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ACTING DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**  
744 P Street • Sacramento, CA 95814 • [www.cdss.ca.gov](http://www.cdss.ca.gov)



GAVIN NEWSOM  
GOVERNOR

March 26, 2019

Patricia Charles-Heathers, Ph.D., MPA  
El Dorado County Health & Human Services  
3057 Briw Road, Suite B  
Placerville, CA 95667

Dear Ms. Charles-Heathers:

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 June 13-15, 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 Web Content Accessibility Guidelines (WCAG) as per California Government Code 7405, we also require the CAP to be submitted electronically as a Word document via [Civil Rights Unit e-mail](mailto:crb@dss.ca.gov) ([crb@dss.ca.gov](mailto: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 Claudia Cabrera at (916) 654-1047. You may also contact us via [Civil Rights Unit e-mail](mailto:crb@dss.ca.gov) ([crb@dss.ca.gov](mailto:crb@dss.ca.gov)).

Sincerely,

**ORIGINAL DOCUMENT SIGNED BY**

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

Enclosure

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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  
El Dorado County Health & Human Services Agency**

**Conducted on  
June 13-15, 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: Claudia Cabrera**

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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 the El Dorado County Health & Human Services Agency 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 June 13-15, 2018. An exit interview was held on June 15, 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)
El Dorado County Health & Human Services Agency	3368 Lake Tahoe Blvd, South Lake Tahoe	CalFresh (CF), CalWORKs (CW), In Home Supportive Services (IHSS)	Spanish
El Dorado County Health & Human Services Agency	3057 Briw Road, Placerville	CF, CW, IHSS, CF/CW Fraud, Children's Services	Spanish

## II. SUMMARY OF METHODOLOGY

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

- Reviewed the 2018 Civil Rights Compliance Plan (CRCP) 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 was contacted for feedback.

Disability Rights of California  
Office of Clients' Rights Advocacy  
1831 K Street  
Sacramento, CA 95811  
Phone: (916) 504-5958

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**

<b>Classifications</b>	<b>Total</b>	<b>Bilingual</b>
Eligibility Workers	2	1
Children Social Workers	1	0
Adult Program Workers	2	0
Receptionist/Screeners	2	1
<b>Total</b>	<b>7</b>	<b>2</b>

#### **Civil Rights Coordinator and Program Manager Surveys**

Number of surveys distributed: 3

Number of surveys received: 3

#### **Reviewed Case Files**

English speakers' case files reviewed: 5

Non-English or limited-English speakers' case files reviewed: 37

Languages of clients' cases: Spanish, Mandarin, Arabic, Farsi, Russian, Vietnamese, Arabic, Bosnian, Tagalog

Reasonable Accommodation cases reviewed: 7

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**

<b>Question (Please answer yes/no and provide response with comments)</b>	<b>Comments</b>
Does the County accommodate clients by flexing/extending their hours or allowing applications to be mailed in?	Yes. El Dorado County staff may flex their office hours with prior supervisor approval and allow applications to be mailed in.
Can clients, including those with disabilities, access services when they are unable to go to the office?	Yes. Clients can call the office for information regarding their benefits or services. Clients can also access the public website <a href="http://www.edcgov.us/hhsa">www.edcgov.us/hhsa</a> 24 hours a day, 7 days a week for information regarding all services available.

<b>Question (Please answer yes/no and provide response with comments)</b>	<b>Comments</b>
Does the County ensure the awareness of available services individuals in remote areas?	Yes. El Dorado County provides information at resource fairs, community events and have assigned an Eligibility Specialist at the Marshall Hospital.

## **B. Findings: Signage, Posters and Pamphlets**

<b>Question (Please answer yes/no and provide response with comments)</b>	<b>Comments</b>
Does the County use the CDSS pamphlet "Your Rights under California Welfare Programs" (PUB 13)?	Yes. The PUB 13 is included as part of the application and renewal packets. It is also given out during the initial interview/contact with people accessing Children and Family Services.
Is the pamphlet distributed and explained to each client at intake and re-certification?	Yes. The PUB 13 is explained to clients during screening and application process, as well as during renewals.
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 English and Spanish versions of the PUB 13 were available in the lobby and information about the availability of all other languages was posted nearby.
Were the current versions of the required posters present in the lobbies?	No. The South Lake Tahoe office did not have the And Justice for All (475B) poster.
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 signs were translated into the appropriate threshold language, Spanish.

