



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](http://www.cdss.ca.gov)



EDMUND G. BROWN JR.  
GOVERNOR

August 26, 2013

Jim Semmes, Director  
Imperial County Department of Social Services  
2995 S. Fourth St., #105  
El Centro, CA 92243

Dear Mr. Semmes:

Thank you for submitting your agency's Corrective Action Plan responding to our Civil Rights Compliance Review of February 2011. This letter is to advise you that your Corrective Action Plan is partially approved. Before a complete approval of the Plan, however, we are requesting the following revisions and/or additional information:

The portion of your plan that we are not approving are:

- ADA/physical findings from 480 N. Imperial Ave, Brawley, CA 92227
- ADA/physical findings from 604 Birch Street, Calexico, CA 92231

Any Imperial County public facility must be accessible, regardless of ownership/lessor status. Your facilities located on school grounds are required to be in overall American Disabilities Act (ADA) and California Code compliance. At the time of the review, there were several ADA deficiencies at both 480 North Imperial Ave and 604 Birch Street locations, as noted in your Compliance Report. The letters you sent to the Calexico School District must be followed up with and the deficiencies remedied as soon as possible.

Please resubmit your corrective action plans (including activities, time frames and who has responsibility) addressing the above deficiencies to our office by Friday, September 20, 2013. Upon receipt of the requested corrective action plan revisions, our office will again review the Corrective Action Plan.

If you have any questions, please contact Daniel Cervantes at (916) 654-0946. You may also contact us by e-mail at [Daniel.Cervantes@dss.ca.gov](mailto:Daniel.Cervantes@dss.ca.gov).

Sincerely,

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

c: Javier Duran, Civil Rights Coordinator

**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**

PEGGY PRICE  
DIRECTOR

IMPERIAL COUNTY  
DEPARTMENT OF SOCIAL SERVICES



2995 S. 4TH STREET • SUITE 105  
EL CENTRO, CA 92243  
TELEPHONE: (760) 337-6800

**RECEIVED**  
JUN 20 2013  
BY: \_\_\_\_\_

May 13, 2013

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

RE: Civil Rights compliance Review Corrective Action Plan

Dear Mr. Tashima,

Attached, please find our Corrective Action Plan which was developed in response to the Civil Rights compliance review that was conducted in Imperial County in February 2011 by Mr. Daniel Cervantes.

If you have any questions or need more information, feel free to contact me at (760)336-3906

Sincerely,



Javier M. Duran, Program Manager  
Imperial County Department of Social Services

<b>Informational Element</b>	<b>Corrective Action Required</b>	<b>Corrective Action Taken</b>
Translated Pub 13	Imperial County Department of Social Services shall ensure that the current version of the Pub 13 available in all languages translated by CDSS and that the available translated versions are given to the clients in their primary language.	Pub 13 dated 3/10 were provided to all lobbies and front desk staff was informed of the CRB website <a href="http://www.dss.cahwnet.gov/civilrights/YourRights_498.htm">www.dss.cahwnet.gov/civilrights/YourRights_498.htm</a> to obtain Pub 13's in any other language than what has been provided to them.
Auxiliary aids	Imperial County Department of Social Services shall ensure that availability of large print, Braille, and auditory aids for participants in all of the programs for which CDSS has oversight responsibility	Pubs 13's in large print, Braille, as well as auditory CD's were provided to the lobbies in which CDSS has oversight responsibility.
Posters	Imperial County Department of Social Services shall ensure that the most current version of posters on non discrimination provided by CDSS and USDA are prominently displayed in all waiting area and reception rooms	Current versions of Pub 86 and AD 475B are posted in the lobbies that are within I.C D.S.S. responsibility.

**Findings and Corrective Actions**  
**480 N. Imperial Ave, Brawley CA 92227**

Parking	<p>No UNAUTHORIZED PARKING sign at parking lot entrance (accessible spaces are located on the campus of Brawley High School)</p> <p>Van accessible space does not have proper van accessible signage</p>	See attached letter dated June 25, 2012 to Ms. Rita Zuno, Coordinator of the Brawley Family Resource Center, informing her and the school district of all the finding of the Civil Rights compliance Review Report related to the Brawley FRC and the corrective actions needed for the facility. The Department of Social Services does not have any direct responsibility over the facilities because all FRC's are located on school grounds.
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	<p>Accessible sign missing \$250 min fine</p> <p>Van accessible parking space only 15 feet long</p>	<p>Ms. Zuno stated as of today's date the report was forwarded to the school board and she is awaiting direction.</p>
Exterior entrance	No accessible signage at the building's entrance	Please see Ms. Zuno's statement above
Restroom	<p>Unisex: No accessible signage on door or wall</p> <p>Soap dispenser too high at 46 in</p> <p>Toilet protector too high at 46 in</p> <p>Mirror base too high at 40 in.</p>	Please see Ms. Zuno's statement above

