



CDSS

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DEPARTMENT OF SOCIAL SERVICES
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EDMUND G. BROWN JR.
GOVERNOR

September 14, 2018

Kathy Gallagher, Director
Contra Costa County Employment & Human Services Department
40 Douglas Drive
Martinez, CA 94553

Dear Ms. Gallagher:

I want to take this opportunity to thank you and your staff for the cooperation and assistance provided to the reviewer from our office during the course of the Civil Rights Compliance Review of May 14-18, 2018. Enclosed is the final report on the review.

There are some compliance issues (deficiencies) identified in the report, which will require the development of a Corrective Action Plan (CAP). Please submit your CAP within 60 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 enclosed report.

Please submit your CAP in both hardcopy and, in an effort to comply with the Americans with Disabilities Act website accessibility, we also require the CAP to be submitted electronically as a Word document via [Civil Rights Unit email](mailto:crb@dss.ca.gov) (crb@dss.ca.gov).

We will provide a copy of your report to any individual who makes a valid Public Records Act (PRA) request. Our reports are considered public documents under the PRA. Once we approve your CAP, it becomes a public document as well. In addition, these documents are published on our [Civil Rights Unit website](http://www.cdss.ca.gov/inforesources/Civil-Rights/Compliance-Reports-and-Corrective-Action-Plans) (<http://www.cdss.ca.gov/inforesources/Civil-Rights/Compliance-Reports-and-Corrective-Action-Plans>).

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

Sincerely,

Original signed by Christina Teixeira

CHRISTINA TEIXEIRA, Manager
Civil Rights Unit
Housing, Homelessness, and Civil Rights Branch

Enclosure

c: Yrma Villarreal, Civil Rights Coordinator

Kim McCoy Wade, Chief
CalFresh Branch

Tami Gutierrez, Chief
CalFresh Operations Bureau

Alexis Fernandez, Chief
CalFresh Policy Bureau

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Coalition of California Welfare Rights Organizations, Inc.

Antoinette Dozier
Western Center on Law and Poverty

**CIVIL RIGHTS COMPLIANCE REVIEW REPORT
FOR
Contra Costa County Employment and Human Services
Department**

**Conducted on
May 14 -18, 2018**

**California Department of Social Services
Housing, Homelessness, and Civil Rights Branch
Civil Rights Unit
744 P Street, M.S. 8-16-70
Sacramento, CA 95814
(916) 654-2107**

Reviewer: Tiffany Marsh

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I. INTRODUCTION

The purpose of this review by the California Department of Social Services (CDSS) Civil Rights Unit (CRU) staff was to assess Contra Costa County's Employment and Human Services Division 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 May 14 to May 18, 2018. An exit interview was held on May 18, 2018, to review the preliminary findings.

The review was conducted in the following locations:

| Name of Facility | Address | Programs | Non-English languages spoken by a substantial number of clients (5% or more) |
|-------------------------|--|--|---|
| Delta Fair | 4545/4549 Delta Fair Antioch, CA | CalFresh, Children Welfare Services, IHSS | Spanish |
| Fred Jackson | 1535 Fred Jackson Richmond, CA | CalFresh, CalWORKs | Spanish |
| MacDonald | 1305 MacDonald Blvd. Richmond, CA | CalFresh, CalWORKs | Spanish |
| Hall | 1275-A Hall Ave. Concord, CA | Children Welfare Services, IHSS | Spanish |
| Ellinwood | 400 Ellinwood Way Pleasant Hill, CA | CalFresh, Children Welfare Services, IHSS | Spanish |

II. SUMMARY OF METHODOLOGY

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

- Reviewed the 2018 Civil Rights Compliance 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.
- Reviewed the previous Compliance Reviews and Corrective Action Plans submitted by the County.

Headquarters and on-site review procedures included:

- Interviews of public contact staff
- Survey of civil rights coordinator
- Survey of program managers
- Case file reviews
- Facility inspections
- Discussion with community advocate groups. In this review the following organization(s) were contacted for feedback.