## **C. Corrective Actions**

<b>Informational Element</b>	<b>Corrective Action Required</b>
Posters	El Dorado County shall ensure that the most current version of posters on nondiscrimination provided by CDSS and USDA are prominently displayed in all waiting areas and reception rooms. Division 21-107.211



- D. Recommendation:** Address and submit a Corrective Action Plan and correct all items identified in the Corrective Action chart above (Section C).

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” (revised 08/16)  
PUB 86 “Everyone is Different, but Equal Under the Law” (revised 3/07)  
Form AD 475B “And Justice for All” (revised 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, T24 CCR, and ADAAG.

## A. Findings and Corrective Actions

### 1. Facility Location: 3368 Lake Tahoe Blvd, South Lake Tahoe

Facility Element/Finding	Corrective Action
<p>Parking lot:</p> <p>Both entrances to off-street parking lot are missing the unauthorized parking signage.</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. (CA T24 11B-502.8.1)</p> <p>The additional sign shall clearly state in letters with a minimum height of 1 inch 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 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 lot:</p> <p>The words "no parking" are not painted in the access aisle leading to the main door.</p>	<p>The words "NO PARKING" shall be painted on the surface each access aisle. (CA T24 11B-502.3.3)</p> <p>This notice shall be painted in white letters a minimum of 12 inches in height and located to be visible from the adjacent vehicular way. (CA 11B-502.3.3)</p>
<p>Parking lot:</p> <p>Signage on pavement depicting a wheelchair with occupant is faded and shall be re-painted.</p>	<p>The parking space shall be marked with an International Symbol of Accessibility (ISA Symbol) in white on a blue background - a minimum 36 inches wide x 36 inches high. (CA T24 11B-502.6.4.1)</p> <p>OR</p>

Facility Element/Finding	Corrective Action
	<p>In white or a suitable contrasting color (CA T24 11B-502.6.4.2)</p> <p>The centerline of the Symbol shall be a maximum of 6 inches 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. (CA T24 11B-502.6.4.2)</p>
<p>Parking lot:</p> <p>Parking spaces and access aisles are faded and shall be re-painted.</p>	<p>Access aisles shall be marked with a blue painted borderline around their perimeter. (CA T24 11B-502.3.3) (ADA 502.3.3)</p> <p>The area within the blue borderlines shall be marked with hatched lines a maximum of 36 inches on center in a color contrasting with that of the aisle surface, preferably blue or white. (CA T24 11B-502.3.3)</p>
<p>Main entrance:</p> <p>Door pressure is high at 8 pounds.</p>	<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"> <li>1. Interior hinged doors and gates: 5 pounds maximum</li> <li>2. Sliding or folding doors: 5 pounds maximum</li> <li>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))</li> </ol>
<p>Men's Restroom:</p> <p>Space in front of sink is narrow at 27 inches wide.</p>	<p>The clear floor or ground space shall be 30 inches minimum by 48 inches minimum. (CA T24 11B-305.3) (ADA 305.3)</p>
<p>Men's Restroom:</p> <p>Soap dispenser is high at 50 inches.</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>

Facility Element/Finding	Corrective Action
	All operable parts, including coin slots, shall be 40 inches maximum above the finish floor. (CA T24 11B-603.5)
Men's Restroom:  Toilet protector is high at 56 inches.	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)  All operable parts, including coin slots, shall be 40 inches maximum above the finish floor. (CA T24 11B-603.5)
Women's Restroom:  Sink located on the right needs to have pipes wrapped.	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)
Women's Restroom:  Toilet protector is high at 54 inches.	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)  All operable parts, including coin slots, shall be 40 inches maximum above the finish floor. (CA T24 11B-603.5)

## 2. Facility Location: 3057 Briw Road, Placerville

Facility Element/Finding	Corrective Action
Main Entrance:  There is no ISA Symbol.	Pictograms and their field shall have a non-glare finish. (CA T24 11B-703.6.2) (ADA 703.6.2)  Pictograms shall contrast with their field with either a light pictogram on a dark field or a dark pictogram on a light field. (CA T24 11B-703.6.2) (ADA 703.6.2)