A follow up letter was mailed to Ms. Zuno on May 1, 2013 which summarized our conversation on the Civil Rights Review Report and Brawley School Districts response to it. Ms. Zuno had stated that the Civil Rights Review Report was forwarded to the Brawley Elementary School District and she has not received any direction from the board. She stated she will resend the report to the board and will inform the DSS when corrections have been made.

**Facility Location**  
**604 Birch Street Calexico, CA 92231**

Parking	No UNAUTHORIZED PARKING sign at parking lot entrance	<p>See attached letter dated June 25, 2012 to Ms. Hortencia Armendariz, Coordinator of the Calexico Family Resource Center, informing her and the school district of all the finding of the Civil Rights compliance Review Report related to the Calexico FRC and the corrective actions needed for the facility. The Department of Social Services does not have any direct responsibility over the facilities because all FRC's are located on school grounds. As of today's date the FRC coordinator has changed to Ms. Betty Nunez and she has not heard of the request for corrective action but upon review of the report I faxed to her she stated a couple of things have been corrected. The</p>
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	<p>No van accessible parking space</p> <p>Accessible space does not have freestanding sign</p> <p>The words NO PARKING are not painted in the access isle</p>	<p>UNAUTHORIZED PARKING sign has not been completed.</p> <p>Incomplete per letter dated 6/25/2012</p> <p>A disabled parking sign has been installed in the parking lot.</p> <p>Incomplete per letter dated 6/25/12</p>
Restrooms	Unisex Restroom: No wall mounted accessible signage on latch side of door	Incomplete per letter dated 6/25/12
	Pipes under the sink are not insulated	This has been completed by the school district maintenance section.
	Toilet protector too high at 50 inches	Incomplete per letter dated 6/25/12
	Mirror base too high at 50 inches	Incomplete per letter dated 6/25/12
	Grab bar too low at 26 inches. No grab bar on back side of toilet(there is a grab bar on the opposite side of the restroom by the sink	Incomplete per letter dated 6/25/12
<p>A follow up letter was mailed to Ms. Betty Nunez on 5/1/2013 which summarized our conversation on the Civil Rights Review Report and Calexico School District's response to it. Ms. Nunez stated as the new coordinator of the FRC she would take the report to the school board and push for the corrections stated. She stated that she would inform the Department of Social Services the outcome of the request to the school board.</p>		
<p><b>Findings from Program Manger Surveys, Staff Interviews and Case File Reviews</b></p>		
Timely Services	Imperial county Must ensure that bilingual/ interpretive services are prompt and without undue delay.	The Department of Social Services has identified in speaking with staff that our delay in interpretive services may be with American Sign Language. The Department has an American Sign Language instructor at the local community college that has volunteered her services but she is not always available for same day service. The

		department's civil rights coordinators are continuing to search for a provider with hours of availability in alignment with the department's working hours.
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**DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS**

Documentation if a client provided their own interpreter	When applicants /recipients provide their own interpreter, the CWD shall ensure that the applicants/recipients are informed of the potential problems for ineffective communication. The CWD shall document in the case record that the applicants/recipients were so informed.	The training given by the Department of Social Services on Civil Rights was reviewed and it was verified that staff is informed of the need to advise the customer of the problems of ineffective communication and the need to document in the case record that the applicants/recipients were so informed and if the customer uses their own interpreter.
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General	Imperial County must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance	The training given by the Department of Social Services on Civil Rights was reviewed and it was verified that staff is informed of the need to document what language was used with the customer on each contact. A "Department Memo" originally dated January 28, 2008, was resent to all ICDSS departments, which informs all staff of the requirement to document in the applicant/recipient case record the worker's offer to provide translated forms and the acceptance or refusal of such an offer by the customer and the need to document that the customer accepted or refused such services.
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**STAFF DEVELOPMENT AND TRAINING**