Bay Area Legal Aid
1025 MacDonald Avenue
Richmond, CA 94801

Each site/program was reviewed for compliance in the following areas:

- Dissemination of Information
- Facility Accessibility for Individuals with Disabilities
- Program Accessibility for Clients with Disabilities (physical, mental, learning, visual or hearing impairment, etc.)
- Bilingual Staffing/Services for Non-English-Speaking Clients
- 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

| Classifications | Total | Bilingual |
|--|--------------|------------------|
| Eligibility Workers | 4 | 2 |
| Employment Services and Training Workers | 4 | 1 |
| Children Social Workers | 3 | 0 |
| Adult Program Workers | 5 | 1 |
| Receptionist/Screeners | 3 | 0 |
| Total | 19 | 4 |

An additional receptionist staff interview was scheduled but was not conducted due to staff unavailability.

Civil Rights Coordinator and Program Manager Surveys

Number of surveys distributed: 7

Number of surveys received: 7

Reviewed Case Files

English speakers' case files reviewed: 2

Non-English or limited-English speakers' case files reviewed: 53

Languages of clients' cases: American Sign Language, Arabic, Burmese, Dari, English, Farsi, French, Hindi, Mandarin, Mien, Nepali, Portuguese, Russian, Spanish, Tagalog, Vietnamese

Reasonable Accommodation cases reviewed: None

Sections III through IX 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 X evaluates the County's Call/Service Centers services provided to non-English speaking clients and clients with a disability.

Section XI reviews the County's compliance plan, and provides either approval of the plan as submitted, or lays out additional information to be submitted to gain approval.

Section XII highlights issues pointed out by Community Input and summarizes Reviewer Observations.

Section XIII 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: Access to Services, Information and Outreach

| Question (Please answer yes/no and provide response with comments.) | Comments |
|--|--|
| Does the County accommodate clients by flexing/extending their hours or allowing applications to be mailed in? | Yes. Office lobby hours are 8 a.m. to 5 p.m. Staff may schedule appointments with clients before and after office hours. |
| Can clients, including those with disabilities, access services when they are unable to go to the office? | Yes. Clients may apply for services online at www.mybenefitscalwin.org . Staff may visit clients' homes or at an offsite location to provide services. |
| Does the County ensure the awareness of available services individuals in remote areas? | Yes. Clients are aware of available services through Community Bases Organizations and Outreach activities, Fact Sheets handouts, mailers, Contra Costa County website www.ehsd.org , Facebook , and Twitter . |

B. Findings: Signage, Posters and Pamphlets

| Question (Please answer yes/no and provide response with comments.) | Comments |
|--|---|
| Does the County use the CDSS pamphlet "Your Rights under California Welfare Programs" (PUB 13-8/16)? | Yes. The Pub 13 is available in the lobby. Clients receive the Pub 13 at intake and recertification appointments. |
| Is the pamphlet distributed and explained to each client at intake and re-certification? | Yes. Staff interviewed explain the Pub 13 to clients during intake and recertification appointments, and during visits outside of the office to ensure clients understand their rights. |
| Is the current version of Pub 13 available in Arabic, Armenian Cambodian, Chinese, English, Farsi Hmong, Japanese, Korean, Lao Mien, Portuguese, Punjabi, Russian Spanish, Tagalog, Ukrainian, and Vietnamese? | Yes. The current version dated 8/2016 is available. |
| Were the current versions of the required posters present in the lobbies? | Yes. |

| Question (Please answer yes/no and provide response with comments.) | Comments |
|--|---|
| 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? | Yes. Instructional and directional signage was posted in threshold languages in the offices reviewed threshold languages. |

C. Corrective Actions: None.

The County is required to use the latest version of each of the referenced documents. For your information, the most recent version for each of the above referenced documents is:

PUB 13 “Your Rights under California Welfare Programs” (08/16)
PUB 86 “Everyone is Different, but Equal Under the Law” (03/07)
Form AD 475B “And Justice for All” (12/15)

Contact the Civil Rights Unit to receive the most recent versions, or download the PUB 13 from the [Civil Rights Unit website](http://www.cdss.ca.gov/inforesources/Civil-Rights/Your-Rights-Under-California-Welfare-Programs) (<http://www.cdss.ca.gov/inforesources/Civil-Rights/Your-Rights-Under-California-Welfare-Programs>).

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.

