high at 56", and mirror base is too high at 47".</p>	<p>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>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, mirror and other similar dispensing 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>
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C. Facility Location: 4060 Watson Plaza Dr, Lakewood

Facility Element	Findings	Corrective Action
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

		<p>issued for persons with disabilities may be towed away at owner's expense. Towed vehicles may be reclaimed at _____ or by telephoning _____. (CA T24 1129B.5) p 133</p>
	<p>There are only five accessible spaces, for number of parking spaces available.</p>	<p>Accessible parking spaces shall be located as near as practical to a primary entrance and shall have required spaces according to table. (CA T24 1129B.1, ADA 4.1.2(5)(a)) p 134</p>
		<p>Location and adequate number of accessible spaces as follows:</p> <p>1-25 =1 26-50 =2 51-75 =3 76-100=4 101-150=5 151-200=6 201-300=7</p>
	<p>There is no van-accessible space and there is no van accessible access aisle.</p>	<p>One in every 8 <i>accessible</i> spaces (no fewer than 1) shall be designated van accessible. (CA T24 1129B.3.2, ADA 4.1.2(5)(b)) p 136</p>
		<p>Access aisles should be located on the passenger side of a space, and should be a min. 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)</p>

	<p>Two of the accessible spaces are too narrow at 18' x 8'8" and 18' x 8' 7½".</p> <p>Accessible ramp is steep at 11%, 9% and 7.4%.</p> <p>Handrails on ramp are too low at 32".</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>Slope of ramp does not exceed 1:12 (8.3% slope). (CA T24 1127B.5.3, ADA 4.8.2) p 155</p> <p>Handrail is mounted 34" to 38" above ramp. (CA T24 1133B.5.5.1, ADA 4.8.5(5)) p 146</p>
Client lobby	<p>Lobby counter is too high 40".</p> <p>Directional and Informational Signage are not in threshold languages.</p>	<p>Height of accessible tables or counters is between 28" – 34" from floor finish. (CA T24 1122B.4, ADA 4.32.4) p 388</p> <p>All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants/recipients may request aid or services in their primary language. Div 21.107-212</p>
Drinking Fountain	<p>Drinking fountain is too high at 37".</p> <p>Drinking fountain protrudes into walk way too far.</p>	<p>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</p> <p>Protruding objects <u>in alcoves</u> can not project more than 4" into walls, corridors, passageways, or aisles. (CA T24 1117B.1.3) p 232</p>

		<p>If it would create an unreasonable hardship, the water fountain may project into the path of travel under the following conditions:</p> <p>The floor path shall be textured to be identifiable by a blind person using a cane. The minimum textured area shall extend from the wall supporting the water fountain to 12" beyond the front edge of the water fountain and 12" beyond each side of the water fountain., or</p> <p>Wing walls project from the supporting wall at least as far as the water fountain to within 6" of the surface of the path of travel with a min. 32" clearance between the walls." (CA T24 1117B.1.3) pp 232-233</p>
Public Telephone	Public pay phone is not accessible.	If there are one or more single units, one or at least 50% of telephone unit(s) per floor must be accessible. (CA T24 1117B.2.1, ADA 4.3.1) p 271
Men's Restroom	Force to open door is excessive at 15 lbs.	Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)) p 207
Women's Restroom	Force to open door is excessive at 20 lbs.	Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)) p 207

E. Facility Location: 921 E. Compton, Compton

Facility Element	Findings	Corrective Action
Entrance Gate	The floor landing upon entering the gate entrance is uneven with open holes.	Walks and Sidewalks shall have a continuous common surface not interrupted by steps or abrupt level changes exceeding ½". (CA T24 1133B.7.1.) (ADA 4.3.8.) p 167
Main Entrance	No accessible signage at main entrance. Force to open door is excessive at 13 lbs.	A sign with the international symbol of accessibility shall be at every primary entrance and every major junction indicating the direction along or to accessible features. (CA T24 1127B.3, ADA 4.1.3(16B), CA T24 1117B.5.1) pp 186, 394 Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)) p 207
Unisex Restroom	Force to open door is excessive at 22 lbs.	Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)) p 207

