



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

May 17, 2012

Gary Blatnick, Director
Del Norte County Department of Health & Social Services
880 Northcrest Drive
Crescent City, CA 95531

Dear Mr. Blatnick:

This letter is to advise you that the Corrective Action Plan you submitted on May 2012, in response to the results of our March 28-30, 2011 Civil Rights Compliance Review is approved.

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

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

Sincerely,

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

c: Carmen Fong-Chavez, 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 Del Norte
Department of Health & Human Services
Public Assistance/Employment & Training Branch
Civil Rights Corrective Action Plan - March 28-30,2011

MAY 1 1 2012

IV. Facility Accessibility For Individuals With Disabilities

A. Facility Location: 880 Northcrest Drive, Crescent City, CA

Facility Element	Findings	Corrective Action
Parking	Accessible spaces do not have the additional signage "Minimum Fine \$250" below the symbol sign	Expected completion date 9/30/12
Parking	Access aisle does not have the words "No Parking" painted in the pavement	Expected completion date 9/30/12
Main Entrance	Upon entering there is a set of 2 doors, force to open both doors are excessive at 7 lbs. and 8 lbs.	Doors have less than 5 lbs. pressure - completed 4/18/12
Client Lobby	Counter in lobby is too high 42"	ISA signage is installed for Interview Booth #15 - completed 4/18/12
Client Interview booths	There is no turn around room space in smaller interview booths	Booth #15 allows wheelchair to turn to 180 degrees in a 60" diameter or T-shaped space - completed 5/10/12
Men's Restroom	Force to open door is excessive at 9 lbs.	Door has less than 5 lbs. pressure - completed 4/18/12
Men's Restroom	Wall and door sign is too high at 64"	Wall and door signs lowered to proper height of 60" to center line of signs - completed 4/30/12
Men's Restroom	Toilet sheet dispenser is located too far at 17" from the front edge of the toilet seat	Toilet sheet dispenser was relocated to be within not more than 12" of front edge of toilet seat - completed 4/30/12
Women's Restroom	Force to open door is excessive at 8 lbs.	Door has less than 5 lbs. pressure - completed 4/18/12
Women's Restroom	Wall and door sign is too high at 64"	Wall and door signs lowered to proper height of 60" to center line of signs - completed 4/30/12
Women's Restroom	Toilet sheet dispenser is located too far at 14" from the front edge of the toilet seat	Toilet sheet dispenser was relocated to be within not more than 12" of front edge of toilet seat - completed 5/2/12

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C. Facility Location: 286 M Street, Crescent City, CA

Facility Element	Findings	Corrective Action
Parking	Accessible spaces do not have the additional signage "Minimum Fine \$250" below the symbol sign	Expected completion date 6/17/12
Parking	The second van accessible parking space does not meet the access aisle measurement requirement	Expected completion date 6/17/12
Parking	The second space from left to right, access aisle does not have the words "No Parking" painted in the pavement	Expected completion date 6/17/12
Men's Restroom	Force to open door is excessive to 15 lbs.	Expected completion date 6/17/12
Men's Restroom	Toilet sheet dispenser is too far at 19" from the front edge of toilet seat	Expected completion date 6/17/12
Women's Restroom	Force to open door is excessive to 15 lbs.	Expected completion date 6/17/12
Women's Restroom	Toilet sheet dispenser is too far at 14" from the front edge of toilet seat	Expected completion date 6/17/12

VI. Documentation of Applicant/Recipient Case Records

B. Corrective Actions

Areas of Action	Corrective Action	Status
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	All staff training performed on 4/30/12
General	Del Norte DHHS must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance	All staff training performed on 4/30/12