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GAVIN NEWSOM
GOVERNOR

April 19, 2024

Mr. Joe Lynch, Director (Acting)
Mariposa County Human
Services Department
P.O. Box 99
Mariposa, CA 95338
Sent via email only: jlynch@mariposacounty.org

Dear Director Lynch:

Thank you and the Mariposa County Human Services Department staff for your cooperation and assistance during the September-October 2022 Civil Rights Compliance Review (Review). Please find the final report (Report) attached to this correspondence.

Compliance issues (findings/deficiencies) identified in the Report require the development of a Corrective Action Plan (CAP) within 60 days of the date of this letter. Please address each deficiency, including proposed actions and timelines for completion of all corrective actions and recommendations listed in the Report.

- 1) Please use the attached CAP Template Form and the accompanying instructions in preparing your CAP. Please note that this form has been created to facilitate a streamlined CAP and CAP monitoring process and to help ensure that your submitted CAP complies with the Web Content Accessibility Guidelines (WCAG). See *California Government Code 7405*. The Report and approved CAP will be published on the California Department of Social Services [Civil Rights Section \(CRS\) website](#).
- 2) Please submit your CAP electronically with any required accompanying materials to the CDSS Civil Rights Section (CRS) county collaboration SharePoint site. If your county is not already using this SharePoint site with us, your Civil Rights Coordinator (CRC) will receive an email invitation with directions for becoming a site member and uploading your documents.
- 3) After your county's CAP has been reviewed, the assigned CRS analyst will provide your CRC with additional instructions and a link to an interactive CAP tracker spreadsheet. This will allow your CRC and our analyst to exchange information about approvals of, or updates on, individual proposed actions in your CAP and about ongoing implementation progress.

- 4) We realize that many counties begin to correct findings immediately, even while developing their CAP. Please begin corrective actions as soon as possible, as there is no need to wait for the interactive CAP tracker spreadsheet.

If you need technical assistance developing a CAP, please contact Loren Oden at (916) 516-2857 or by email at Loren.Oden@dss.ca.gov. If you need assistance accessing the SharePoint site, please contact CRS analyst Shah Marjan via email at Shah.Marjan@dss.ca.gov. You may also contact our office by email using the Civil Rights Section email: crb@dss.ca.gov.

Sincerely,

Anne Marx

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cc:
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Attachments

1. CAP Template Form
2. CAP Template Instructions

MARIPOSA COUNTY HEALTH & HUMAN SERVICES AGENCY CIVIL RIGHTS COMPLIANCE REVIEW REPORT

Conducted August to October 2022

California Department of Social Services

Office of Equity

Civil Rights Unit

744 P Street, M.S. 9-7-041

Sacramento, CA 95814

(916) 654-2107

Reviewer: Stephanie Flores

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I. INTRODUCTION

The purpose of this review by the California Department of Social Services (CDSS) Civil Rights Unit (CRU) staff is to assess Mariposa County Health & Human Services Agency (CWD or County) compliance with CDSS' Manual of Policies and Procedures (MPP) Division 21 Regulations (Div. 21), and other applicable state and federal civil rights laws and regulations.

A remote compliance review was conducted on **September 12, 2022** to **October 27, 2022**. An exit conference was held on **October 27, 2022**.

Compliance concerns are the focus of this report. However, Auditors also noted effective aspects of the County Welfare Department (CWD)'s civil rights program, including the dedication of staff demonstrated during the Oak Fire that took place during the original scheduled audit period.

Key Findings of the Report

Overall, the Auditors found substantial compliance concerns. The main concerns are summarized below. Specific findings and corrective action related to these concerns can be found in Sections III-IX and XI of this report.

- **Reasonable Accommodations Policy:** County does not have a reasonable accommodation policy.
- **Translation Services Policy:** County does not have a policy for providing translations services to NEP/LEP applicants/recipients.
- **Interpreter Services Policy:** The current county policy does not include documentation instructions for the programs subject to this compliance review.
- **Civil Rights Complaint Policy and Procedure:** County does not have a policy or documented procedure for processing and resolving civil rights complaints. The County website provides conflicting information about its process to receive complaints.
- **Vendor Contracts and Compliance Monitoring:** County does not have a policy or process for ensuring contractors and vendors receive Division 21 training, understand their obligations to provide appropriate language services or accommodations to applicant/recipients with disabilities. Nor does the County ensure that participants understand their rights extend to contracted and vendor services.