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

A. Findings and Corrective Actions

1. Facility Location: 4545/4549 Delta Fair, Antioch

| Facility Element/Finding | Corrective Action |
|---|---|
| <p>Parking: There are two points of entry into the parking lot. One of the two entrances does not have the unauthorized parking signage posted.</p> | <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)</p> <p>The additional sign shall not be less than 17 inches wide by 22 inches high. Fig. 4 (CA T24 11B-502.8.1)</p> <p>The additional sign shall clearly state the following in letters with a minimum height of 1 inch: "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 T24 11B-502.8.2)</p> <p>Blank spaces shall be filled in with appropriate information as a permanent part of the sign. (CA T24 11B-502.8.2)</p> |
| <p>Parking: There are two shared accessible parking spaces that do not have the appropriate accessible parking signage posted.</p> | <p>Parking identification signs shall be reflectorized with a minimum area of 70 square inches. (CA T24 11B-502.6.1)</p> <p>Signs shall be 60 inches minimum above the finish floor or ground surface measured to the bottom of the sign. (CA T24 11B-502.6) (ADA 502.6)</p> <p>Exceptions: Signs located within an accessible route shall be a minimum of 80 inches above the finish floor or ground surface measured to the bottom of the sign.</p> |

| Facility Element/Finding | Corrective Action |
|---|---|
| | <p>(CA T24 11B-502.6 (Exc.))</p> <p>Additional language or an additional sign below the International Symbol of Accessibility shall state "Minimum Fine \$250". (CA T24 11B-502.6.2)</p> |
| <p>Men's Restroom: The accessible urinal hand flush control operable part measures too high at 48 inches.</p> | <p>Hand operated flush controls shall be mounted at a maximum height of 44 inches above the finish floor. (CA T24 11B-605.4)</p> |
| <p>Men's and Women's Restrooms: The coat hook in the accessible stall measures more than 48 inches from finish floor.</p> | <p>Coat hooks shall be located within one of the reach ranges specified in Section 39, Reach Ranges & Operable Parts. (CA T24 11B-604.8.3) (ADA 604.8.3)</p> <p>Where a forward reach is unobstructed the high forward reach shall be 48 inches maximum and the low forward reach shall be 15 inches minimum above the finish floor or ground. Fig. 1 (CA T24 11B-308.2.1) (ADA 308.2.1)</p> <p>Where a clear floor or ground space allows a parallel approach to an element and the side reach is unobstructed, the high side reach shall be 48 inches maximum. and the low side reach shall be 15 inches minimum. Fig. 4 (CA T24 11B-308.3.1) (ADA 308.3.1)</p> |
| <p>Men's and Women's Restrooms: The mounted paper towel and/or soap dispenser measures above 40 inches from finish floor.</p> | <p>Where towel or sanitary napkin dispensers, waste receptacles, or other accessories are provided in toilet facilities, at least one of each type shall be located on an accessible route. (CA T24 11B-603.5)</p> <p>All operable parts, including coin slots, shall be 40 inches maximum above the finish floor. (CA T24 11B-603.5)</p> |
| <p>Women's Restroom: The toilet paper dispenser in the accessible stall is not located within 7 inches to 9 inches of the front edge of toilet.</p> | <p>Toilet paper dispensers shall be 7 inches minimum and 9 inches maximum in front of the water closet measured to the centerline of the dispenser. (CA T24 11B-604.7) (ADA 604.7)</p> |

2. Facility Location: 1535 Fred Jackson, Richmond

| Facility Element/Finding | Corrective Action |
|--|---|
| Parking: The Accessible Parking signage did not have the additional language "Minimum Fine \$250" below the International Symbol of Accessibility. | Additional language or an additional sign below the International Symbol of Accessibility shall state "Minimum Fine \$250". (CA T24 11B-502.6.2) |
| Main Entrance: The force used to open the door into the facility was excessive at 10 pounds. | <p>The force for pushing or pulling open a door or gate other than fire doors shall be as follows:</p> <ol style="list-style-type: none"> 1. Interior hinged doors and gates: 5 pounds maximum 2. Sliding or folding doors: 5 pounds maximum 3. Required fire doors: the minimum opening force allowable by the appropriate administrative authority, not to exceed 15 pounds. Exterior hinged doors: 5 pounds maximum. (CA T24 11B-404.2.9 (1 - 4)) (ADA 404.2.9 (1 & 2)) |
| Unisex Restroom: The force used to open the door was excessive at 9 pounds. | <p>The force for pushing or pulling open a door or gate other than fire doors shall be as follows:</p> <ol style="list-style-type: none"> 1. Interior hinged doors and gates: 5 pounds maximum 2. Sliding or folding doors: 5 pounds maximum 3. Required fire doors: the minimum opening force allowable by the appropriate administrative authority not to exceed 15 pounds. Exterior hinged doors: 5 pounds maximum (CA T24 11B-404.2.9 (1 - 4)) (ADA 404.2.9 (1 & 2)) |
| Unisex Restroom: The mounted towel/sanitary napkin dispenser, paper towel dispenser, and changing table measure above 40 inches from finish floor. | <p>Where towel or sanitary napkin dispensers, waste receptacles, or other accessories are provided in toilet facilities, at least one of each type shall be located on an accessible route. (CA T24 11B-603.5)</p> <p>All operable parts, including coin slots, shall be 40 inches maximum above the finish floor. (CA T24 11B-603.5)</p> |

