



CDSS

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STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**  
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ARNOLD SCHWARZENEGGER  
GOVERNOR

September 2, 2009

Mathew Zanze, Director/Public Conservator  
Amador County Health & Human Services Agency  
10877 Conductor Blvd.  
Sutter Creek, CA 95685

Dear Mr. Zanze:

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 Amador County. Enclosed is the final report on the review.

There were 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 Public Records Act (PRA) request. Our reports are considered public documents under the PRA. Once we approve your CAP, it too, becomes a public document. Per the Governor's Executive Order S-08-09, all compliance reviews (and corresponding CAPs) performed after January 2008 will be posted on the state's Reporting Government Transparency website.

If you need technical assistance in the development of your CAP, please feel free to contact the Civil Rights Bureau at (916) 654-2107 (voice) / (916) 654-2098 (TDD). You may also contact us by e-mail at [crb@dss.ca.gov](mailto:crb@dss.ca.gov).

Sincerely,

RAMÓN S. LOPEZ, Chief  
Civil Rights Bureau  
Human Rights and Community Services Division

Enclosure

c: Chris Webb-Curtis, Branch Chief, CDSS Supplemental Nutrition Assistance Program M.S. 8-9-32

Mike Papin, CDSS Supplemental Nutrition Assistance Program  
Food Stamps Policy Bureau M.S. 8-9-32

Richard Trujillo, CDSS Supplemental Nutrition Assistance Program  
Food Stamps Policy Bureau M.S. 8-9-32

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**CIVIL RIGHTS COMPLIANCE REVIEW REPORT  
FOR  
COUNTY OF AMADOR**

**Conducted July 8 – 9, 2009**

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

**Civil Rights Bureau**

**744 P Street, M.S. 6-70**

**Sacramento, CA 95814**

**(916) 654-2107**

**Reviewer**

**Cindy S. Guzman**

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## 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 Amador County Health & Human Services Agency 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 July 8, 2009 with Mathew Zanze, Director Civil Rights Coordinator. An exit interview was held on July 9, 2009 to review the findings.

The review was conducted in the following locations:

<b>Name of Facility</b>	<b>Address</b>	<b>Programs</b>	<b>Non-English languages spoken by a substantial number of clients (5% or more)</b>
Amador County Health & Human Services Agency	10877 Conductor Blvd., Sutter Creek, CA 95685	CalWORKS, Food Stamps, CPS, APS, IHSS	None

### II. SUMMARY OF METHODOLOGY

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

- Reviewed the 2008 Annual Civil Rights Plan submitted by the County.
- Reviewed the civil rights discrimination complaint database for a complete listing of complaints filed against the County for the last year.

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

<b>Classifications</b>	<b>Total</b>	<b>Bilingual</b>
Eligibility Workers	3	1
Children Social Workers	1	
Adult Program Workers	1	
Receptionist/Screeners	1	
<b>Total</b>	<b>6</b>	

#### Program Manager Surveys

Number of surveys distributed	2
Number of surveys received	2

#### Reviewed Case Files

English speakers' case files reviewed	30
Non-English or limited-English speakers' case files reviewed	10
Languages of clients' cases	Spanish, English, Vietnamese

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 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

<b>Access to Services, Information and Outreach</b>	<b>Yes</b>	<b>No</b>	<b>Some-times</b>	<b>Comments</b>
Does the county accommodate working clients by flexing their hours or allowing applications to be mailed in?	X			Employees have flexible work hours to accommodate working clients who need to come early in the morning or late in the afternoon, or they can mail applications in.
Does the county have extended hours to accommodate clients?	X			Employees have flexible work hours to accommodate clients who need to come early in the morning or late in the afternoon.
Can applicants access services when they cannot go to the office?	X			Applicants can access services through the telephone, mail and through the county website.
Does the county ensure the awareness of available services for individuals in remote areas?	X			The county maintains a website with contact information. There is outreach information available through community partners.