Organization of this Report

Section II of this report summarizes the method used by the Auditors to inform their findings.

Sections III, V, VI, VII, VIII, and IX of this report contain specific regulatory requirements from Division 21, Section 504 of the Rehabilitation Act of 1973, and the American with
Civil Rights Compliance Review
Mariposa County
Fall 2022

Disabilities Act (ADA). Findings in these sections are based on information gathered from case review, facility walk-throughs, and staff surveys. Each section is formatted to first provide findings, then required corrective actions, and ends with any Auditor recommendations.

Section IV is a review of the facilities and references Division 21, the United States Department of Justice's ADA Standards, Title 24 of California Code and Regulations, and the California Accessibility Reference Manual.

Section X highlights issues identified by community and advocacy organizations.

Section XI reviews the County's compliance plan, and provides either approval of the plan as submitted, or identifies information or modifications required prior to approval.

Section XII of the report provides a statement of overall compliance and concluding remarks.

Appendix 1 of this report contains detailed observations from case review.

II. SUMMARY OF METHODOLOGY

Documents Reviewed

To prepare for this review, Auditors reviewed the following documents and sources:

- 2022-2023 Civil Rights Compliance Plan (Annual Plan) and attachments including:
 - Mariposa County Human Services Department Policy & Procedure: Behavioral Health and Recovery Services Division Notice of Adverse Benefit Determination
 - Mariposa County Human Services Department Policy & Procedure: Behavioral Health and Recovery Services Division Nondiscrimination in Services
 - Mariposa County Human Services Department Policy & Procedure: All Division Interpreter Services
 - Training Data FY 2022-2021
- The CDSS Civil Rights discrimination complaint database for a complete listing of complaints filed 12 months prior to the Review
- Previous CDSS County Compliance Review report(s) and corresponding corrective action plan(s) (CAP)

Locations Reviewed

- Mariposa Health and Human Services Agency, 5362 Lemee Lane P.O. Box 99. Mariposa, CA 95338

- North County Health & Human Services Center, 5026 Broadway, Coulterville, CA 95311

Programs Reviewed

- CalFresh
- CalWORKS
- In-Home Support Services
- Child Welfare Services

Review Procedures

- Electronic surveys of public contact staff, the civil rights coordinator, and program managers
- Reviewing case files
- Receiving feedback from community groups. The following organizations were contacted for feedback:
 - Western Center on Law & Poverty, 3701 Wilshire Boulevard, Suite 208, Los Angeles, CA 90010-2826
 - Public Interest Law Project, 449 15th Street, Suite 301, Oakland, CA 94610
 - Disability Rights California, 1831 K Street, Sacramento, CA 95618
 - Disability Rights Education & Defense Fund Ed Roberts Campus 3075 Adeline Street, Suite 210, Berkeley, CA
 - Asian Pacific American Legal Center Member of Asian American Center for Advancing Justice, 1145 Wilshire Boulevard, Los Angeles, CA 90017
 - Justice in Aging, 1330 Broadway, Suite 525, Oakland, CA 94612
 - CCWRO, 1111 Howe Avenue, Suite 635, Sacramento, CA 95825-8551
 - Deaf and Hard of Hearing Service Center, Inc. (DHHSC), 5340 North Fresno Street, Fresno, CA 93710
 - Alliance for Community Transformations, 5174 CA-140, Mariposa, CA 95338
 - Alliance for Community Transformations Mariposa Heritage House, 5200 CA-49, Mariposa, CA 95338
 - Court-Appointed Special Advocates for Children Mariposa County, 5075 Highway 140 Ste. A / P.O. Box 73, Mariposa, California 95338

Compliance Review Areas

- Dissemination of information
- Program accessibility for individuals with disabilities
- Bilingual staffing/services for non-English-speaking individuals
- Documentation of applicants'/recipients' case records
- Staff development and training
- Discrimination complaint procedures

Staff Survey Summary

- Auditors distributed a total of 44 surveys to County staff, including certified bilingual staff. 26 surveys were completed. 18 surveys were not completed by staff, despite reminders from Auditors.

