

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 22, 2012

Beverly Beasley Johnson, Director
San Mateo County Human Services Agency
1 Davis Drive
Belmont, CA 94002

Dear Ms. Beasley Johnson:

This letter is to advise you that the Corrective Action Plan you submitted on February 11, 2011 in response to the results of our February 8 -11, 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: Elaine Azzopardi, 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



February 11, 2011

FEB 22 2011

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Mission

The San Mateo County Human Services Agency assists individuals and families to achieve economic self-sufficiency, promotes community and family strength, and works to ensure child safety and well-being.

Jim Tashima, Chief
Cindy Guzman, Analyst
California Department of Social Services
Civil Rights Bureau
744 P. Street
Sacramento, CA 95814

RE: Civil Rights Compliance Review Report of April 12 – 15, 2010

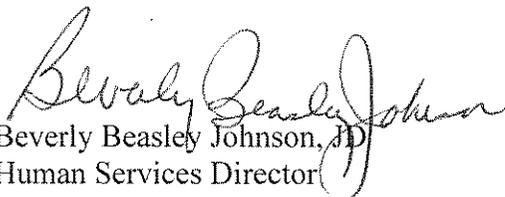
Dear Mr. Tashima:

We are writing this letter in response to your letter and report of December 20, 2010. It was a pleasure meeting your Analyst, Cindy Guzman. We would like to thank Cindy for her support and guidance through this process and for all other contacts on Civil Rights issues.

The attached document contains the Corrective Action Plan (CAP) responses to the review findings.

If you have any questions regarding our response, please contact the Civil Rights Coordinator, Cecilia Dekovic at 650-802-5192.

Sincerely,


Beverly Beasley Johnson, JD
Human Services Director

Cc: Cindy Guzman, Analyst





**CIVIL RIGHTS COMPLIANCE REVIEW REPORT
 CONDUCTED APRIL 12 – 15, 2010**

RESPONSE

Section I. Introduction - No response needed

Section II. Summary of Methodology – No response needed

Section III. Dissemination of information

	Findings	Corrective Action Response
<p>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?</p>	<p>Directional signs at Quarry Road not translated into appropriate languages. (The metal signs above front lobby counter and in hallway).</p>	<p>SMCHSA will install the Spanish directional sign. Corrections will be completed by HSA Facilities by 05/30/11.</p> <p>SMCHSA will have all instructional and directional signs posted in waiting areas and other places that are frequented by clients, and frequented by a substantial number of non-English-speaking clients, translated into Spanish. Corrections will be completed by HSA Facilities by 05/30/11.</p>

Section IV. Facility Accessibility for Individuals with Disabilities

Facility Location: 550 Quarry Road, San Carlos, CA

Facility Element	Findings	Corrective Action Response
Parking	No unauthorized parking signage at entrance to off-street accessible parking.	<p>SMCHSA will install an additional sign to be posted in conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space. Sign will be 17” by 22” min. in size with lettering 1” min. high, stating: “Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or license plates issued for persons with disabilities may be towed away at owner’s expense.</p> <p>Towed vehicles may be reclaimed at ____ or by telephoning _____.”</p> <p>Corrections will be completed by Action Signs by 04/30/11.</p>
Men’s Restroom	Toilet tissue dispenser located too far away at 36” of the front edge of toilet in the accessible stall.	Toilet tissue dispenser will be installed, on the wall within 12” of front edge of toilet seat. Corrections will be completed by HSA Facilities by 02/28/11.
Women’s Restroom	Door Pressure too high at 6 lbs.	Door Pressure has been corrected to less than 5lbs.
Directional Signage	Informational signage on wall above front lobby counter and in hallway is not in threshold languages.	All informational signage and directional signage will be installed in Spanish. Corrections will be completed by Action Signs by 05/30/11.

Facility Location: 2500 Middlefield Road, Redwood City, CA.

Facility Element	Findings	Corrective Action Response
Parking	The Van Accessible Space is missing an additional sign below the symbol sign stating "Minimum Fine \$250.00."	The Van Accessible Space will have an additional sign installed below the symbol sign stating "Minimum Fine \$250.00". Corrections will be completed by Action Signs by 04/30/11.
Emergency egress	Emergency Alarm (Audio Only) not visual	<p>SMCHSA has an emergency alarm system, both audio and visual. The system is active. The system and strobes were inspected by the fire marshal when the system was installed. The public locations where the alarms are located are as follows: lobby area between the reception desk and the restrooms, one in each of the public restrooms, two in the hallways leading to the interview rooms, one in the hallway leading to the large conference rooms, one in each of the large conference rooms, and one in the classroom. Note that at the time of the audit, the one audio/visual alarm in the lobby between the reception desk and the restroom had been tucked into the ceiling due to a remodel and it has now been properly installed.</p> <p>Note: The Agency does have an emergency plan procedure for all of its</p>

