



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 24, 2012

Phillip R. Crandall, Director
Humboldt County Department of Health & Human Services
929 Koster Street
Eureka, CA 95501

Dear Mr. Crandall:

This letter is to advise you that the Corrective Action Plan you submitted on May 24, 2011 in response to the results of our May 25, 2010 Civil Rights Compliance Review is approved. We apologize for the delay.

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

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

Sincerely,

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

c: Deni McFarland, Deputy Director, Employee Services/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 HUMBOLDT

Department of Health & Human Services

Phillip R. Crandall, Director

SOCIAL SERVICES BRANCH

929 Koster Street Eureka, CA 95501

707.476.4700 Fax: 707.441.2096

Katherine Young, Director

MAY 31 2011

May 24, 2011

Mr. Jim Tashima
Civil Rights Bureau
Human Rights and Community Service Division
California Department of Social Services
744 P Street
Sacramento, CA 95814

Dear Mr. Tashima:

Enclosed is Humboldt County's Corrective Action Plan for the Department of Health and Human Services Social Services Branch which describes our efforts to comply with the findings of the Civil Rights Compliance Review conducted by Cindy Guzman on May 25, 2010. The methodology utilized in the review consisted of interviews with staff from the Social Services Branch of the Department of Health and Human Services, case file reviews, and a walk through inspection of the buildings and offices where services are offered. Our staff reviewed the report and formulated this plan to meet the requirements set forth by the Civil Rights Bureau.

CIVIL RIGHTS COMPLIANCE REVIEW

CORRECTIVE ACTION PLAN

FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

Findings: Parking at 808 E Street lacks additional signage "Minimum Fine \$250.00" below the accessible symbol sign.

Plan of Action: Post additional sign below the symbol sign that states, "Minimum Fine \$250.00." To be completed within 30 days of this report.

Findings: Door of men's restroom at 808 E Street is missing the required door sign.

Plan of Action: Install the required door sign at 60" above the floor. To be completed within 30 days of this report.

Public Guardian
Phone: 707.445.7343
825 Fifth Street
Eureka, CA 95501

Veterans Services
Phone: 707.445.7341
825 Fifth Street
Eureka, CA 95501

Employment Training Division
Phone: 707.441.4600
930 6th Street
Eureka, CA 95501

Findings: Door pressure of men's restroom at 808 E Street too high at 11 lbs.

Plan of Action: Adjust door pressure to maximum pressure of 5 pounds. Completed 5/13/2011.

Findings: Soap dispenser of men's restroom at 808 E Street is installed too high.

Plan of Action: One soap dispenser installed at 34" from the floor. Reinstall second soap dispenser at a maximum height of 40".

Findings: Toilet protector in men's restroom at 808 E Street is installed too high.

Plan of Action: Toilet seat protector is installed on the partition at 26" inches from the floor. Reinstall toilet protector at a maximum height of 40".

Findings: Door of women's restroom at 808 E Street is missing required door sign.

Plan of Action: Door sign is installed; top of sign is 59.5" from the floor.

Findings: Door pressure of women's restroom at 808 E Street is too high at 15 lbs.

Plan of Action: Adjust door pressure to maximum pressure of 5 pounds. Completed 5/13/2011.

Findings: Toilet protector in women's restroom at 808 E Street is too high.

Plan of Action: Toilet seat protector in the large stall is attached to the partition at 34" from the floor. Reinstall toilet protector in small stall at a maximum height of 40".

Findings: Toilet tissue dispensers in women's restroom at 808 E Street are not located within 12" of the front edge of toilet.

Plan of Action: Locate toilet tissue dispenser on the wall within 12" of the front edge of toilet seat and at a minimum height of 19" from the floor. Property Agent agreed on 5/18/2011 to correct.

Findings: No visual emergency alarm; only audible.

Plan of Action: Include both audible and visual alarms. To be completed within 30 days of this report.

Findings: Parking at 929 Koster Street lacks additional signage "Minimum Fine \$250.00" below the accessible symbol sign.

Plan of Action: Post additional sign below the symbol sign that states, "Minimum Fine \$250.00." To be completed within 30 days of this report.

Findings: Persons with disabilities are forced to go behind cars from two of the accessible parking spaces. Persons with disabilities shall not be forced to go behind parked cars except their own.

Plan of Action: Property owner and County Public Works Department will work on reconfiguration of parking lot to create a walkway along the ramp and outside the bollards. Completion date unknown; ongoing project.

PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH SPEAKING OR WHO HAVE DISABILITIES

Findings: Auxiliary Aids shall be available to the deaf and hearing impaired.

Plan of Action: The County has TTY/TDD services for persons with impaired hearing and will ensure that all workers are aware of the TTY/TDD services and how to use them.

DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

Findings: Humboldt County shall ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance.

Plan of Action: Staff in all Divisions of the Social Services Branch are trained 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 requests for auxiliary aids and services. Training topics include:

- When applicant/recipient provide their own interpreter, ensure that the applicant/recipient is informed of potential problems for ineffective communication
- When a minor is used as an interpreter, we will document the circumstances requiring temporary use in the case record
- Ensure that the applicant's/recipient's ethnic origin and primary language is identified in the case record
- Document in the case record the method used to provide bilingual services
- Ensure proper documentation is kept in files that identifies all elements to guarantee compliance with Div. 21-116
- Other related topics

STAFF DEVELOPMENT AND TRAINING

Findings: Humboldt County shall ensure that employees receive Division 21 civil rights training at the time of orientation as well as ongoing training.

Plan of Action: Division 21 training has been incorporated into the content of the department's induction and continuing training. This includes familiarization with the discrimination complaint process.

Findings: Humboldt County shall ensure that all public contact employees receive cultural awareness training to ensure that public contact staff has an understanding of and sensitivity to the various cultural groups in the county's population.

Public Guardian
Phone: 707.445.7343
825 Fifth Street
Eureka, CA 95501

Veterans Services
Phone: 707.445.7341
825 Fifth Street
Eureka, CA 95501

Employment Training Division
Phone: 707.441.4600
930 6th Street
Eureka, CA 95501

Plan of Action: Staff in all Divisions of the Social Services Branch have access to training provided by the department and through contract with UC Davis. The department has a Client and Cultural Diversity Advisory Committee (CCDAC). All staff is invited to be active members of this committee. The mission of the Client and Cultural Diversity Advisory Committee is to support and advise the Office of Client and Cultural Diversity to strengthen the Department of Health and Human Services' ability to provide client, family, and community-driven, culturally and linguistically competent services to Humboldt County's diverse population, guided by the values of wellness, recovery, inclusion, respect, and equality.

DHHS appreciates the opportunity to implement this Corrective Action Plan and to achieve compliance with Division 21 regulations.

If you have any questions about our Corrective Action Plan, please free to contact me at (707) 476-4700.

Sincerely,

HUMBOLDT COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES



Katherine Young, Director
Social Services Branch

cc: Deni McFarland, Civil Rights Coordinator
Humboldt County Department of Health and Human Services

Public Guardian
Phone: 707.445.7343
825 Fifth Street
Eureka, CA 95501

Veterans Services
Phone: 707.445.7341
825 Fifth Street
Eureka, CA 95501

Employment Training Division
Phone: 707.441.4600
930 6th Street
Eureka, CA 95501