III. DISSEMINATION OF INFORMATION

Counties are required to disseminate information about programs, program changes, and Division 21 protections for applicants and recipients. This dissemination should occur through outreach and information to all applicants, recipients, community organizations, and other interested persons, including persons with no English proficiency or limited English proficiency (NEP/LEP) and persons with disabilities.

Findings: Access to Services, Information and Outreach

Does the County accommodate clients by modifying business hours or accepting applications by mail?

According to Section IV (Dissemination of Information) of the County Civil Rights Compliance Plan (CRCP), the HHSA does not offer expanded office hours. County reported that a voicemail system is used to receive phone messages outside of regular business hours. This voicemail system states the normal business times of the County.

Can clients, including those with disabilities, access services when they are unable to go to an office?

Yes. According to Section IV of the County CRCP, HHSA offers a Telecommunication Device for the Deaf (TDD) and a videophone in a private room located in the main building. The plan does not provide any additional policies and procedures for these auxiliary aids.

Does the County ensure the awareness of available services to individuals in remote areas?

Yes. The County is aware of the lack of services made available to individuals in remote areas. According to Section III (Community Profile) of the County CRCP, the sparse population density, distance between communities, and geographic features isolate residents and make access to services and accommodations difficult.

The North County Health & Human Services Center is located in Coulterville in the northern remote part of the county and provides limited services to the communities of Lake Don Pedro, Greeley Hill, and Coulterville. According to Section III of the County Compliance Plan, this location provides and accepts applications for CalFresh, CalWORKS, and IHSS. There is an after-hours drop box available at this location as

well. There are no Eligibility Specialists or Social Workers assigned to this office. There are Clinicians and Psychiatrists available at this location by appointment only.

Additionally, the County relies on its website and social media platforms, such as Facebook, to ensure awareness of available services to individuals in remote areas. According to Section IV of the County CRCP, information is provided in English and Spanish when translation images or text is available from the program (such as CalFresh). The HHSA portion of the county website provides office hours, locations, hours of operations, and some general information regarding eligibility requirements. However, as discussed below, there are some concerns with the availability of civil rights information on the County website.

The County reported to have participated in outreach events, including the Mariposa Health Fair & Back to School Event (2021), Mariposa County Fair (2021), Safe at Home Event (2022), Senior Health Fair (2022), Mariposa Pride (2022), and MACT Health Fair, (2022). The County reported that these outreach events were conducted in English only.

How does the County make services and outreach available to applicants/recipients who cannot read or write?

According to Section IV of the County CRCP, applicants/recipients who cannot read or write will be assisted by clerical staff when applying for services. Case workers are expected to assist the applicant/recipient when being assessed or reassessed for services. Staff members will read to and/or write for the client as needed.

Does the County ensure the awareness of information related to the civil rights program?

No.

According to Section IV of the County CRCP, the HHSA website contains a [Non-Discrimination Policy and Language Access webpage](#). Visitors can change language or font size of the webpage.

However, Auditors noted several areas concerning information on the website:

- The website does not list all protected bases; specifically, the website is missing ancestry, ethnic group, gender identity, gender expression, sexual orientation, marital status, domestic partnership, medical condition, genetic information, religion, and political affiliation.
- The Directions for filing a civil rights complaint provides inaccurate and misleading information. The website allows two options for submitting a

complaint: by filing a Grievance with the County or submitting a Civil Rights Complaint to the CDSS Civil Rights Unit.

- **FILING A GRIEVANCE:** this section of the website states applicants can file a grievance for discrimination complaints based on race, color, national origin, age disability or sex. The website instructs the applicants to submit their complaint to Baljit Hundal, Health Services Division Director of Mariposa County Health & Human Services Agency. The website then provides information on the County Grievance and Appeals resolution process, which does not follow Division 21 regulations.
- **CIVIL RIGHTS COMPLAINTS:** This section of the website includes misleading information for applicants to submit a civil rights complaint. The text directs applicants to submit civil rights complaints to the U.S. Department of Health and Human Services (HHS), Office for Civil Rights (ORC) using the CDSS GEN 1179 (5/18) form. The text then provides contact information the CDSS Civil Rights Unit but does not include the contact information for the U.S. HHSS ORC. While members of the public can submit discrimination complaints to the U.S. HHSS ORC, it is a separate process from the CDSS Civil Rights Unit Complaint process and does not include the use of the GEN 1179 form.
- **LANGUAGE ACCESS:** The website provides two instructions for accessing language services. Applicants are directed to email the CRC to receive language services at the top of the webpage and are provided a phone number to call for language access services at the bottom of the webpage. This should be combined into one section.

