



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

April 27, 2012

Pat Cheadle, Director
Kern County Department of Human Services
100 E. California Avenue
P.O. Box 511
Bakersfield, CA 93307

Dear Ms. Cheadle:

Thank you for submitting your agency's Corrective Action Plan dated January 27, 2012 which responded to our Civil Rights Compliance Review of June 24, 2011. Before approval of the Plan, however, we are requesting the following revisions and/or additional information:

Dates of completion on corrective action items where it is stated "County General Services was notified."

Please submit your revisions/additional information addressing the above deficiency to our office by May 21, 2012. Upon receipt of the requested revisions/information, our office will approve the Corrective Action Plan.

If you have any questions, please contact Cindy Guzman at (916) 654-2117. You may also contact her by e-mail at cindy.guzman@dss.ca.gov.

Sincerely,

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

Enclosure

c: Ginny Krebs, 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



FEB 01 2012

Pat Cheadle
Director

January 27, 2012

Cindy Guzman
CDSS Civil Rights Bureau
744 P Street
Sacramento, CA 95814

Subject: Kern County 2011 Civil Rights Corrective Action Plan
Kern County Department of Human Services

Dear Mrs. Guzman,

Enclosed please find the Kern County 2011 Civil Rights Corrective Action Plan for the Kern County Department of Human Services.

If you have any questions please feel free to contact me.

Sincerely,

Pat Cheadle
Director, Kern County Department of Human Services

Enclosure: Kern County 2011 Corrective Action Plan

cc: Dena Brashear, Chief Deputy Director
Cindy Uetz, Assistant Director
Pam Holowell, Assistant Director
Antanette Jones, Assistant Director
Ginny Krebs, Human Resource Manager

Tel 661.631.6000 Fax 661.631.6631 TTY 800.735.2929
100 E. California Avenue P.O. Box 511 Bakersfield, CA 93302 www.KCDHS.org

Kern County Department of Human Services is an equal opportunity employer.

Kern County Department of Human Services
 ADA and Civil Rights Compliance
 Corrective Action Plan
 January 25, 2012

Site	Audit Date	Location	Deficiency	Who	Corrective Action	DueDate	Comments
OC Sills	June 2011	Family Services Lobby	Current version of Publication 13 available in languages, Braille, Audio Cassette and large not displayed/or on hand in the Family Services lobby	Human Resources	Ordered from CDSS 12/27/11	02/01/12	Complete
OC Sills	June 2011	Family Services Lobby	Current versions of required posters not displayed in the Family Services Lobby	Human Resources	Posted as of 01/0/12	02/01/12	Complete
Ridgecrest	June 2011	Lobby	Signs for DHS clients only – not for U.S., Mail and door sign "P.C. 171B Prohibits possession of weapons" and sign "No Smoking" are in English Only	Human Resources	Make signs	02/01/12	Ordered
Shafter	June 2011	Parking	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. (CA T24 1129B.4.1), Page 133	Maintenance		02/01/12	Notified County General Services
Shafter	June 2011	Parking	Sign height shall be 80" minimum from bottom of sign to top of finish grad. (CA T24 1129B.4.1, ADA 4.5.5) Page 134	Maintenance		02/01/12	Notified County General Services
Shafter	June 2011	Parking	The words "No Parking" shall be painted on the ground in each 5' or 8' loading and unloading access aisle in white letters not smaller 12" (CA T24 1129B.3.2) Page 135	Maintenance		02/01/12	Notified County General Services
Shafter	June 2011	Entrance – Front Double Door	Door pressure not to exceed 5 pounds. (CA T24 1133B.2.5, ADA 4.1311(2)(a) and (b)) Page 201	Maintenance		02/01/12	Notified County General Services
Shafter	June 2011	Client Lobby	Protruding objects in alcoves can not project more than 4" into walls, corridors,	Maintenance		02/01/12	Notified County General Services