<b>Signage, posters, pamphlets</b>	<b>Yes</b>	<b>No</b>	<b>Some-times</b>	<b>Comments</b>
Does the county use the CDSS pamphlet "Your Rights Under California Welfare Programs" (Pub 13)? Is the pamphlet distributed and explained to each client at intake and re-certification?	X			
Was the current version of Pub 13 available in English, Spanish, Lao, Vietnamese, Chinese, Hmong, Russian, Korean, Farsi, Arabic, Laotian, Tagalog, Armenian and Cambodian?	X			
Was the Pub 13 available in large print, audiocassette and Braille?		X		Pub 13 not available in audio.
Were the current versions of the required posters present in the lobbies?	X			
Did the workers know the location of the required posters with the Civil Rights Coordinator's name and address?	X			
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			

## **B. Corrective Actions**

<b>Informational Element</b>	<b>Corrective Action Required</b>
Auxiliary aids	Amador County 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

The most recent version for each of the above referenced documents is:

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

Contact your program consultant to receive the most recent versions, or download the Pub 13 from the CRB website

[http://www.dss.cahwnet.gov/civilrights/YourRights\\_498.htm](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.

## A. Findings and Corrective Actions

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

**Facility Location:** 10877 Conductor Blvd., Sutter Creek, CA 95685

Facility Element	Findings	Corrective Action
Parking	None	None
Client lobby	<p>(ISA) International Symbol of Accessibility sign is missing at lobby entrance.</p> <p>No ISA sign at lobby entrance – non-glare finish, color contrast.</p> <p>Pub 13 was not available in Audio.</p>	<p>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.5.8.1.2) pp. 183, 353</p> <p>Characters, symbols and their backgrounds have a non-glare finish. Characters and symbols contrast with their background, either light characters on a dark background or dark characters on a light background. (CA T24 1117B.5.2, ADA 4.30.5) p. 355</p> <p>Current: 05/01 or 01/04 (Div 21-107.221) Pamphlets supplied by CDSS entitled "Your Rights Under California Welfare Programs" shall be made available in all CWD waiting rooms and reception areas and shall be distributed and explained to each applicant/recipient at intake and reinvestigation of eligibility. The pamphlets shall be in the primary languages of the CWD's applicant/recipient population including alternate formats (e.g., cassette tapes, large print, etc.).</p>
Restroom	No Findings	None

**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			The County uses the I Speak cards.
Does the county use a primary language form?	X			DFA 285
Does the client self-declare on this form?	X			
Are non-English- or limited- English-speaking clients provided bilingual services?	X			

Question	Yes	No	Some-times	Comments
After it has been determined that the client is limited-English or non-English speaking, is there a county process for procuring an interpreter?				Amador County has one Spanish speaking bi-lingual eligibility worker and uses a language line. Amador County has no 5% threshold of non-English Languages, however accommodates clients as needed.
Is there a delay in providing services?	X			In one of the Spanish case files it was documented there was a delay in getting an interpreter to explain a disability question.
Does the county have a language line provider, a county interpreter list, or any other interpreter process?	X			Amador County has no 5% threshold of non-English Languages. Amador County accommodates clients as needed with one Spanish-speaking bi-lingual eligibility worker and a language line.
Are county interpreters determined to be competent?	X			Amador County has no 5% threshold of non-English Languages. Amador County accommodates clients as needed.
Does the county have adequate interpreter services?	X			Amador currently has one Spanish-speaking bi-lingual eligibility worker and uses a language line.
Does the county allow minors to be interpreters? If so, under what circumstances?		X		
Does the county allow the client to provide his or her own interpreter?	X			
Does the county ensure that the client-provided interpreter understands what is being interpreted for the client?	X			

Question	Yes	No	Some-times	Comments
Does the county use the CDSS-translated forms in the clients' primary languages?	X			
Is the information that is to be inserted into NOA translated into the client's primary language?	X			
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			