3. Facility Location: 1305 MacDonald Blvd., Richmond

| Facility Element/Finding | Corrective Action |
|--|--|
| Men's Restroom: On the first floor, the mounted paper towel dispenser measure above 40 inches from finish floor. | <p>Where towel or sanitary napkin dispensers, waste receptacles, or other accessories are provided in toilet facilities, at least one of each type shall be located on an accessible route. (CA T24 11B-603.5)</p> <p>All operable parts, including coin slots, shall be 40 inches maximum above the finish floor. (CA T24 11B-603.5)</p> |
| Women's Restroom: On the first floor, the toilet paper dispenser in the accessible stall is not located within 7 inches to 9 inches of the front edge of toilet. | Toilet paper dispensers shall be 7 inches minimum and 9 inches maximum in front of the water closet measured to the centerline of the dispenser. (CA T24 11B-604.7) (ADA 604.7) |
| Men's and Women's Restrooms: On the third floor, force used to open the doors was excessive at 10 pounds to 14 pounds. | <p>The force for pushing or pulling open a door or gate other than fire doors shall be as follows:</p> <ol style="list-style-type: none"> 1. Interior hinged doors and gates: 5 pounds maximum 2. Sliding or folding doors: 5 pounds maximum 3. Required fire doors: the minimum opening force allowable by the appropriate administrative authority not to exceed 15 pounds. Exterior hinged doors: 5 pounds maximum. (CA T24 11B-404.2.9 (1 - 4)) (ADA 404.2.9 (1 & 2)) |
| Men's Restroom: On the first floor, the mounted paper towel dispenser measure above 40 inches from finish floor. | <p>Where towel or sanitary napkin dispensers, waste receptacles, or other accessories are provided in toilet facilities, at least one of each type shall be located on an accessible route. (CA T24 11B-603.5)</p> <p>All operable parts, including coin slots, shall be 40 inches maximum above the finish floor. (CA T24 11B-603.5)</p> |

4. Facility Location: 1275-A Hall Avenue, Concord

| Facility Element/Finding | Corrective Action |
|--|--|
| Parking: The Accessible Parking signage did not have the additional language "Minimum Fine \$250" below the International Symbol of Accessibility. | Additional language or an additional sign below the International Symbol of Accessibility shall state "Minimum Fine \$250". (CA T24 11B-502.6.2) |

5. Facility Location: 400 Ellinwood Way, Pleasant Hill

| Facility Element/Finding | Corrective Action |
|---|--|
| Parking: The Accessible Parking signage nearest the entrance door does not have the additional language "Minimum Fine \$250" below the International Symbol of Accessibility. | Additional language or an additional sign below the International Symbol of Accessibility shall state "Minimum Fine \$250". (CA T24 11B-502.6.2) |
| Unisex Restrooms: In the interview area, the force used to open the doors was excessive at 15 pounds. | The force for pushing or pulling open a door or gate other than fire doors shall be as follows: 1. Interior hinged doors and gates: 5 pounds maximum 2. Sliding or folding doors: 5 pounds maximum 3. Required fire doors: the minimum opening force allowable by the appropriate administrative authority not to exceed 15 pounds. Exterior hinged doors: 5 pounds maximum. (CA T24 11B-404.2.9 (1 - 4)) (ADA 404.2.9 (1 & 2)) |

