



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



EDMUND G. BROWN JR.
GOVERNOR

May 11, 2017

Lee Collins, Director
San Luis Obispo County Social
Services Department
3433 South Higuera
P.O. Box 8119
San Luis Obispo, CA 93403

Dear Mr. Collins:

This letter is to advise you that the Corrective Action Plan you submitted on April 10, 2017 in response to the results of our September 26 to September 30, 2016 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 Jaime Urquizo (consultant) at (916) 654-2101. You may also contact your consultant by e-mail at james.urquizo@dss.ca.gov.

Sincerely,

Original signed by Tiffany Marsh

TIFFANY MARSH, Acting Chief
Civil Rights Unit
Welfare to Work Division

c: Kevin Lucado, Civil Rights Coordinator

Kim McCoy Wade, Chief
CalFresh Policy Bureau

Carlos Ocampo, Chief
Field Operations Bureau

Tami Gutierrez, Chief
CalFresh Management Operations Section

Paul Gardes
CalFresh Policy Bureau

Jacqueline Hom
State Refugee Coordinator

Joe Torres, Office of Civil Rights
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
Western Region

Andrew Riesenbergl
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
Western Region

Kevin Aslanian
Coalition of California Welfare Rights Organizations, Inc.

Antoinette Dozier
Western Center on Law and Poverty



COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF SOCIAL SERVICES
DIVISION NAME
Devin Drake *Director*

April 7, 2017

James Tashima, Chief
Civil Rights Unit
744 P street, M.S. 8-16-70
Sacramento, CA 95814

Mr. Tashima,

Attached is the Corrective Action Plan for San Luis Obispo County Department of Social Services. This is in response to the compliance issues (deficiencies) outlined in the report from the Civil Rights Compliance Review of September 26 to September 30, 2016.

Sincerely,

Original signed by Kevin Lucado

Kevin Lucado, Division Manager
San Luis Obispo County
Department of Social Services

This is the Corrective Action Plan to address the findings from the Civil Rights Review conducted at the San Luis Obispo County Department of Social Services on September 26 to September 30, 2016.

A. Findings and Corrective Actions

1. Facility Location: Monday – September 26, 2016 - 3433 S Higuera St, San Luis Obispo

Category	Finding	Corrective Action Needed	County Response
Parking	All Disabled parking lot lines are in need of repainting.	<p>The parking space shall be marked with an International Symbol of Accessibilityin white on a blue background – a minimum 36" wide x 36" high.</p> <p>(CA T24 11B-502.6.4.1) pg. 169</p> <p>The parking space shall be marked with an International Symbol of Accessibility ...in white or a suitable contrasting color.</p> <p>(CA T24 11B-502.6.4.2) pg. 169</p> <p>The centerline of the International Symbol of Accessibility shall be a max. of 6" from the centerline of the parking space, its sides parallel to the length of the parking space and its lower corner at, or lower side aligned with, the end of the parking space length.</p>	<p>The parking lot is scheduled to be re-striped and resealed in conjunction with a storm water project. The estimated completion date for this project is 6/15/2017.</p>

		(CA T24 11B-502.6.4.2) pg. 169	
Parking - Is there additional signage or additional language below the symbol of accessibility "Minimum Fine \$250"?	Four (4) parking signs missing additional signage - "Minimum Fine \$250"	Additional language or an additional sign below the International Symbol of Accessibility shall state "Minimum Fine \$250" . (CA T24 11B-502.6.2) pg. 169	ADA signs are to be addressed in conjunction with the storm water project. The estimated completion date for this project is 6/15/2017.
Parking - Is there unauthorized parking signage at entrance to off-street accessible parking?	Two (2) Unauthorized parking signage at entrance to off street accessible parking missing.	<p>An additional sign shall be posted either in a conspicuous place at each entrance to an off-street parking facility OR immediately adjacent to on-site accessible parking and visible from each parking space. (CA T24 11B-502.8) pg.170</p> <p>The additional sign shall not be less than 17" wide x 22" high. Fig. 4 (CA T24 11B-502.8.1) pg. 170</p> <p>The additional sign shall clearly state in letters with a min. height of 1" the following: "Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or special license plates issued for persons with disabilities will be towed away at the owner's</p>	ADA signs are to be addressed in conjunction with the storm water project. The estimated completion date for this project is 6/15/2017.