According to Section IV of the County CRCP, CDSS covered programs that are the focus of this compliance review do not consistently provide information to applicants/recipients concerning the County's' civil rights program due to lack of Countywide policy. Furthermore, the plan states that the County Health & Human Services Agency (HHSA) "does not have formal agency-wide policies that speak directly to nondiscrimination, procedures for filing discrimination complaints, or rights and responsibilities of applicants/recipients." (Page 2). This issue will be addressed in Section VIII of this Compliance Report.

Programs within the Behavioral Health and Recovery Services Division (including Medi-Cal) provide clients with language assistance and non-discrimination information as required by the division policy provided in the County CRCP as Attachment B.

Additionally, Section VII (County Services Provided by Contractors, Subcontractors, Vendors) of the County CRCP states that the County does not have a process to

ensure that participants are informed of their civil rights as they extend to services provided by vendors and contractors.

Does the County have a Call Center/Service Center? Does the Call Center/Service Center answer calls for the entire County, by district, regional office, other? Does the Call/Service Center have an Interactive Voice Response system? If so, does the Interactive Voice Response system have language options for all County threshold languages? Does the Interactive Voice Response system have an option to request free interpreter services?

No. The County does not have a Call Center or Service Center.

Did the County ensure continuous access to services during office closures due to Covid-19?

According to Section VII of the County CRCP, the lobby of the main location (5362 Lemee Ln) was briefly closed to reduce COVID-19 transmission during the initial Delta variant. The County reported that during this time all regular services were provided by appointment. The County reported that outside of this period, facility lobbies were open and County employees implemented masking and social distancing requirements, which included infrared thermometer screening.

Findings: Signage, Posters and Pamphlets

Are 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?

According to Section IV of the County CRCP, the County does not have translated instructional and directional signs in the lobby and other areas of the two offices due to the percentage of non-English speaking applicants/recipients.

The County did report that Braille can be found throughout the main building on interview room markers and other door signs.

Is the CDSS pamphlet “Your Rights under California Welfare Programs” (PUB 13) available in all waiting rooms and reception areas? Is the current version (rev. 08/2020) of the PUB 13 available in Arabic, Armenian, Cambodian, Chinese, English, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mien, Portuguese, Punjabi, Russian, Spanish, Tagalog, Thai, Ukrainian, and Vietnamese? Is the current version (rev. 08/20) of the PUB 13 available in alternate formats?

According to the Dissemination of Information Worksheet, the County reported that the Main office lobby (5362 Lemee Lane) has the PUB 13 in English and Spanish.

Additionally, the PUB 13 is only available in regular print and is not available in alternative formats.

The County does not have a policy regarding reasonable accommodations for disabilities; thus, the lack of alternative formats can be considered a direct result of this deficiency in policy.

Is the PUB 13 distributed and explained to each client at intake and reinvestigation of eligibility?

According to the County CRCP, "Your Rights Under California Public Benefits Programs" (PUB 13) is available in the facility lobbies and should be provided at intake and during review periods of various programs.

Are current versions of the required posters present in the lobbies?

The HHSA reported on their County CRCP, that the main office and North County office has the PUB 86 posters containing contact of the County Civil Rights Coordinator (CRC) in the lobbies. However, the County also reported that neither facilities location has the required "And Justice for All" #475B posters.

Additionally, the County reported in Section IV of the County CRCP, that the County does not have current CalFresh specific posters displayed in the lobby. However, they reported that the HHSA will order and display a food stamp specific nondiscrimination poster.