Facility Element/Finding	Corrective Action
Seven of the eight doors leading into the building had door pressures higher than 5 pounds. One of the doors was not in use.	<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"> <li>1. Interior hinged doors and gates: 5 pounds maximum</li> <li>2. Sliding or folding doors: 5 pounds maximum</li> <li>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 &amp; 2))</li> </ol>
<p>Drinking Fountain:</p> <p>Alcove depth is 30 ½ inches.</p>	Alcoves shall be 36 inches wide minimum where the depth exceeds 24 inches. (CA T24 11B-305.7.1) (ADA 305.7.1)
<p>Men's Restroom:</p> <p>Door 1: Door pressure is high at 12 pounds.</p> <p>Door 2: Door pressure is high at 13 pounds.</p>	<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"> <li>1. Interior hinged doors and gates: 5 pounds maximum</li> <li>2. Sliding or folding doors: 5 pounds maximum</li> <li>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))</li> </ol>
<p>Women's Restroom:</p> <p>Door pressure high at 16 pounds.</p>	<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"> <li>1. Interior hinged doors and gates: 5 pounds maximum</li> <li>2. Sliding or folding doors: 5 pounds maximum</li> <li>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))</li> </ol>
<p>Women's Restroom:</p> <p>Three of the four pipes under the sink need to be insulated.</p>	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)

## **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**

<b>Question: (Please answer yes/no and provide response with comments)</b>	<b>Comments</b>
Does the County identify a client's language need upon first contact? How?	Yes, via the Primary Language Designation Form, EL 43.
Does the County use a primary language form?	Yes, Primary Language Designation Form, EL 43.
Does the client self-declare on this form?	Yes. The client self-declares and fills out the form.
Are non-English- or limited- English-speaking clients provided bilingual services?	Yes. El Dorado County bilingual staff provide interpretive services or use Language People, Inc.
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. El Dorado County staff will either use certified bilingual workers or Language People, Inc.

<b>Question: (Please answer yes/no and provide response with comments)</b>	<b>Comments</b>
Does the County have a contracted language line provider, a county interpreter list, or any other interpreter process?	Yes. El Dorado County contracts with Language People, Inc. and NorCal Center on Deafness, Inc.
Is there a delay in providing interpretive services?	No delay in providing interpretive services.
Are County interpreters certified?	Yes. El Dorado County interpreters are certified by Merit System Services.
Does the County have adequate interpreter services?	Yes.
Does the County allow minors to be interpreters? If so, under what circumstances?	No minors allowed to be used as interpreters.
Does the County allow the client to provide his or her own interpreter?	Yes. Staff fill out the Interpreter Usage and Consent for Release of Information, Form EL 629.
Does the County ensure that the client-provided interpreter understands what is being interpreted for the client?	Yes. El Dorado County Staff will ensure adequate interpreter services are provided and can refer to Section VII of the El Dorado County Civil Rights Handbook for guidance.
If there is not a Release of Confidentiality Information form, how and where is the client-provided interpreter documented?	Interpreter Usage and Consent for Release of Information, Form EL 629, is used and is documented in case Journal.
Does the County use the CDSS-translated forms in the clients' primary languages?	Yes. El Dorado County Staff are instructed to use CDSS-translated forms in clients' primary languages when available.
Is the information that is to be inserted into NOA translated into the client's primary language?	Yes. Bilingual staff are available to translate information that is to be inserted into NOAs.
If language to be inserted into NOA is not available, is there a procedure to ensure information translated to client's primary language?	Yes. If language is not available, bilingual staff will translate information that is to be inserted into NOAs.
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.
Does the County identify a client with a disability (physical, mental, or learning)?	Yes.
Does the County assist clients with self-identifying a disability?	No. Clients usually disclose a disability during an interview or at the initial contact.

<b>Question: (Please answer yes/no and provide response with comments)</b>	<b>Comments</b>
Does the County have a policy and procedure in place for assisting clients with a disability (physical, mental, or learning)?	Yes. The policy is outlined in the El Dorado County Civil Rights Handbook.
Does the County offer reasonable accommodations to clients with a disability (physical, mental, or learning)?	Yes. County staff follow the El Dorado County Civil Rights Handbook for guidance on how to accommodate a client with a disability.
Does the County identify and assist the client who has learning disabilities or a client who cannot read or write?	Yes. County staff will offer to read out loud and assist in filling out forms. This is documented in case notes.
Does the County offer a screening for learning disabilities?	Yes. Screening is only offered in the Welfare to Work (WTW) program.
Is there an established process for offering a screening?	Yes. The WTW program offers the Online CalWORKs Appraisal Tool (OCAT).
Is the client identified as having a learning disability referred for an evaluation?	Yes. If a disability is identified, clients are referred to community resources for further evaluation.