		<p>expense. Towed vehicles may be reclaimed at:</p> <p>_____</p> <p>or by telephoning_____."</p> <p>(CA T24 11B-502.8.2) pg. 170</p> <p>Blank spaces shall be filled in with appropriate information as a permanent part of the sign.</p> <p>(CA T24 118-502.8.2) pg. 170</p>	
Parking Directional signage to accessible entrance if not main entrance?	Directional signage needed at ends of building guiding clients to disabled parking close to the entry way to the building.	<p>Directional signs complying with "Visual Characters" heading in Section 57, Signs & Identification), including the International Symbol of Accessibility complying with "International Symbol of Accessibility" heading in Section 57, Signs & Identification, indicating the accessible route to the nearest accessible entrance shall be provided at junctions when the accessible route diverges from the regular circulation path.</p> <p>(CA T24 118-216.6) pg. 28</p>	<p>The County is working with a sign company to address this issue.</p> <p>Estimated completion for this is targeted for 6/30/2017</p>
Signage	Three (3) No smoking signs at front of building not in threshold language.	<p>All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that</p>	<p>The County is working with a sign company to address this issue.</p> <p>Estimated completion for this is targeted for 6/30/2017</p>

		<p>applicants/recipients may request aid or services in their primary language.</p> <p>(Div. 21-107.212)</p> <p>Installation height above finished floor shall be 40" max. Please see Table 57-5.</p> <p>(CA T24 11B-703.5) (ADA 703.5) pg. 379</p>	
Signage	Two (2) Building signs in front San Luis Obispo ... and hours of operation not in threshold language.	<p>All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non- English-speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants/recipients may request aid or services in their primary language.</p> <p>(Div. 21-107.212)</p> <p>Installation height above finished floor shall be 40" max. Please see Table 57-5.</p> <p>(CA T24 11B-703.5) (ADA 703.5) pg. 379</p>	<p>The County is working with a sign company to address this issue.</p> <p>Estimated completion for this is targeted for 6/30/2017</p>
Signage - Front Entrance to Building - Accessible signage?	ISA Disabled sign not available at front entry to the building	In existing buildings and facilities where not all entrances comply with Section 33, Doors, Doorways and Gates, entrances complying with Section 33, Doors, Doorways and Gates shall	<p>The County is working with a sign company to address this issue.</p> <p>Estimated completion for</p>

		<p>be identified by the International Symbol of Accessibility complying with "International Symbol of Accessibility" heading in Section 57, Signs & Identification.</p> <p>(CA T24 11B-216.6) (ADA 216.6) pg. 28</p> <p>Directional signs complying with "Visual Characters" heading in Section 57, Signs & Identification), including the International Symbol of Accessibility complying with "International Symbol of Accessibility" heading in Section 57, Signs & Identification, indicating the accessible route to the nearest accessible entrance shall be provided at junctions when the accessible route diverges from the regular circulation path. (CA T24 11B-216.6) pg.28</p> <p>Visual characters shall be 40" min. above the finish floor or ground. (CA T24 118-703.5.6) (ADA 703.5.6) pg. 376</p>	this is targeted for 6/30/2017
<p>Client Interview Rooms & Booths</p> <p>- Disable signage, is the signage compliant?</p>	<p>No Disabled Interview room signage designated. (13 interview rooms available)</p>	<p>Installation height above finished floor shall be 40" max. Please see Table 57-5.</p> <p>(CA T24 11B-703.5) (ADA 703.5) pg. 379</p>	<p>This has been completed.</p>
<p>Men's Bathroom - Pipes under</p>	<p>Men's Bathroom - Three (3) pipes under</p>	<p>Water supply and drain pipes under lavatories and sinks shall be insulated or otherwise</p>	<p>This has been completed.</p>

