



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



EDMUND G. BROWN JR.  
GOVERNOR

October 17, 2012

Ms. Linda Haugan, Assistant County Administrator  
San Bernardino County Human Services System  
385 N. Arrowhead Drive, 5<sup>th</sup> Floor  
San Bernardino, CA 92415-0140

Dear Ms. Haugan:

This letter is to advise you that the Corrective Action Plan you submitted on October 14, 2011, in response to the results of our 2010-2011 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 Daniel Cervantes at (916) 654-2107. 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 & Community Services Division

c: Denise Shefchik, 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

Dominic Pagano, 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

# SAN BERNARDINO COUNTY

## Human Services



APPEALS UNIT - PID

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(909) 252-4703

Linda Haugan  
Assistant County Administrator

October 14, 2011

OCT 20 2011

California Department of Social Services  
Civil Rights Bureau  
744 P St., MS 6-70  
Sacramento, CA 95814

Re: 2011 Civil Rights Review

Dear Mr. Tashima:

San Bernardino County received the Civil Rights Compliance Review Report on August 11, 2011 from the review conducted in June 2011. The following outlines the planned corrective action to address each area of Corrective Action cited in the report:

#### **IV. Facility Accessibility for Individuals with Disabilities (Title 24 CCR & ADAAG)**

San Bernardino TAD – 295 E. 4<sup>th</sup> St. – All Corrective Actions identified including elevator, dispenser adjustments and door pressure adjustments have been completed.

Rancho TAD/ ESP – 10825 Arrow Blvd. – All Corrective Actions identified including all parking lot signage, elevator signage, restroom sign and dispenser adjustments as well as all door pressure adjustments have been completed.

Rancho DAAS – 9445 Fairway View Place – All Corrective Actions identified including all parking lot signage and markings, building signage and door pressure adjustments have been completed.

Rialto/Fontana DCFS – 17621 W. Foothill Blvd. – All Corrective Actions, specifically restoring the restroom door pressure for both the Men's and Women's Restrooms to 5 pounds have been completed.

#### **V. Provision of Services to Applicants and Recipients Who Are Non-English Speaking or Who Have Disabilities (MPP 21-115)**

**Required Corrective Action:** "San Bernardino County must use and provide translated forms to include translated notice of action forms, in the client's primary languages when translated by CDSS."

**Required Corrective Action:** "When San Bernardino County uses translated forms and materials, such as notices of action that contain spaces in which the county must insert information for the client, such information must be in the primary language of the client."

**County action:** With regard to both required actions, program specific documents have been implemented which basically contain a checklist of requirements when there is a client whose primary language is other than English. Additionally, written instruction regarding the use of translated materials is currently documented in Handbooks for each program. Notification reminding staff of the

requirement and how to locate all translated forms is currently in the process of being sent to all staff through our Program Development Division and reminders will continued to be issued periodically. Additionally, emphasis is given to this area in the Civil Rights Refresher training given periodically to all staff.

**VI. Documentation of Applicant/Recipient Case Records (MPP 21-116)**

**Required Corrective Action:** *"Consent for the release of information shall be obtained from applicants/recipients when individuals other than CWD employees are used as interpreters and the case record shall be so documented."*

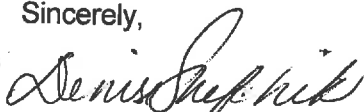
**Required Corrective Action:** *"Document the method used to provide bilingual services, e.g., assigned worker is bilingual, other bilingual employee acted as interpreter, volunteer interpreter was used, or client provided interpreter."*

**County Action:** With regard to both required actions, program specific forms have been implemented that capture all documentation requirements through a checklist format containing spaces to insert the required information and indicate the accommodation completed. For TAD, this "form" is a new template contained in the C-IV Journal with required entries. For DAAS and DCFS, these documents are brightly colored and easily identifiable on/ in each case file.

Additionally, each program handbook contains written instruction for the use of these documents as well as all documentation requirements. Periodic reminders will will be issued to all staff through our Program Development Division and the Civil Rights Refresher training contains a section covering all documentation requirements.

San Bernardino County Human Services remains committed to providing excellence in the area of Civil Rights. Feel free to contact me if you have any questions.

Sincerely,



Denise Shefchik

Civil Rights Coordinator  
(909) 252-4377