G. Facility Location: 5757 Wilshire Blvd, Ste 200, Los Angeles

Facility Element	Findings	Corrective Action
Main Entrance	Ramp slope to entrance is too steep at 9.1%. No accessible signage at main entrance.	Slope of ramp does not exceed 1:12 (8.3% slope). (CA T24 1127B.5.3, ADA 4.8.2) p 155 A sign with the international symbol of accessibility shall be at every primary entrance and every major junction indicating the direction along or to accessible features. (CA T24 1127B.3, ADA 4.1.3(16B), CA T24 1117B.5.1) pp 186, 394

		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
	Force to open first door is excessive at 18 lbs.	Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)) p 207

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 (TDD's), 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 (NOA) be in the individuals' primary language.

A. Findings from Program Manager Surveys, 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			Upon telephone contact from the Hotline, information is collected by reporting party and noted on Referral Form.
Does the county use a primary language form?	X			Form 485 Language Designation Form.
Does the client self-declare on this form?	X			
Are non-English- or limited- English-speaking clients provided bilingual services?	X			
After it has been determined that the client is limited-English or non-English speaking, is there a county process for procuring an interpreter?	X			Upon receiving referral staff arrange for bilingual worker or interpreter as needed.
Is there a delay in providing services?		X		
Does the county have a language line provider, a county interpreter list, or any other interpreter process?	X			LADCFS does not have a Language line provider. LADCFS utilizes a Language Translator Directory of bilingual staff and or community resources.
Are county interpreters determined to be competent?	X			
Does the county have adequate interpreter services?	X			

Question	Yes	No	Some-times	Comments
Does the county allow minors to be interpreters? If so, under what circumstances?	X			Only in an emergency situation to interpret to reschedule an appointment with a county provided interpreter.
Does the county allow the client to provide his or her own interpreter?	X			Client can use their own interpreter; CSW's will have them complete DCFS 74A Form "Interpreter Usage and Consent Release of Information" and it will also be noted in case.
Does the county ensure that the client-provided interpreter understands what is being interpreted for the client?	X			
Does the county use the CDSS-translated forms in the clients' primary languages?	X			
Is the information that is to be inserted into Notices translated into the client's primary language?	X			Bilingual staff can translate inserts into notices.
Does the county provide auxiliary aids and services, TDD's and other effective aids and services for persons with impaired hearing, speech, vision or manual skills, including Braille material, taped text, large print materials (besides the Pub 13)?	X			
Does the county identify and assist the client who				

Question	Yes	No	Some-times	Comments
has learning disabilities or a client who cannot read or write?	X			

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

Documented Item	Children's Services
Ethnic origin documentation	Emergency Response Referral, Family Background forms (FB I, II, II) and FCWS-CMS case narrative.
Primary language documentation	Emergency Response Referral, CWS-CMS case narrative. DCFS Form 485
Method of providing bilingual services and documentation	Documentation of providing bilingual services was inconsistent. Some workers used DCFS Form 485 and made comments in CWS-CMS case narrative, and other workers only used the DCFS Form 485.
Client provided own interpreter	CWS-CMS case narrative.
Method to inform client of potential problem using own	None found in case sample.

Documented Item	Children's Services
interpreter	
Release of information to Interpreter	None found in case sample.
Individual's acceptance or refusal of written material offered in <i>primary language</i>	None found in case sample.
Documentation of minor used as interpreter	None found in case sample.
Documentation of circumstances for using minor interpreter temporarily	None found in case sample.
Translated notices contain translated inserts	Yes
Method of identifying client's disability	None found in case sample.
Method of documenting a client's request for auxiliary aids and services	None found in case sample.