sink securely insulated?	sink not securely insulated. (1st floor)	configured to protect against contact. (CA T24 11B-606.5) (ADA 606.5) pg. 330 There shall be no sharp or abrasive surfaces under lavatories and sinks. (CA T24 11B-606.5) (ADA 606.5) pg. 330	
Women's Bathroom - Pipes under sink securely insulated?	Women's Bathroom - Three (3) pipes under sink not securely insulated. (1st floor)	Water supply and drain pipes under lavatories and sinks shall be insulated or otherwise configured to protect against contact. (CA T24 11B-606.5) (ADA 606.5) pg. 330 There shall be no sharp or abrasive surfaces under lavatories and sinks. (CA T24 11B-606.5) (ADA 606.5) pg. 330	This has been completed.
Men's Bathroom - Pipes under sink securely insulated?	Men's Bathroom - One (1) pipe under sink not securely insulated. (2nd floor)	Water supply and drain pipes under lavatories and sinks shall be insulated or otherwise configured to protect against contact. (CA T24 11B-606.5) (ADA 606.5) pg. 330 There shall be no sharp or abrasive surfaces under lavatories and sinks. {CA T24 11B- 606.5) (ADA 606.5) pg. 330	This has been completed.
Women's Bathroom - Pipes under sink securely insulated?	Women's Bathroom - One (1) pipe under sink not securely insulated. (2nd floor) One (1) loose wrapping	Water supply and drain pipes under lavatories and sinks shall be insulated or otherwise configured to protect against contact. (CA T24 11B-606.5) (ADA 606.5) pg. 330 There shall be no sharp or abrasive surfaces under lava-	This has been completed.

		tories and sinks. (CA T24 11B- 606.5) (ADA 606.5) pg. 330	
Client Interview Rooms & Booths - Disable signage, is the signage compliant? Signage to be 40" max	2nd Floor - two interview rooms - no disabled room designated	<p>Installation height above finished floor shall be 40" max. Please see Table 57-5. (CA T24 11B-703.5) (ADA 703.5) pg. 379</p> <p>All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants/recipients may request aid or services in their primary language.</p> <p>(Div. 21-107.212)</p> <p>Installation height above finished floor shall be 40" max. Please see Table 57-5. {CA T24 11B-703.5} {ADA 703.5) pg. 379</p>	This has been completed.
Client Interview Rooms & Booths - Disable signage, is the signage compliant? Signage to be 40" max	2nd Floor - two visit rooms - no disabled room designated	<p>Installation height above finished floor shall be 40" max. Please see Table 57-5. (CA T24 11B-703.5) (ADA 703.5) pg. 379</p> <p>All instructional and directional signs posted in waiting areas and other</p>	This has been completed.

		<p>places frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants/recipients may request aid or services in their primary language.</p> <p>(Div. 21-107.212) Installation height above finished floor shall be 40" max. Please see Table 57-5.</p> <p>(CA T24 11B-703.5) (ADA 703.5) pg. 379</p>	
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1a. Facility Location: 3563 Empleo St, San Luis Obispo

Administration building – Reviewed 10 Vendor Contracts/Visited Call Center

Category	Finding	Corrective Action Needed	County Response
Directional & Informational Signage - Available in threshold languages?	Directional Sign needed at entrance to parking area guiding clients to office entrance	All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English speaking applicants/recipients shall be translated into appropriate languages such as signs or an additional sign, shall state that applicants/recipients	The County is working with a sign company to address this issue. Estimated completion for this is targeted for 6/30/2017

		may request aid or services in their primary language. (Div. 21-107.212)	
Parking- Is there additional signage or additional language below the symbol of accessibility "Minimum Fine \$250"?	Van Accessible Sign missing additional signage language below symbol of accessibility "Minimum Fine \$250"	Additional language or an additional sign below the International Symbol of Accessibility shall state "Minimum Fine \$250". (CA T24 118-502.6.2) pg. 169 Signs identifying vanparking spaces shall contain additional language or an additional sign with the designation "Van Accessible." (CA T24 118-502.6) (ADA 502.6) pg. 169	Property Services has contacted the landlord regarding this and will update with an anticipated completion date.