## B. Corrective Actions

Area of Findings	Corrective Actions
Timely Services	Amador County must ensure that bilingual/interpretive services are prompt and without undue delay. Div. 21-115

## 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

<b>Documented Item</b>	<b>Children's Services</b>	<b>Adult Programs</b>	<b>CalWORKs</b>	<b>Non-Assisted Food Stamps</b>
Ethnic origin documentation	Identification Form	SOC 295	DFA 285	DFA 285
Primary language documentation	Identification Form	SOC 295	DFA 285	DFA 285
Method of providing bilingual services and documentation	Documented in CalWin Case comments.	Documented in Case file.	Documented in Case file.	Cases flagged in Non-English. Use of County interpreter documented in narratives.
Client provided own interpreter	N/A	Documented in Case file.	Documented in case comments.	Documented in case comments.
Method to inform client of potential problem using own interpreter	N/A	Documented in Case file.	Documented in Case file.	Documented in Case file.
Individual's acceptance or refusal of written material offered in primary language	N/A	Documented in Case file.	Documented in Case file.	Documented in Case file.
Documentation of minor used as interpreter	Not noted in cases reviewed.	Not noted in cases reviewed.	Not noted in cases reviewed.	Not noted in cases reviewed.
Documentation of circumstances for using minor interpreter temporarily	Not noted in cases reviewed.	Not noted in cases reviewed.	Not noted in cases reviewed.	Not noted in cases reviewed.

Documented Item	Children's Services	Adult Programs	CalWORKs	Non-Assisted Food Stamps
Translated notice of actions (NOA) contain translated inserts	N/A	N/A	The Spanish cases reviewed had translated NOA inserts.	The Spanish cases reviewed had translated NOA inserts.
Method of identifying client's disability	N/A	Medical Form	SAWS 1	SAWS 1
Method of documenting a client's request for auxiliary aids and services	Documented in case comments regarding (IEP) Individual Education Program needed.	Not noted in cases reviewed.	Not noted in cases reviewed.	Not noted in cases reviewed.

## B. Corrective Actions

General	1. Amador County must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance. Div. 21-116
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## 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			Employees interviewed stated they receive continued Division 21 training.

Do employees understand the county policy regarding a client's rights and procedure to file a discrimination complaint?	X			
Does the county provide employees Cultural Awareness Training?	X			
Do the CSW's have an understanding of MEPA (Multi-Ethnic Placement Act)?	X			
Do the employees seem knowledgeable about the predominant cultural groups receiving services in their area?	X			

**B. None**

**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**

<b>Interview and review areas</b>	<b>Yes</b>	<b>No</b>	<b>Some-times</b>	<b>Findings</b>
Can the employees easily identify the difference between a program, discrimination, and a personnel complaint?	X			Employees interviewed could easily identify the difference between a program, discrimination, and a personnel complaint.

<b>Interview and review areas</b>	<b>Yes</b>	<b>No</b>	<b>Some-times</b>	<b>Findings</b>
Did the employees know who the Civil Rights Coordinator is?	X			
Did the employees know the location of the Civil Rights poster showing where the clients can file a discrimination complaint?	X			
When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date?	X			

**B. None**

## **IX. CONCLUSION**

The CDSS found the Amador County Health & Human Services Agency in substantial compliance with CDSS Division 21 Regulations, and other applicable state and federal laws with minor exceptions. The CDSS would like to acknowledge and thank Mathew Zanze, Director/Civil Rights Coordinator for his assistance, and cooperation throughout the review process. The Amador County Health & Human Services Agency is in a new building which has no ADA compliance facility findings at this time.

The Amador County Health & Human Services Agency 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 by which all actions will be taken to correct the deficiencies.

It is our intent that this report be used to create a positive interaction between the county and CDSS in identifying and correcting compliance deficiencies 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.