## **B. Corrective Action**

None.

## **C. Recommendation:**

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**

<b>Item</b>	<b>How item is Documented</b>
Ethnic Origin	Application for CalFresh, Cash Aid and/or Medi-Cal/Health Care Programs (Statewide Automated Welfare System-SAWS II Plus), C-IV Case Summary Page



Item	How item is Documented
Method of identifying client's primary language	Primary Language Designation Form (EL 43), Consortia IV (C-IV) Case Flag Indicator, C-IV Individual Demographics
Method of documenting client's primary language	C-IV Case Flag Indicator, Individual Demographics, Case Journal
Method of providing bilingual services and documentation	Interpreter Consent Form-EL 629
Client provided own interpreter	C-IV Case Journal
Method to inform client of potential problem using own interpreter	Interpreter Usage and Consent of Release of Information (EL 629) Form. The Reviewer observed inconsistent documentation due to staff not documenting in case file
Release of information to interpreter	Interpreter Usage and Consent of Release of Information (EL 629) Form. The Reviewer observed inconsistent documentation due to staff not documenting in case file
Individuals acceptance or refusal of written material offered in primary language	C-IV Case Journal
Documentation of minor used as interpreter	None found in cases reviewed due to minors not being allowed to interpret
Documentation of circumstance for using minor interpreter temporarily	None found in cases reviewed due to minors not being allowed to interpret
Method of identifying client's disability	C-IV Case Journal, Case Flag Indicator
Method of documenting client's disability (physical, mental, or learning)	C-IV Case Journal, Case Flag Indicator
Method of offering a reasonable accommodation to the client with a disability	C-IV Case Journal, Case Flag Indicator
Method of documenting client's reasonable accommodation	C-IV Case Journal

### Adult Programs (IHSS)

Item	How item is Documented
Ethnic Origin	Assessment Document Sheet (SOC 293)
Method of identifying client's primary language	Primary Language Designation Form-EL 43, SOC 293, Case

Item	How item is Documented
	Management, Information and Payrolling System (CMIPS) Case Narrative and Person Tab
Method of documenting client's primary language	CMIPS Person Tab
Method of providing bilingual services and documentation	CMIPS Case Narrative
Client provided own interpreter	CMIPS Narrative Assessment
Method to inform client of potential problem using own interpreter	None found in cases reviewed due to staff not being aware of requirement
Release of information to interpreter	None found in cases reviewed due to staff not being aware of requirement
Individuals acceptance or refusal of written material offered in primary language	CMIPS Intake Notes
Documentation of minor used as interpreter	None found in cases reviewed due to minors not being allowed to interpret
Documentation of circumstance for using minor interpreter temporarily	None found in cases reviewed due to minors not being allowed to interpret
Method of identifying client's disability	CMIPS Intake Notes
Method of documenting client's disability (physical, mental, or learning)	CMIPS Intake Notes, SOC 864-Individualized Back-Up Plan and Risk Assessment
Method of offering a reasonable accommodation to the client with a disability	CMIPS Intake Notes
Method of documenting client's reasonable accommodation	CMIPS Intake Notes

## CalWORKs

Item	How item is Documented
Ethnic Origin	SAWS II Plus, C-IV Case Summary Page
Method of identifying client's primary language	EL 43, C-IV Case Flag Indicator, C-IV Individual Demographics
Method of documenting client's primary language	C-IV Case Flag Indicator, Individual Demographics and Case Journal
Method of providing bilingual services and documentation	C-IV Case Journal. The Reviewer observed inconsistent

Item	How item is Documented
	documentation due to staff not documenting in case file
Client provided own interpreter	EL 629. The Reviewer observed inconsistent documentation due to staff not documenting in case file
Method to inform client of potential problem using own interpreter	EL 629. The Reviewer observed inconsistent documentation due to staff not documenting in case file
Release of information to interpreter	EL 629. The Reviewer observed inconsistent documentation due to staff not documenting in case file
Individuals acceptance or refusal of written material offered in primary language	C-IV Case Journal
Documentation of minor used as interpreter	None found in cases reviewed due to minors not being allowed to interpret
Documentation of circumstance for using minor interpreter temporarily	None found in cases reviewed due to minors not being allowed to interpret
Method of identifying client's disability	C-IV Case Journal
Method of documenting client's disability (physical, mental, or learning)	C-IV Case Journal, Case Flag Indicator
Method of offering a reasonable accommodation to the client with a disability	C-IV Case Journal
Method of documenting client's reasonable accommodation	C-IV Case Journal, Case Flag Indicator