2. Facility Location: TUESDAY -September 27, 2016-681 West Teft, Nipomo, CA

Category	Finding	Corrective Action Needed	County Response
Directional & Informational Signage - Available in threshold languages?	Directional Sign needed at entrance to parking area guiding clients to office entrance	All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English speaking applicants/recipients shall be translated into appropriate languages such as signs or an	The County is working with a sign company to address this issue. Estimated completion for this is targeted for 6/30/2017

		additional sign, shall state that applicants/recipients may request aid or services in their primary language. (Div. 21-107.212)	
Parking- Is there additional signage or additional language below the symbol of accessibility "Minimum Fine \$250"?	Van Accessible Sign missing additional signage language below symbol of accessibility "Minimum Fine \$250"	Additional language or an additional sign below the International Symbol of Accessibility shall state "Minimum Fine \$250". {CA T24 118-502.6.2) pg. 169 Signs identifying van parking spaces shall contain additional language or an additional sign with the designation "Van Accessible." (CA T24 118-502.6) (ADA 502.6) pg. 169	Property Services has contacted the landlord regarding this with an anticipated completion date of 5/15/2017.

3. Facility Location: Wednesday - September 28, 2016 - 9415 El Camino Real, Atascadero, CA

Category	Finding	Corrective Action Needed	County Response
Parking - Is there unauthorized parking signage at entrance to	Two (2) Unauthorized parking signs at entrance to off street accessible parking missing	An additional sign shall be posted either in a conspicuous place at each entrance to an off-street parking facility OR immediately adjacent to on-site accessible	Property Services has contacted the landlord regarding this with an

<p>off-street accessible parking?</p>	<p>correct language.</p>	<p>parking and visible from each parking space. (CA T24 11B-502.8) pg.170</p> <p>The additional sign shall not be less than 17" wide x 22" high. Fig. 4 (CA T24 11B-502.8.1) pg. 170</p> <p>The additional sign shall clearly state in letters with a min. height of 1" the following: "Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or special license plates issued for persons with disabilities will be towed away at the owner's expense. Towed vehicles may be reclaimed at: _____ or by telephoning _____." (CA T2411B-502.8.2) pg. 170</p> <p>Blank spaces shall be filled in with appropriate information as a permanent part of the sign. (CA T24 118-502.8.2) pg. 170</p>	<p>anticipated completion date of 5/15/2017.</p>
<p>Parking- Is there additional signage or additional language below the symbol of accessibility "Minimum Fine</p>	<p>Van Accessible Sign missing additional signage language below symbol of</p>	<p>Additional language or an additional sign below the Inter- national Symbol of Accessibility shall state "Minimum Fine \$250". {CA T24 118-502.6.2)</p>	<p>Property Services has contacted the landlord regarding this with an</p>

\$250"?	accessibility "Minimum Fine \$250"	pg. 169 Signs identifying van parking spaces shall contain additional language or an additional sign with the designation "Van Accessible." (CA T24 118-502.6) {ADA 502.6) pg. 169	anticipated completion date of 5/15/2017.
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**4. Facility Location: Thursday -September 29, 2016 - 1086 Grand Ave,
Arroyo Grande, CA**

Category	Finding	Corrective Action needed	County Response
Parking - Is there unauthorized parking signage at entrance to off-street accessible parking?	One (1) Sign at entry to parking lot - missing information tow company name.	An additional sign shall be posted either in a conspicuous place at each entrance to an off-street parking facility OR immediately adjacent to on-site accessible parking and visible from each parking space. (CA T24 11B-502.8) pg.170 The additional sign shall not be less than 17" wide x 22" high. Fig. 4 (CA T24 11B-502.8.1) pg. 170 The additional sign shall clearly state in letters with a min. height of 1" the following:	Property Services has contacted the landlord regarding this with an anticipated completion date of 5/15/2017.