Corrective Action

1. **County Website:** The information provided on the Non-Discrimination Policy posted to the Counties website is inaccurate and misleading. The following corrective changes are required to ensure that applicants/recipients receive accurate information:
 - The list of protected bases covered by State and Federal laws and regulations shall be updated to include ancestry, ethnic group, gender identity, gender expression, sexual orientation, marital status, domestic partnership, medical condition, genetic information, religion, and political affiliation.
 - Provide the correct contact info for the U.S. Department of Health and Human Services Office for Civil Rights, and other referrals appropriate for non-jurisdictional civil rights complaints.
 - Provide the correct information for applicants/recipients to file a Civil Rights complaint directly with the County Civil Rights Coordinator.
 - The website currently provides two separate instructions that include conflicting information for navigating language access needs. The County

- must consolidate all information related to LEP access to one section to prevent contradictory instructions from being provided to the public.
 - Provide a hyperlink to Your Rights and Responsibilities Under the Welfare Program (PUB 13) brochure in Arabic, Armenian, Cambodian, Chinese, English, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mien, Portuguese, Punjabi, Russian, Spanish, Tagalog, Thai, Ukrainian, and Vietnamese.
 - The County website should always contain the same information as the current County Civil Rights Policy, including any updates as required in Section VIII of this Report.
2. **PUB 13:** The County shall make PUB 13 available in alternative formats, including large print font, braille, and audio recording.
 3. **“And Justice for All” #475B Poster:** The County shall procure and display the appropriate version of the “And Justice for All” #475B poster.
 4. **Contractor and Vendor Compliance:** Contractors, vendors, consultants, and other providers of service who receive federal or state assistance through CDSS or through agencies covered by these regulations shall comply with nondiscrimination requirements of this division. Division 21-203.4.
 - The County shall develop and implement a process and policy for ensuring that applicants/recipients are informed that their right to nondiscrimination of services extend to services provided by the County’s vendors and contractors.

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.

CDSS reminds the County that programs and activities must be readily accessible to individuals with disabilities, including building accessibility, the availability of accessible parking, and accessible public telephones and restrooms.

In deference to the Covid-19 pandemic, the facilities’ review portion of this Review was paused to ensure the safety of County and CDSS staff.

In January 2022, CDSS shared resources with all Counties reviewed in 2022 and encouraged them to regularly conduct self-assessments of facilities used or visited by applicants/recipients of CDSS-funded services. CDSS provided resources and

suggested actions to support their ongoing compliance efforts in meeting existing federal and state obligations to maintain physically accessible facilities and prepare for future facilities reviews. These resources are provided again here:

- Applicable federal and states rules
 - [United States Department of Justice's ADA Standards](#)
 - [United States Access Board's Americans with Disabilities Act Accessibility Guidelines](#)
 - [Title 24 of California Code and Regulations](#)
- [Past Compliance Review reports](#)
- Building code reference materials
 - [The Department of General Services Division of the State Architect](#)
 - [The California Accessibility Reference Manual](#)
- Procuring and using facility accessibility tools including but not limited to a tape measure, door pressure gauge, and digital leveling tool
- External technical assistance training and resources via organizations like the [Pacific ADA Center](#) or through informational websites like [ADA.gov](#)

As a reminder, the County is encouraged and expected to self-monitor facility accessibility. Self-monitoring is important so that the County is continuously alert to accessibility considerations. Counties cannot solely rely upon CDSS Compliance Reviews to identify facility compliance concerns.

V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING

Division 21 requires that Counties ensure non-English-speaking individuals receive effective interpreter services without undue delays.

Counties must collect primary language from applicants and recipients (primary language must be self-identified). Counties should use this information to determine 1) the number of public contact staff necessary to provide effective bilingual services, 2) how to best provide interpreter services absent bilingual staff, and 3) the language needs of individual applicants and recipients.

Counties must employ an appropriate number of certified bilingual public contact employees in each program and/or location serving a substantial number of non-English-speaking persons. Effective bilingual services must also be provided through an interpreter or other means in offices where bilingual staff are not required because non-English-speaking persons do not represent a substantial number. Translated written materials must be made available in individuals' primary languages if the materials are provided by CDSS in that language, and counties must ensure that information inserted in notices of action (NOA) is in individuals' primary languages.

Counties must also collect ethnic origin data from applicants and recipients.

Findings: Language Services

Does the County identify applicants'/recipients' language needs at first contact? How?