B. Corrective Actions

Areas of Action	Corrective Action
Documentation of interpreter signed confidentiality statement	Consent for the release of information shall be obtained from applicants/recipients when individuals other than CWD employees are

Areas of Action	Corrective Action
	used as interpreters and the case record shall be so documented. Div. 21-116.24
Documentation of primary language	Each agency shall ensure that case record identification shows the applicant's/recipient's ethnic origin and primary language. Div. 21-201.21
Documentation that bilingual services were provided	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
General	LADCFS County must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance. Div. 21-116

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		Eight out of sixteen staff interviewed did not remember receiving continued Civil Rights Training.
Do employees understand the county policy regarding a client's rights and procedure to file a discrimination complaint?		X		Staff interviewed did not know the county policy regarding a client's rights and procedure to file a discrimination complaint.

Does the county provide employees Cultural Awareness Training?		X		Some staff stated they received it in the core training.
Do the CSW's have an understanding of MEPA (Multi-Ethnic Placement Act)?		X		Five of the sixteen staff interviewed stated they did not receive MEPA training or were not aware of what it was?
Do the employees seem knowledgeable about the predominant cultural groups receiving services in their area?	X			

B. Corrective Actions

Training Area	Corrective Action
Division 21, Civil Rights Training	LADCFS 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
MEPA Training for Children's Social Workers	LADCFS shall ensure that CSW's receive MEPA training to ensure that public contact staff has knowledge of, and properly apply the placement prohibitions contained in MEPA. 42 U.S.C. 672, 674, and 1996(b)

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. It is usually the Civil Rights Coordinator responsibility to maintain this log.

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		Twelve out of the sixteen staff interviewed were not able to differentiate between the three different types of complaints.
Did the employees know who the Civil Rights Coordinator is?		X		Twelve out of the sixteen staff interviewed did not know who the Civil Rights Coordinator was.
Did the employees know the location of the Civil Rights poster showing where the clients can file a discrimination complaint?		X		Ten out of the sixteen staff interviewed did not know the location of the Civil Rights Poster.
When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date?	X			

B. Corrective Action

Element	Corrective Action
Discrimination Process	LADCFS 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
Civil Rights Coordinator	LADCFS shall ensure that staff is knowledgeable regarding contact information of the civil rights coordinator, at minimum, where the information can be located. Div. 21-117 and 21-107.21

IX. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL

Thank you for submitting your agency's Civil Rights Compliance Plan, September 1, 2010 – April 30, 2011. Before approval, however, we are requesting the following augmentations to your plan:

- a. Section XII – Discrimination complaint Procedure - Outlines in detail the requirements for processing discrimination complaints. LADCFS needs to provide a clear outline and description of the policy and procedures for public contact staff to follow when a client wants to submit a discrimination complaint, and where the policies and procedures are maintained for staff reference.
- b. Appendix F of the 2010- 2011 Compliance Plan has a copy of DCFS 2457 Information Form – Civil Rights. This form does not include the Civil Rights Coordinator's name and contact information. Also, LADCFS needs to provide procedures outlining when is this form used.
- c. Appendix V of the 2010- 2011 Compliance Plan outlines the discrimination procedure only for Investigative Staff. LADCFS needs to have a clear county policy and/or procedures for county public staff to follow when a client has a discrimination complaint.

Please submit these items with your corrective action plan for this review.

IX. CONCLUSION

The CDSS reviewer found the Los Angeles Department of Children and Family Services staff warm, welcoming, informative and very supportive. Particular thanks to Brenda J. Thomas, Administrative Assistant, and Lynne Condon, Civil Rights Coordinator, for organizing the details of the review, and to Priscilla Gonzalez, Facility Agent, who assisted in each of the facility reviews. In each District Office, staff were very helpful with the facility reviews, case reviews, and computer assistance.

The CDSS found the LADCFS in substantial compliance with CDSS Division 21 Regulations, and other applicable state and federal laws. County staff continues to reflect a commitment similar to that expressed by management with respect to ensuring access, assistance, and compliance.

The LADCFS must remedy the deficiencies 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 of all actions that will be taken to correct the deficiencies, and an indication of who will be responsible for implementing the corrective action.

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.