Site	Audit Date	Location	Deficiency	Who	Corrective Action	DueDate	Comments
			<p>passageways, or aisles. (CA T24 1117B.1.3) Page 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.</p> <p>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 wall 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 minimum 32" clearance between the walls." (CA T24 1117B.1.3) Page 232-233</p> <p>The clear knee space between the bottom of the apron and the floor or ground not less than 27" in height, 30" in width, and 8" in depth.</p> <p>(CA T24 1117B.1.2, ADA 4.15.5(1)) Page 231</p>				Note: Removal of the Water Fountain will Resolve all deficiencies
Shafter	June 2011	Men's Restroom	Door pressure not to exceed 5 pounds (CA T24 1133B.2.5, ADA 4.1311 (2)(a) and (b)) Page 201	Maintenance		02/01/12	Notified County General Services
Shafter	June 2011	Women's Restroom	Door pressure not to exceed 5 pounds (CA T24 1133B.2.5, ADA 4.133 (s)(a) and (b)) Page 201	Maintenance		02/01/12	Notified County General Services
Ridgecrest	June 2011	Parking	Sign height shall be 80" minimum from bottom of sign to top of finish grade (CA T24 1129B.4.1, ADA 4.6.5) Page 134	Maintenance		02/01/12	Notified County General Services

Site	Audit Date	Location	Deficiency	Who	Corrective Action	DueDate	Comments
Ridgecrest	June 2011	Exterior Entrance	Door pressure not to exceed 5 pounds (CA T24 1133B.2.5, ADA 4.133 (2)(a) and (b)) Page 201	Maintenance		02/01/12	Notified County General Services
Ridgecrest	June 2011	Client Lobby	Height of accessible tables or counters shall be 25"-34" from floor finish. (CA T24 1122B.4, ADA 4.32.4) Page 388	Maintenance		02/01/12	Notified County General Services
Ridgecrest	June 2011	Unisex Restroom	Door sign and wall sign shall be 60" above the floor to the center line of sign. 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 the nearest adjacent wall, preferable on the right. (CA T24 1117B.5.7, ADA 4.30.6) Page 281 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) Page 282	Maintenance		02/01/12	Notified County General Services
Ridgecrest	June 2011	Unisex Restroom	Toilet protector too high. If towel, sanitary napkins, waste receptacles, 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) Page 294	Maintenance		02/01/12	Notified County General Services
OC Sills	June 2011	Front Entrance Interior Door and Children's Entrance	Door pressure not to exceed 5 pounds (CA T24 1133B.2.5, ADA 4.1311 (2)(a) and (b)) Page 201	Maintenance		02/01/12	Notified County General Services

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OC Sills	June 2011	Women's Restroom	Door pressure not to exceed 5 pounds (CA T24 1133B.2.5, ADA 4.1311 (2)(a) and (b)) Page 201	Maintenance		02/01/12	Notified County General Services
OC Sills	June 2011	Women's Restroom	Sink Counter Height Too High Sink is to be mounted with a counter or rim no higher than 34" (CA T24 1115B.4.7.1, ADA 4.24.2) Page 342			02/01/12	Notified County General Services
OC Sills	June 2011	Women's Restroom	Soap Dispenser Too High If towel, sanitary napkins, waste receptacles, 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) Page 294	Maintenance		02/01/12	Notified County General Services
OC Sills	June 2011	Men's Restroom	Soap Dispenser Too High If towel, sanitary napkins, waste receptacles, 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) Page 294	Maintenance		02/01/12	Notified County General Services
Department-Wide	June 2011		Several CalFresh workers were unable to identify who their Civil Rights Coordinator is (Div. 21-117 and 21-107.21	Human Resources	Advise Staff	02/01/12	

Kern County Department of Human Services
 ADA and Civil Rights Compliance
 Corrective Action Plan

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<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." (CA T24 1129B.4.1), Page 133</p>			<p>Notified GS Property Mgmt to notify owner by 2/1/12</p>
<p>Sign height shall be 80" minimum from bottom of sign to top of finish grad. (CA T24 1129B.4.1, ADA 4.5.5) Page 134</p>			<p>Notified GS Property Mgmt to notify owner by 2/1/12</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 not smaller 12" (CA T24 1129B.3.2) Page 135</p>			<p>Notified GS Property Mgmt to notify owner by 2/1/12</p>
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<p>Protruding objects in alcoves can not project more than 4" into walls, corridors, passageways, or aisles. (CA T24 1117B.1.3) Page 232 If it would create an unreasonable hardship, the water fountain may project into the path of travel under the following conditions: 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 Wing wall 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 minimum 32" clearance between the walls." (CA T24 1117B.1.3) Page 232-233 The clear knee space between the bottom of the apron and the floor or ground not less than 27" in height, 30" in width, and 8" in depth. (CA T24 1117B.1.2, ADA 4.15.5(1)) Page 231</p>			<p>Notified GS Property Mgmt to notify owner by 2/1/12 NOTE: WATER FOUNTAIN CAN BE REMOVED TO ELIMINATE ADA WRITE-UP</p>

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