		buildings (a copy of the Emergency Procedure was provided to CRB).
Men's Restroom	<p>Door Pressure too high at 8 lbs.</p> <p>Toilet tissue dispenser located too far away at 16" of the front edge of toilet.</p>	<p>Door Pressure has been corrected to less than 5lbs.</p> <p>Toilet tissue dispenser will be installed, on the wall within 12" of front edge of toilet seat. Corrections will be completed by the SMC Department of Public Works by 02/28/11.</p>
Women's Restroom	<p>Door Pressure too high at 6 lbs.</p> <p>Toilet tissue dispenser located too far away at 14" of the front edge of toilet.</p>	<p>Door Pressure has been corrected to less than 5lbs.</p> <p>Toilet tissue dispenser will be installed, on the wall within 12" of front edge of toilet seat. Corrections will be completed by the SMC Public Works by 02/28/11.</p>

Facility Location: 400 Harbor Blvd., Bldg. B

Facility Element	Findings	Corrective Action Response
Parking	<p>Inadequate number of accessible spaces in parking lot. The lot currently has one accessible space near the building entrance (parking lot has a total of 56 parking spaces.)</p> <p>Inadequate van-accessible spaces. None were located or designated.</p>	<p>SMCHSA will have accessible parking spaces located as near as practical to a primary entrance and will have required spaces according to regulations stated. This will be done during the remodel. Corrections will be completed by landlord Raiser by 07/31/11.</p> <p>SMCHSA will have one in every 8 accessible spaces, designated van-accessible. This will be done during the remodel. Corrections will be completed by landlord Raiser by 07/31/11.</p>

	<p>No Additional sign below the symbol sign stating "minimum Fine \$250.00".</p> <p>There is no freestanding or wall-mounted signage designating accessible parking space located.</p> <p>Need to paint the words "NO PARKING" on the pavement in access aisles.</p>	<p>Additional sign will be installed below the symbol sign stating "Minimum Fine \$250.00". Corrections will be completed by Action Signs by 04/30/11.</p> <p>SMCHSA will have each parking space for persons with disabilities identified by a reflectorized sign (70 sq. in. min. and posted at a height of 80" min. from the bottom of the sign to the finished grade) permanently posted adjacent to and visible from each stall or space, consisting of the International Symbol of Accessibility in white on dark blue background. Corrections will be completed by Action Signs by 04/30/11.</p> <p>SMCHSA will paint the words "NO PARKING" on the ground in each 5' or 8' loading and unloading access aisle in white letters no smaller than 12". Corrections will be completed by the landlord Raiser by 07/31/11.</p>
<p>Exterior Entrance</p>	<p>Existing ramp from accessible parking space up to sidewalk (in front of entrance) is too steep at mid-point at 11.2% grade.</p>	<p>SMCHSA will fix the slope of curb ramp not to exceed 1:12 (8.3% slope). This will be done during the remodel. Corrections will be completed by the landlord Raiser by 07/31/11.</p>
<p>Main Entrance</p>	<p>Door Pressure too heavy at</p>	<p>Force to open door - Door</p>

	11 lbs.	Pressure has been corrected to less than 5lbs. Force to open fire door – Door has been corrected to less than 5 lbs.
Men's Restroom	Door Pressure too heavy at 10 lbs.	Door Pressure has been corrected to less than 5lbs.
Women's Restroom	Toilet tissue dispenser is too far away at 14" from front edge of toilet.	Toilet tissue dispenser will be installed, on the wall within 12" of front edge of toilet seat. Corrections will be completed by the landlord Raiser by 02/28/11.

Section V. Provision for Services to Applicants and Recipients Who are Non-English-Speaking or Who Have Disabilities

Question	Findings	Corrective Action Response
(see report)	(see report)	No corrective action needed

Section VI. Documentation of Applicant/Recipient Case Records

Documented Item	Findings	Corrective Action Response
(see report)	(see report)	No corrective action needed

Section VII. Staff Development and Training

Interview Questions	Findings	Corrective Action Response
(see report)	(see report)	No corrective action needed

Section VIII. Discrimination Complaint Procedures

Interview & Review Areas	Findings	Corrective Action Response
(see report)	(see report)	No corrective action needed

Section IX. Civil Rights Compliance Plan Review and Approval - No response needed

Section X. Conclusion - No response needed