For programs, such as CalFresh, CalWORKS, and IHSS, applicants self-identify their language needs on the application form. For applicants or recipients who arrive in person at the main office, they can utilize the "Interpretation Service Available" signs posted in the lobby of each building to self-identify their primary language when entering the lobby, according to the county plan. The Mariposa County Health & Human Services Agency Interpreter Services Policy & Procedure, states that clients will be informed from the first contact that an interpreter will be provided, that family members will not be expected to be interpreters, and that all interpreter services and translation will be provided free of charge.

Does the County use a primary language form? Do applicants/recipients self-declare on the County's primary language form?

The HHSA does not use a primary language form for applicants/recipients to self-declare. According to Section IV and V (Services to NEP/LEP Applicants/Recipients and Applicants/Recipients with Disabilities) of the County CRCP, the GEN 1365 is available in the lobby in the main building and is offered to the client when a need is identified. However, the policy referenced above does not mention the GEN 1365 nor does it require staff to utilize the GEN 1365 to identify a language service need. The County Compliance plan stated that the county will include the GEN 1365 and GEN 1365LP in the IHSS application packets.

Are primary written and spoken languages documented?

Yes, programs document the spoken and written language of applicant/recipients in their respective case systems. During case review, auditors found that the CalWORKs program utilizes CalSAWS Flags to notify staff if an interpreter is needed for the applicant/recipient.

After it has been determined that an applicant/recipient is limited-English or non-English speaking, is there a County process for procuring an interpreter? For example, does the County have a contracted language line provider, a county interpreter list, or any other interpreter process?

Yes, Mariposa County Health & Human Services Agency Interpreter Services Policy & Procedure includes a process for procuring an interpreter through Language Line Solutions Tele-Interpreters. The policy requires staff to contact the service provider if they are unable to speak the client's language and provides specific steps for obtaining the services.

The Policy, however, does not address translation services. This issue will be elaborated on in the following questions.

Are non-English- or limited-English-speaking applicants/recipients provided bilingual services?

Applicants/recipients with limited English proficiency, who do not have an Authorized Representative (AR), are provided interpretation services by a certified staff person or a tele-interpreter. Regarding translation services, if the County does not have the form in the applicant's/recipient's language they will utilize the tele-interpreter services to explain the form orally to the applicant/recipient.

During case review, auditors found that a lot of cases with LEP/NEP applicants/recipients used an Authorized Representative (AR). With an AR the written languages are documented as English and spoken language may be documented as English or another language. This was found mostly in cases where recipients spoke a language other than English or Spanish. For example, 4 of the 10 cases reviewed in the CalFRESH program used an AR which means the forms were also sent in English. However, 5 of the 10 cases were of Spanish speaking recipients, these clients always received forms in their language, and none utilized an authorized representative.

Additionally, Section VII of the County CRCP states that the HHSA does not have a contract monitoring policy or process for requiring contractors to provide appropriate language services.

Is there a delay in providing interpreter services? If so, why?

According to staff surveys, Child Welfare Services Social Worker respondents have not utilized interpreter services in the last year. Among other program and administrative support staff respondents, 69% responded that on average they obtain interpreter services in less than 3 minutes. Twenty-three percent stated they obtain services in 3 to 10 minutes, and the remaining 8% responded that it may take 10 to 15 minutes to obtain services.

Does the County have adequate bilingual staffing levels?

No, the County does not have any threshold languages to determine the required number of bilingual staff. However, during case reviews, staff in multiple programs expressed a need for bilingual staff and their difficulty to retain qualified staff.

Are County interpreters certified?

Yes, the steps for bilingual staff certification are documented in the Interpreter Services Policy & Procedure. The qualified staff interpreter must obtain approval from their supervisor, provide proof of proficiency, and complete HIPPA training (specific to

Behavioral Health Interpreters). According to the County CRCP, all HHSa interpreters are certified as bilingual through CalHR (Merit Systems). A list of staff that have met the requirements is maintained by Medical Records and can be accessed in the staff credentialing binder. The exact location of the credentialing binder is not provided in the policy, nor does it mention multiple versions for immediate access. However, due to the limited number of county personnel, program staff expressed that they know which staff are certified without needing to consult the binder.

Does the County allow minors to be interpreters? If so, under what circumstances?

According to the Interpreter Services Policy & Procedure, minors shall not be used as interpreters. Auditors did not observe any cases in which a minor provided interpreter services.