## Fraud

Item	How item is Documented
Ethnic Origin	C-IV Case Summary Page
Method of identifying client's primary language	Primary Language Designation Form-EL 43, Consortia IV (C-IV) Case Flag, C-IV Individual Demographics
Method of documenting client's primary language	C-IV Case Journal
Method of providing bilingual services and documentation	C-IV Special Unit Tab
Client provided own interpreter	None found in cases reviewed due to use of County certified investigators only

Item	How item is Documented
Method to inform client of potential problem using own interpreter	None found in cases reviewed due to use of County certified investigators only
Release of information to interpreter	None found in cases reviewed due to use of County certified investigators only
Individuals acceptance or refusal of written material offered in primary language	C-IV Case Journal
Documentation of minor used as interpreter	None found in cases reviewed due to minors not being allowed to interpret
Documentation of circumstance for using minor interpreter temporarily	None found in cases reviewed due to minors not being allowed to interpret
Method of identifying client's disability	C-IV Case Flag Indicator
Method of documenting client's disability (physical, mental, or learning)	No documentation found in cases reviewed as there were no clients with a disability
Method of offering a reasonable accommodation to the client with a disability	No documentation found in cases reviewed as there were no reasonable accommodation requests
Method of documenting client's reasonable accommodation	No documentation found in cases reviewed as there were no reasonable accommodation requests

## Children's Services

Item	How item is Documented
Ethnic Origin	Child Welfare Services-Case Management System (CWS-CMS) ID Page, Emergency Response Referral Information (IN-ERREFR) Form
Method of identifying client's primary language	IN-ERREFR Form
Method of documenting client's primary language	CWS-CMS ID Page
Method of providing bilingual services and documentation	CWS-CMS Case Narrative. The Reviewed observed inconsistent documentation due to staff not documenting in case file

Item	How item is Documented
Client provided own interpreter	CWS-CMS Case Narrative. The Reviewer observed inconsistent documentation due to staff not documenting in case file
Method to inform client of potential problem using own interpreter	EL 629 Form
Release of information to interpreter	EL 629 Form
Individuals acceptance or refusal of written material offered in primary language	CWS-CMS Case Narrative
Documentation of minor used as interpreter	None found in cases reviewed due to minors not being allowed to interpret
Documentation of circumstance for using minor interpreter temporarily	None found in cases reviewed due to minors not being allowed to interpret
Method of identifying client's disability	CWS-CMS Case Narrative
Method of documenting client's disability (physical, mental, or learning)	CWS-CMS Case Narrative
Method of offering a reasonable accommodation to the client with a disability	No documentation found in case reviewed as there were no reasonable accommodation requests
Method of documenting client's reasonable accommodation	No documentation found in case reviewed as there were no reasonable accommodation requests

## 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

Areas of Action	Corrective Action
Documentation that bilingual services were provided	Document the method used to provide bilingual services, for example, assigned worker is bilingual, another bilingual employee acted as interpreter, volunteer interpreter was used, or client provided interpreter. Div. 21-116.22
General	El Dorado 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

**C. Recommendation:** Address and submit a Corrective Action Plan and correct all items identified in the Corrective Action chart above (Section B).

**Observation:**

The Salt Lake Tahoe IHSS interviews and case file review revealed that staff were unaware of the requirement to use a release of information when a recipient chooses to use their own interpreter. The El Dorado CRCP states staff are required to use the Interpreter Usage and Consent for the Release of Information, Form EL 629. The El Dorado Civil Rights Handbook, page 13, states staff shall document in case comments “the individual was informed of the potential for ineffective communication when [they] provide their own interpreter” and that a “release of information was obtained when an individual other than a Department of Human Services (DHS) employee [is] used as an interpreter.” The IHSS staff shall be trained and informed of this requirement.

