



JOHN A. WAGNER
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 10, 2011

Ms. Kathryn Flores, Director
San Benito County Health & Human Services Agency
1111 San Felipe Road, #206
Hollister, CA 95023

Dear Ms. Flores:

This letter is to advise you that the Corrective Action Plan you submitted on August 24, 2010 in response to the results of our May 5-6, 2010 Civil Rights Compliance Review is approved. We applaud your continued efforts and apologize for the delayed approval.

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

If you have any questions, please contact Ms. Cabrera at (916) 657-2352. You may also contact us by e-mail at crb@dss.ca.gov.

Sincerely,

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

c: Nadine DaRoza, Civil Rights Coordinator

Linda Patterson, Branch Chief, CDSS CalFresh Program
M.S. 8-9-32

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

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

Paul Gardes, CDSS CalFresh Program
Food Stamps Policy Bureau M.S. 8-9-32

Brian Tam, Chief, CDSS CalFresh Program
Food Stamps Management Operations Section M.S. 8-9-32

Thuan Nguyen, Refugee Programs Bureau, M.S. 8-8-46

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



KATHRYN FLORES
DIRECTOR

SAN BENITO COUNTY

ELIZABETH FALADE, M.D., M.P.H.
HEALTH OFFICER

HEALTH & HUMAN SERVICES AGENCY
ADMINISTRATION 831-636-4180

1111 SAN FELIPE ROAD, SUITE 206
HOLLISTER, CALIFORNIA 95023

AUG 30 2010

August 24, 2010

Jim Tashima, Acting Chief
Civil Rights Bureau
Human Rights and Community Services Division
744 P Street
Sacramento, CA 95814

Re: San Benito County Corrective Action Plan

Dear Mr. Tashima:

I am enclosing San Benito County's Corrective Action Plan in response to the Civil Rights Compliance Review Report conducted on May 5-6, 2010. The format was pre-approved by your office. The report includes the action that will be taken, who will perform the correction and the estimated date it will be completed.

Once the final correction is made, which is estimated to be on October 31, 2010, pictures of the corrections will be forwarded to your office. Community Services Development Corporation (CSDC), the owners of our site, have been very cooperative with our agency to ensure all corrective actions are implemented.

If you have any further questions or comments, please do not hesitate to call me.

Sincerely,

A handwritten signature in black ink, appearing to read "Kathy Flores".

KATHRYN D. FLORES
Director, HHSA

Enclosure (1)

C: Mark Eiserer, Deputy Director Fiscal Services
Nadine DaRoza, Administrative Services Manager



SAN BENITO COUNTY

HEALTH & HUMAN SERVICES AGENCY
ADMINISTRATION 831-636-4180

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CORRECTIVE ACTION PLAN FOR CIVIL RIGHTS COMPLIANCE REVIEW CONDUCTED MAY 5-6, 2010

III. DISSEMINATION OF INFORMATION

Title	Area	Action Taken	Date To Be Corrected
Posters	Waiting Areas and Reception Room	San Benito County will ensure the most current version of posters are prominently displayed in the waiting areas.	HHSA will review posters January of each year to assure posters are current and clearly visible. Staff will be informed at their regular staff meeting where the posters are located.
Directional Signage		All directional and instructional signs posted in waiting areas and other places will be in both English and Spanish.	HHSA will post signs in the waiting areas in both English and Spanish By October 1, 2010.

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

Title	Area	Action Taken	Date To Be Corrected
Facility Element	Parking: San Felipe Road Entrance	A 17" x 22" size with 1" high letters using recommended language that Unauthorized Vehicles Will be Towed in conspicuous places at entrances.	CSDC will correct by October 1, 2010.
		Accessible parking spaces will be located near primary entrance	CSDC will correct by October 1, 2010.

Title	Area	Action Taken	Date To Be Corrected
	No Van Spaces	Landlord will be contacted to designate a van parking space for both front and rear entrances.	CSDC will correct by October 31, 2010.
		Additional signage will be posted below the symbol sign stating the minimum fine.	CSDC will correct by October 1, 2010.
	Parking: Community Drive Entrance	Additional signage of a minimum of 17" x 22" shall be posted in conspicuous place at entrances regarding Unauthorized Vehicles.	CSDC will correct by October 1, 2010.
		Van-Accessible Space is short at 7'8". CSDC will restripe and provide correct pavement signage in the parking lot. "NO PARKING" will be painted on the ground on the loading and unloading access aisle.	CSDC will correct by October 31, 2010.
	Main Entrance	Signs with International Symbol of Accessibility will be placed all main entrances that meet the required signage requirements.	HHSA and CSDC will correct by October 1, 2010.
	Children's Services/IHSS	Signs with International Symbol of Accessibility will be placed all main entrances and major junctions that meet the required signage requirements.	HHSA and CSDC will correct by October 1, 2010.

Title	Area	Action Taken	Date To Be Corrected
	Client Lobby Children's Services/IHSS	The Door Pressure will be adjusted to 5 pounds maximum. CSDC Maintenance to check door pressure on regular maintenance schedule.	Door Pressures will be adjusted by October 1, 2010.
	Restroom (Men's)	The sign on the Men's door will be raised to 60" above the floor. The Sign shall be as recommended accompanied by Grade 2 Braille	CSDC will correct by October 1, 2010.
		The Door Pressure will be adjusted to 5 pounds maximum and become part of the regular routine maintenance checks.	Door Pressures will be adjusted by October 1, 2010
		Pipes Under the Sink will be re-wrapped	CSDC will correct by October 1, 2010.
	Restroom (Women's)	The sign on the door will be raised to 60" from floor. The Sign shall be as recommended accompanied by Grade 2 Braille.	CSDC will correct by October 1, 2010.
		The Door Pressure will be adjusted to 5 pounds and become part of the regular routine maintenance checks.	CSDC will correct by October 1, 2010.
		Pipes Under the Sink will be re-wrapped	CSDC will correct by October 1, 2010

VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

Title	Area	Action Taken	Date To Be Corrected
	Documentation If Client Provides Own Interpreter and confidentiality statement	HHSA will require the Interpreter and Client sign a Certification of Confidentiality Form which indicates using their own interpreter can cause potential problems. The form will also serve as a confidentiality statement.	The new form will be available October 1, 2010 and will be scanned to the file.

VII. STAFF DEVELOPMENT AND TRAINING

Title	Area	Action Taken	Date To Be Corrected
	Division 21, Civil Rights Training and Cultural Awareness Training	Any employee, who does not attend the mandated Division 21, Civil Rights Training, will attend a make-up class provided by HHSA staff.	The next classes are planned for 2011. Within approximately 30 days after training, anyone not in attendance will be provided make-up training by HHSA staff.

VIII. DISCRIMINATION COMPLAINT PROCEDURES

Title	Area	Action Taken	Date To Be Corrected
	Discrimination Process	All Supervisors will review with staff at their regular scheduled staff meeting the difference between a Discrimination complaint and other complaint processes.	HHSA Supervisors will inform staff by September 30, 2010 as all divisions have regular monthly meetings.
	Civil Rights Coordinator	All Supervisors will inform staff of who the civil rights coordinator is and where the information can be located. Additionally, this information will be typed on the agenda for the meeting.	HHSA will complete by September 30, 2010 and information will be repeated at each monthly staff meeting.