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 it 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 (TDDs), and other effective aids and services for persons with impaired hearing, speech, vision or manual skills. In addition, counties must ensure that written materials be available in individuals' primary languages if the forms and materials are provided by CDSS in that language, 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: (Please answer yes/no and provide response with comments) | Comments |
|--|---|
| Does the County identify a client's language need upon first contact? How? | Yes. There is a Greeter stationed at each office to be the first point of contact when a client visits. A client's language is identified by using the "Language Identification Card," completing GEN 22 Form "Documentation of Language Capability and Action Plan", and/or by request of Language Line Interpreter Services (contracted telephone interpreter services) at initial contact. |
| Does the County use a primary language form? | Yes. The GEN 22 Form "Documentation of Language Capability and Action Plan," which identifies language preference for written and verbal communication, and provided interpreter services are used. |
| Does the client self-declare on this form? | Yes. A client completes and signs the GEN 22 Form "Documentation of Language Capability and Action Plan." If a client fails to declare, staff will make a determination, offer interpretive services, and document the conversation. |

| Question: (Please answer yes/no and provide response with comments) | Comments |
|--|--|
| Are non-English- or limited- English-speaking clients provided bilingual services? | Yes. Clients are provided language services by bilingual staff, in-house translators, or the Language Line. The County has started a pilot program providing face time language interpretive services to clients via an iPad, including American Sign Language. |
| After it has been determined that the client is limited-English or non-English speaking, is there a County process for procuring an interpreter? | Yes. Clients will be assisted by a certified bilingual staff person, an in-house translator, and/or the Language Line. |
| Does the County have a contracted language line provider, a county interpreter list, or any other interpreter process? | Yes. The County contracts with the Language Line for telephone interpreter services. Contra Costa has In-house translators and a list of certified bilingual staff is also available. |
| Is there a delay in providing interpretive services? | Sometimes. Staff interviewed stated language services are readily available via the Language Line or in-house translators. There are some rare dialects that may take longer to access due to available interpreter services. |
| Are County interpreters certified? | Yes. Staff are certified by the Contra Costa County Human Resources Department. |
| Does the County have adequate interpreter services? | Yes. |
| Does the County allow minors to be interpreters? If so, under what circumstances? | Yes. Minors may be used as interpreters only in extenuating circumstances, such as to facilitate language access with staff or in an emergency while the County procures an interpreter. |
| Does the County allow the client to provide his or her own interpreter? | Yes. The client must complete and sign GEN 22 Form "Documentation of Language Capability and Action Plan" indicating use of their own interpreter and ABCDM 228 Form "Applicant's Authorization for Release of Information" identifying the client-provided interpreter. |

| Question: (Please answer yes/no and provide response with comments) | Comments |
|--|---|
| Does the County ensure that the client-provided interpreter understands what is being interpreted for the client? | Yes. Staff interviewed stated they reiterate the information to be translated and ask questions to ensure the understanding of information provided. If there appears to be a lack of understanding, staff will acquire certified interpreter services for translation. |
| If there is not a Release of Confidentiality Information form, how and where is the client-provided interpreter documented? | The County uses ABCDM 228 Form "Applicant's Authorization for Release of Information." |
| Does the County use the CDSS-translated forms in the clients' primary languages? | Yes. The County uses CDSS-translated forms in available languages. Also, staff have access to available translated forms in the County's "FormStar" system. |
| Is the information that is to be inserted into NOA translated into the client's primary language? | Yes. Information is translated in the available primary languages. |
| If language to be inserted into NOA is not available, is there a procedure to ensure information translated to client's primary language? | Yes. Staff may have information translated and inserted into the NOA in the client's primary language. Also, GEN 1365 Form "Notice of Language Services" is enclosed with any notices, notifying clients that if they do not understand the information sent, they may contact a county worker for free interpreter services. |
| 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)? | Yes. There are several resources available for communications with clients and providing information, such as the California Relay Service, a TDD machine, cassette tapes, CDs, videos, and slides. The County has also implemented an iPad pilot program available for immediate staff and client communication. |
| Does the County identify a client with a disability (physical, mental, or learning)? | Yes. |
| Does the County assist clients with self-identifying a disability? | Yes. |
| Does the County have a policy and procedure in place for assisting clients with a disability (physical, mental, or learning)? | Yes. Staff interviewed have knowledge of the policy and procedure in place for assisting clients with a disability. |

| Question: (Please answer yes/no and provide response with comments) | Comments |
|--|--|
| Does the County offer reasonable accommodations to clients with a disability (physical, mental, or learning)? | Yes. Staff interviewed stated they provide the assistance necessary for the client to obtain services or participate in programs. |
| Does the County identify and assist the client who has learning disabilities or a client who cannot read or write? | Yes. Staff interviewed stated they have assisted clients by reading and explaining information to ensure clients understand what is being given to them. Staff will assist with completing forms for client's signature mark. |
| Does the County offer a screening for learning disabilities? | Yes. |
| Is there an established process for offering a screening? | Yes. This screening is offered to clients participating in the CalWORKs program during the Appraisal process, at any time as appropriate, or at the request of the client. The screening may be bypassed if the client has a verified learning disability. |
| Is the client identified as having a learning disability referred for an evaluation? | Yes. Clients are referred to the Assessment and Intensive Services Unit for evaluation, diagnosis, treatment, and plan development for disability accommodation. |