Regarding case file documentation, El Dorado County CF and CW program makes good use of the C-IV Case Flag Indicator for disability accommodations. All staff interviewed were aware of and stated they use the case flag indicator if a client identifies a disability and requests a reasonable accommodation. This was verified during the CF and CW case file reviews.

## **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 requirement of Section 504 and ADA?	Yes. Staff are provided training on Section 504 and the ADA.
Do employees receive continued Division 21 Training?	Yes. Continued training is provided on an annual basis via a Civil Rights Training Packet. After completion of the packet, staff are required to sign an acknowledgement of receipt that states they have received, read and are fully aware of the El Dorado County DHS Civil Rights Training Materials and Civil Rights Handbook.
Do employees understand the County policy regarding a client's rights and procedure to follow when receiving a discrimination complaint?	Yes. The policy is outlined in the El Dorado County Public Complaints Policy and Procedures.
Does the County provide employees Cultural Awareness Training?	Yes. Staff are required to participate in Civil Rights Cultural Awareness training.
Do the Children Social Worker's (CSW) have an understanding of Multi-Ethnic Placement Act (MEPA)?	Yes. The CSW Staff interviewed were all aware of the MEPA requirements.
Do the employees seem knowledgeable about the predominant cultural groups receiving services in their area?	Yes. All staff interviewed were able to identify predominant cultural groups in their area.
Does the County provide training on how to identify clients with disabilities (physical, mental, and learning)?	Yes. Per the CRCP, Workshop 1 provided by UC Davis, titled Advanced Proficiency in Human Services includes a class on understanding special needs populations. Currently only available to Income Maintenance and WTW staff.
Do employees receive training on reasonable accommodation for clients with disabilities?	Yes. Per the CRCP, Workshop 1 provided by UC Davis, titled Advanced Proficiency in Human Services includes a class on understanding special needs populations. Currently only available to Income Maintenance and WTW staff.
Do the employees understand the County policy regarding a client's right to a reasonable accommodation?	Yes. All staff interviewed were knowledgeable about a client's right to a reasonable accommodation.

**B. Corrective Actions:** None.

**C. Recommendation:** The Civil Rights Unit encourages El Dorado County to continue to utilize, allow, and encourage all County public access staff to participate in the workshops listed in the CRCP under Section XI, Staff Development and Training. Public access staff from other programs would benefit from the Advanced Proficiency in Human Services Workshop, therefore expanding the training opportunity across the agency will help provide better service to people with a disability.

## **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**

<b>Interview and Review Areas: (Please answer yes/no and provide response with comments)</b>	<b>Findings</b>
Can the employees easily identify the difference between a program, discrimination, and a personnel complaint?	Yes. All staff interviewed were able to identify the different complaint types.
Do the employees know who the Civil Rights Coordinator is?	Yes. All staff interviewed identified Thomas Michaelson as the 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. All staff interviewed stated the PUB 86 is located in the lobby.
When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date?	Yes. The complaint log was complete and up to date.

**B. Corrective Actions:** None.

**C. Recommendation:** 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	3
Number of Contracts with an Assurance of Compliance Agreement	3

B. **Corrective Action:** None.

C. **Recommendation:** 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?	El Dorado County does not operate a Call Center. Although there are currently no statutory requirements for call centers, the County maintains avenues in which to meet the demands of applicants, recipients, and clients.

B. **Corrective Action:** None.

C. **Recommendation:** 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**

Feedback was sought from Disability Rights of California. No response/input was received.

## **XII. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL**

The El Dorado County Health & Human Services Agency, Civil Rights Compliance Plan for the period May 1, 2018 through April 30, 2019 was received on May 1, 2018. It is approved as submitted.

## **XIII. CONCLUSION**

The CDSS Reviewer found the El Dorado County Health & Human Services Agency staff warm, welcoming, informative, and very supportive. Particular thanks to Thomas Michaelson, Civil Rights Coordinator, for organizing the details of the review. In each District Office, staff were very helpful with the facility reviews, case reviews, and computer assistance.

The CDSS found the El Dorado County Health & Human Services Agency in substantial compliance with CDSS Division 21 Regulations, and other applicable state and federal laws. County staff continues to reflect a commitment similar to that expressed by management with respect to ensuring access, assistance, and compliance.

The El Dorado County Health & Human Services Agency must remedy the deficiencies identified in this report by taking corrective actions. A CAP must be received by CDSS within 60 days of the date of the cover letter to this report; and the plan 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.