Division 21, Civil Rights Training	Imperial County shall ensure that employees receive Division 21, Civil Rights Training	It was verified that each Staff Services section of the Department give training during induction and yearly on Division 21. The curriculum was reviewed to insure that all staff is aware of who the civil rights coordinators are, the different types of complaints and procedures for reporting to the identified civil rights coordinators.
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DISCRIMINATION COMPLAINT PROCEDURES		
Discrimination Process	Imperial County shall ensure staff have knowledge of the discrimination complaint process and are able to differentiate it from other complaint processes.	The training curriculum from each section of the department was reviewed to insure that all staff is aware of the types of complaints and the complaint process.
Civil Rights Coordinator	Imperial county shall ensure that staff is knowledgeable regarding contact information of the civil rights coordinators, at a minimum, where the information can be located.	The training curriculum from each section of the department was reviewed to insure that all staff is aware of who the civil rights coordinators are and location of the coordinators contact information located on the Pub 86 in each lobby.

### Attachments

1. Letter to Rita Zuno, Coordinator of the Brawley FRC, from Javier Duran with the Civil Rights Compliance Review Report as an attachment.
2. Letter to Hortencia Armendariz, Coordinator of the Calexico FRC, from Javier Duran with the Civil Rights Compliance Review Report as an attachment.
3. Department Memo dated January 28, 2008 to All ICDSS Staff.
4. Follow up letter to Rita Zuno, Coordinator of the Brawley FRC from Javier Duran
5. Follow up letter to Betty Nunez Coordinator of the Calexico FRC from Javier Duran



JAMES SEMMES  
DIRECTOR



2995 S. 4TH STREET, SUITE 105  
EL CENTRO, CA 92243  
TELEPHONE: (760) 337-6800

## DEPARTMENT OF SOCIAL SERVICES

June 25, 2012

Ms. Hortencia Armandariz  
Calexico Family Resource Center  
604 W. Birch Street  
Calexico, CA 92231

Dear Ms. Armandariz:

A Civil Rights Compliance Review was conducted at the Imperial County Department of Social Services in February 2011 and the Calexico Family Resource Center was selected as one of the sites that was reviewed.

The Civil Rights Compliance Review Report is attached for your review and the corrective action required on each one of the found deficiencies is listed. I would be requesting that the Calexico Elementary School District address each one of the deficiencies which includes steps and time lines for the completion of all corrective actions listed in the report and provide the Department of Social Services a compliance plan within the next 60 days.

To achieve compliance with federal and state laws, Imperial County DSS is preparing a corrective action plan to remedy the violations identified by the representative from the Civil Rights Bureau. A copy of this letter will be included in our plan as verification that you have been informed of the corrective action needs at the Calexico Family Resource Center facility.

If you have any questions, please feel free to contact me at (760)336-3906.

Sincerely,

Javier M. Duran  
Program Manager  
Imperial County Department of Social Services.

JAMES SEMMES  
DIRECTOR



2995 S. 4TH STREET, SUITE 105  
EL CENTRO, CA 92243  
TELEPHONE: (760) 337-6800

## DEPARTMENT OF SOCIAL SERVICES

June 25, 2012

Ms. Rita Zuno  
Brawley Family Resource Center  
405 N. Imperial Way  
Brawley, CA 92227

Dear Ms. Zuno:

A Civil Rights Compliance Review was conducted at the Imperial County Department of Social Services in February 2011 and the Brawley Family Resource Center was selected as one of the sites that was reviewed.

The Civil Rights Compliance Review Report is attached for your review and the corrective action required on each one of the found deficiencies is listed. I would be requesting that the Brawley Elementary School District address each one of the deficiencies which includes steps and time lines for the completion of all corrective actions listed in the report and provide the Department of Social Services a compliance plan within the next 60 days.

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If you have any questions, please feel free to contact me at (760)336-3906.

Sincerely,

Javier M. Duran  
Program Manager  
Imperial County Department of Social Services.

# DEPARTMENT MEMO

To: All ICDSS Staff  
From: Judy Milan and Hanna Minor  
Date: January 28, 2008  
Re: Policy on: Informing Applicants/Recipients of Free Interpreter Services

The Civil Rights Bureau is requiring that all department public contact staff verbally inform applicants and recipients of their right to free interpreter services. It is especially important that reception staff inform all applicants/recipients of this right at first contact with the department, regardless of language spoken. If Language Line needs to be used to communicate with an applicant/recipient, the department representative needs to include in the client communication that interpreter services are free.

Social Workers and Eligibility Technicians must also verbally inform all clients of their right to a free interpreter and document in the case narrative that the applicant/recipient was so informed.