B. Corrective Action: None.

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

Non-Assistance CalFresh

| Item | How Item is Documented |
|---|--|
| Ethnic Origin | Application Statewide Automated Welfare System (SAWS) 1 or 2 and CalWIN Demographics |
| Method of identifying client's primary language | GEN 22 Form and Application SAWS 1 or 2 |
| Method of documenting client's primary language | CalWIN Demographics and Case Comments |
| Method of providing bilingual services and documentation | GEN 22 Form and CalWIN Case Comments – Documentation inconsistent in case samples |
| Client provided own interpreter | GEN 22 Form and CalWIN Case Comments – Documentation inconsistent in case samples |
| Method to inform client of potential problem using own interpreter | CalWIN Case Comments – Documentation not found in case samples |
| Release of information to interpreter | ABCDM 228 Form and CalWIN Case Comments – Documentation inconsistent in case samples |
| Individuals acceptance or refusal of written material offered in primary language | GEN 22 Form |
| Documentation of minor used as interpreter | CalWIN Case Comments – None found in case samples |
| Documentation of circumstance for using minor interpreter temporarily | CalWIN Case Comments – None found in case samples |
| Method of identifying client's disability | Client to self-disclose disability |
| Method of documenting client's disability (physical, mental, or learning) | CalWIN Demographics and Case Comments |
| Method of offering a reasonable accommodation to the client with a disability | Staff to assess at intake meeting with a client and ask if there is the need for a reasonable accommodation. |
| Method of documenting client's reasonable accommodation | CalWIN Case Comments – None found in case samples |

Adult Programs (IHSS/APS)

| Item | How Item is Documented |
|---|---|
| Ethnic Origin | Case Management, Information and Payrolling System (CMIPS) Demographics |
| Method of identifying client's primary language | GEN 22 Form |
| Method of documenting client's primary language | CMIPS Demographics and Case Records |
| Method of providing bilingual services and documentation | GEN 22 Form and CMIPS Case Records – Documentation inconsistent in case samples |
| Client provided own interpreter | GEN 22 Form and CMIPS Case Records – Documentation inconsistent in case samples |
| Method to inform client of potential problem using own interpreter | CMIPS Case Records – None found in case samples |
| Release of information to interpreter | ABCDM 228 Form and CMIPS Case Records – Documentation inconsistent in case samples |
| Individuals acceptance or refusal of written material offered in primary language | GEN 22 Form |
| Documentation of minor used as interpreter | CMIPS Case Records – None found in case samples |
| Documentation of circumstance for using minor interpreter temporarily | CMIPS Case Records – None found in case samples |
| Method of identifying client's disability | Client to self-disclose disability |
| Method of documenting client's disability (physical, mental, or learning) | CMIPS Case Records |
| Method of offering a reasonable accommodation to the client with a disability | Staff to assess at initial contact with client and ask if there is a need for reasonable accommodation. Most clients are seen at their place of residence and do not need a reasonable accommodation. |
| Method of documenting client's reasonable accommodation | CMIPS Case Records – None found in case samples |

CalWORKs & Employment Services

| Item | How Item is Documented |
|---|--|
| Ethnic Origin | CalWIN Demographics |
| Method of identifying client's primary language | GEN 22 Form and Application SAWS 1 or 2 |
| Method of documenting client's primary language | CalWIN Demographics and Case Comments |
| Method of providing bilingual services and documentation | GEN 22 Form and CalWIN Case Comments – Documentation inconsistent in case samples |
| Client provided own interpreter | GEN 22 Form and CalWIN Case Comments – Documentation inconsistent in case samples |
| Method to inform client of potential problem using own interpreter | GEN 22 Form and CalWIN Case comments – No documentation found in case samples |
| Release of information to interpreter | ABCDM 228 Form – Document use was inconsistent in case samples |
| Individuals acceptance or refusal of written material offered in primary language | GEN 22 Form |
| Documentation of minor used as interpreter | CalWIN Case comments – None found in case samples |
| Documentation of circumstance for using minor interpreter temporarily | CalWIN: Case comments – None found in case samples |
| Method of identifying client's disability | Client to self-disclose disability |
| Method of documenting client's disability (physical, mental, or learning) | CalWIN Case Comments |
| Method of offering a reasonable accommodation to the client with a disability | Staff to assess meeting with client and ask if there is a need for reasonable accommodation. |
| Method of documenting client's reasonable accommodation | CalWIN Case Comments – None found in case samples |