		<p>"Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or special license plates issued for persons with disabilities will be towed away at the owner's expense. Towed vehicles may be reclaimed at:</p> <p>_____</p> <p>or by telephoning _____"</p> <p>(CA T2411B-502.8.2) pg. 170</p> <p>Blank spaces shall be filled in with appropriate information as a permanent part of the sign. (CA T24 118-502.8.2) pg. 170</p>	
<p>arking - Disabled Parking lines</p>	<p>All disabled parking lines need to be repainted.</p>	<p>The words "NO PARKING" shall be painted on the surface each access aisle. (CA T24 11B-502.3.3) pg. 176</p> <p>This notice shall be painted in white letters a min. of 12" in height and located to be visible from the adjacent vehicular way. (CA 118-502.3.3) pg. 176</p> <p>Access aisles shall be marked with a blue painted borderline</p>	<p>Property Services has contacted the landlord regarding this with an anticipated completion date of 5/15/2017.</p>

		<p>around their perimeter. (CA T24 118-502.3.3) (ADA 502.3.3) pg. 176</p> <p>The area within the blue borderlines shall be marked with hatched lines a max. of 36" on center in a color contrasting with that of the aisle surface, preferably blue or white. (CA T24 118-502.3.3) pg. 176</p>	
Parking - Is there additional signage or additional language below the symbol of accessibility "Minimum Fine \$250"?	<p>Two (2) disabled parking signs (on the right side of the building entry and Two (2) disabled parking signs (on the left side of the building entry - missing additional signage language below symbol of accessibility "Minimum Fine \$250"</p>	<p>Additional language or an additional sign below the International Symbol of Accessibility shall state "Minimum Fine \$250". (CA T24 118-502.6.2) pg. 169</p>	<p>Property Services has contacted the landlord regarding this with an anticipated completion date of 5/15/2017.</p>
Parking - Sign height? 60" min height if NOT on accessible route. 80" min when on accessible route.	<p>One (1) disabled Parking sign on the right side of the building entry is posted too low to the ground at 11"</p>	<p>Signs shall be 60" min. above the finish floor or ground surface measured to the bottom of the sign. (CA T24 118-502.6) (ADA 502.6) pg. 169</p>	<p>Property Services has contacted the landlord regarding this with an anticipated completion date of 5/15/2017.</p>
Signage -	<p>Directional sign</p>	<p>Directional signs</p>	<p>This has been</p>

Directional signage to accessible entrance if not main entrance?	needed at the corner of the front disabled parking area - guiding clients to the front entrance.	complying with "Visual Characters" heading in Section 57, Signs & Identification), including the international Symbol of Accessibility complying with "International Symbol of Accessibility" heading in Section 57 Signs & Identification, indicating the accessible route to the nearest accessible entrance shall be provided at junctions when the accessible route diverges from the regular circulation path. (CA T24 118-216.6) pg. 28	completed.
Parking - Sign height? 60" min height if NOT on accessible route. 80" min when on accessible route.	Back lot disabled parking signs too low at 46"	Signs shall be 60" min. above the finish floor or ground surface measured to the bottom of the sign. (CA T24 11B-502.6) (ADA 502.6) pg. 169	Property Services has contacted the landlord regarding this with an anticipated completion date of 5/15/2017.
Directional & Informational Signage - Available in threshold languages?	No Smoking sign at front entrance not at threshold language	All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non- English-speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants/recipients may request aid or	The County is working with a sign company to address this issue. Estimated completion for this is targeted for 6/30/2017

		services in their primary language. (Div. 21- 107.212)	
Women's Bathroom - Pipes under sink securely insulated?	Women's Bathroom - Two (2) pipes under sink not securely insulated	Water supply and drain pipes under lavatories and sinks shall be insulated or otherwise configured to protect against contact. (CA T24 11B- 606.5) (ADA 606.5) pg. 330 There shall be no sharp or abrasive surfaces under lavatories and sinks. (CA T24 118- 606.5) (ADA 606.5) pg. 330	This has been completed.