Children's Services

| Item | How Item is Documented |
|---|--|
| Ethnic Origin | Emergency Response Sheet and Child Welfare Services (CWS)/Case Management System (CMS) Demographic Summary |
| Method of identifying client's primary language | Emergency Response Sheet, GEN 22 Form |
| Method of documenting client's primary language | CWS/CMS Demographics and Case Narratives |
| Method of providing bilingual services and documentation | GEN 22 Form and CWS/CMS Case Narratives – Documentation inconsistent in case samples |
| Client provided own interpreter | GEN 22 and ABCDM 228 Forms; CWS/CMS Case Narratives – Documentation inconsistent in case samples |
| Method to inform client of potential problem using own interpreter | CWS/CMS Case Narratives – None found in case samples |
| Release of information to interpreter | ABCDM 228 Form |
| Individuals acceptance or refusal of written material offered in primary language | GEN 22 Form |
| Documentation of minor used as interpreter | CWS/CMS Case Narratives – None found in case samples |
| Documentation of circumstance for using minor interpreter temporarily | CWS/CMS Case Narratives – None found in case sample |
| Method of identifying client's disability | Client to self-declare disability – None found in case sample |
| Method of documenting client's disability (physical, mental, or learning) | CWS/CMS Case Narratives – None found in case sample |
| Method of offering a reasonable accommodation to the client with a disability | Staff to assess meeting with client and ask if there is a need for reasonable accommodation. |
| Method of documenting client's reasonable accommodation | CWS/CMS Case Narratives – None found in case sample |

B. Corrective Action

| Areas of Action | Corrective Action |
|---|---|
| Documentation if client provided own interpreter | When applicants/recipients provide their own interpreter, the County Welfare Department (CWD) shall ensure that the applicants/recipients are informed of the potential problems for ineffective communication. The CWD shall document in the case record that the applicants/recipients were so informed. Division 21-116.23 |
| Documentation of interpreter signed confidentiality statement | Consent for the release of information shall be obtained from applicants/recipients when individuals other than CWD employees are used as interpreters and the case record shall be so documented. Division 21-116.24 |
| Documentation that bilingual services were provided | Document the method used to provide bilingual services, for example, assigned worker is bilingual, other bilingual employee acted as interpreter, volunteer interpreter was used, or client provided interpreter. Div. 21-116.22 |
| General | Contra Costa County must ensure that proper and consistent documentation is kept in the file that identifies all the required elements to ensure compliance. Division 21-116 |

VII. STAFF DEVELOPMENT AND TRAINING

Counties are required to provide civil rights, cultural awareness, Section 504 of the Rehabilitation Act of 1973 (Section 504), and ADA 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: (Please answer yes/no and provide response with comments) | Comments |
|--|--|
| Are employees trained in the requirements of Section 504 and ADA? | Yes. The requirements of Section 504 and ADA are included in the County's Div. 21 Civil Rights Training. |

| Interview Questions: (Please answer yes/no and provide response with comments) | Comments |
|--|--|
| Do employees receive continued Division 21 Training? | Yes. Div. 21 Training is mandatory and tracked by the Staff Development Management Automated Reinforcement Training (SMART) system. This training is available online to be completed every two years. |
| Do employees understand the County policy regarding a client's rights and procedure to follow when receiving a discrimination complaint? | Yes. Staff interviewed are familiar with the policy and procedure for discrimination complaints filed by clients. |
| Does the County provide employees Cultural Awareness Training? | Yes. Cultural Awareness Training is provided on an on-going basis to support the understanding of traditions, values, and uniqueness of ethnic and cultural communities. |
| Do the CSW's have an understanding of Multi-Ethnic Placement Act (MEPA)? | Yes. Staff interviewed stated they clearly understand MEPA. Information explaining MEPA is included in the Div. 21 Training. |
| Do the employees seem knowledgeable about the predominant cultural groups receiving services in their area? | Yes. |
| Does the County provide training on how to identify clients with disabilities (physical, mental & learning)? | Yes. |
| Do employees receive training on reasonable accommodation for clients with disabilities? | Yes. |
| Do the employees understand the County policy regarding a client's right to a reasonable accommodation? | Yes. Staff interviewed understand the policy to provide a client with a reasonable accommodation, allowing the client equal access to available services and programs. |

B. Corrective Actions: 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's responsibility to maintain this log.

A. Findings from Staff Interviews, Civil Rights Coordinator, and Program Manager Surveys

| Interview and Review Areas: (Please answer yes/no and provide response with comments) | Findings |
|---|--|
| Can the employees easily identify the difference between a program, discrimination, and a personnel complaint? | Yes. Staff interviewed were able to distinguish the difference between types of complaints by providing examples of each. |
| Do the employees know who the Civil Rights Coordinator is? | Yes. Staff interviewed were able to identify Yrma Villarreal as the County's Civil Rights Coordinator. |
| Do the employees know the location of the Civil Rights poster "Everyone is Equal... (PUB 86)" with information as to how and where the clients can file a discrimination complaint? | Yes. Staff interviewed identified the location of the Civil Rights poster in the lobby and/or receptionist area of the office. |
| When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date? | Yes. |

B. Corrective Actions: None.

IX. VENDOR CONTRACTS

Counties are required to ensure contracted services with contractors, vendors, consultants, and other providers of service, who receive state or federal assistance, include the assurance of compliance agreement.

A. Contracts Review

| | |
|---|----|
| Number of Contracts Reviewed | 19 |
| Number of Contracts with an Assurance of Compliance Agreement | 19 |

B. Corrective Action: None.

X. CALL CENTER EVALUATION

County Call/Service Centers are evaluated to ensure services provided are nondiscriminatory toward non-English speaking clients and clients with a disability (physical, mental, or learning).

A. Findings from Call/Service Center site visit and interviews

| Question: (Please answer yes/no and provide response with comments) | Comments |
|--|--|
| Does the County have a Call Center/Service Center? | Yes. The Call Center was not reviewed during this Compliance Review. |

B. Corrective Action: None.

XI. COMMUNITY INPUT

As a part of this review, and as noted in Section II, feedback was sought from community and advocate groups. The following summarizes their observations, and identifies issues that the County management team can address to improve their operations from a civil rights perspective.

A. Major Observations

Inadequate Services Provided to Immigrant Applicants and Recipients

- Insufficient number of bilingual staff
- Inadequate notices
- Verbal denials based on immigration status for eligible applicants
- Higher requirements placed on non-citizens than required under the state law and federal regulations

Inadequate Services Provided to Applicants and Recipients with Disabilities

- Failure to provide reasonable accommodations to applicants and recipients with disabilities
- Clients with disabilities verbally denied and discouraged from applying for programs, including In Home Supportive Services

XII. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL

The Contra Costa County Employment and Human Services Agency's Civil Rights Compliance Plan for the period May 1, 2018 through April 30, 2019, was received on April 16, 2018. It is approved as submitted.

XIII. CONCLUSION

The CDSS Reviewer found the Contra Costa County Employment and Human Services Department staff warm, welcoming, informative and very supportive. Particular thanks to Yrma Villarreal, Civil Rights Coordinator, for organizing the details of the review, and to Managers and Supervisors, who assisted in each of the facility reviews. In each District Office, staff were very helpful with the facility reviews, case reviews, and computer assistance.

The CDSS Reviewer found the Contra Costa County Department of Social Services in substantial compliance with CDSS Division 21 Regulations, and other applicable state and federal laws. County staff continue to reflect a commitment similar to that expressed by management with respect to ensuring access, assistance, and compliance.

The Contra Costa County Department of Social Services must remedy the deficiencies identified in this report by taking corrective actions. A Corrective Action Plan (CAP) must be received by CDSS within 60 days of the date of the cover letter to this Report; the CAP must include a schedule of all actions that will be taken to correct the deficiencies, and an indication of who will be responsible for implementing the corrective action.

It is CDSS' intent that this Report be used to create a positive interaction between the County and CDSS to identify and correct compliance violations and to provide the County with an opportunity to implement corrective action to achieve compliance with Division 21 regulations. Civil Rights Unit staff is available to provide technical assistance as requested.