Does the County allow applicants/recipients to provide their own interpreters?

According to the Interpreter Services Policy & Procedure, an applicant/recipient is not expected to provide their own interpreter, such as a family member, and those individuals are not to be utilized as a primary interpreter.

How does the County document interpreter services provided using bilingual staff/interpreter services? How does the County document interpreter services provided using a client-provided interpreter?

The Interpreter Services Policy & Procedure provides instructions to document language services specific to the Mariposa County Behavioral Health and Recovery Services, which includes services such as the Adult System of CARE and Behavioral Health Court, which are outside the scope of this compliance review. Additionally, Section V of County CRCP provides contradictory information and demonstrates a lack of understanding concerning the difference between interpretation (verbal) and translation services (written).

Case reviews found inconsistent documentation of bilingual services in the Child Welfare Program. For Public Assistance programs, such as CalFresh and CalWORKS, bilingual services were documented in the cases journal narrative. However, CalFresh documentation was more inconsistent for what information was captured and how services were provided.

Does the County use CDSS-translated forms in applicant's/recipient's primary language?

Yes, case review found that CDSS-translated forms are provided to applicants/recipients in their primary language when such forms are available. If such forms are not available, case workers are to have a certified interpreter translate the form verbally.

When limited- or non-English-speaking clients receive Notices of Action (NOA), is the standard NOA form provided in clients' primary written languages?

Yes. The County programs rely on their respective system generated materials that are provided in the language listed in the individual client demographics pages. The County does not have a policy or procedure to provide translations.

Is the information that is to be inserted into NOA translated into a recipient's primary language? If language to be inserted into NOA is not available, is there a procedure to ensure information translated to recipient's primary language?

Auditors did not observe any NOA in which information was translated and inserted into the recipient's primary language.

Findings: Ethnic Origin Information

Does the County document ethnic origin data from applicants and recipients?

Yes.

Corrective Action

- 5. Notice of Language Services:** The GEN 1365 shall be made available at all County public serving facilities that provide information or services funded by CDSS, including the North County Office or any future location identified by the County.
 - The GEN 1365 should be included in all program applicant packets, assessment packets, initial contact with family in child welfare, etc.
- 6. Self-Provided Interpreters:** As required by ACL 21-128, the County shall provide the CR 6181 Interpreter Services Statement and Confidentiality Agreement Form, which informs the individual of the potential for communication errors when they use their own interpreter and that their interpreter may need to interpret sensitive and personal information, and that the CWD cannot guarantee the interpreter will maintain confidentiality for any information obtained through the interpretation process.
 - To be implemented via the revised Interpreter Services Policy & Procedure below.
- 7. Translation Services:** Per Division 21-115.2: "Forms and other written material required for the provision of aid or services shall be available and offered to the applicant/recipient in the individual's primary language when such forms and other written material are provided by CDSS".

- The County shall develop a protocol for providing effective, timely, and consistent translation services to applicants/recipients who are NEP/LEP.

8. Interpreter Services Policy & Procedure: Division 21

- The Mariposa County HHSA will amend their existing Interpreter Services Policy & Procedure to include provisions of Division 21, including:
 - Clarification of Interpreter Services versus Translation Services: Interpretation services are the conversion of spoken words from one language to another in real-time. Translation services are the conversion of written or spoken language into another written language.¹
 - County welfare departments shall ensure that effective bilingual/interpreter services are provided to serve the needs of the non-English speaking population and individuals with disabilities. Division 21-115.
 - Forms and other written material required for the provision of aid or services shall be available and offered to the applicant/recipient in the individual's primary language when such forms and other written material are provided by CDSS. Division 21-115.2.
 - Each CWD shall ensure that administrative practices do not have the effect of denying non-English speaking persons and individuals with disabilities equal access to and participation in the available programs and activities. Division 21-115.3.
 - Failure to provide effective, timely, and consistent interpretation and translation services to applicants/recipients who are NEP/LEP is discrimination. Division 21-109.11.
- The Mariposa County HHSA will amend their existing Interpreter Services Policy & Procedure to include protocol specific to Public Assistance, Adult & Aging, and Children's Services, which shall include the following steps:
 - Identification and Notice of Language Services: Provision of the GEN 1365, which informs individuals of their right to language assistance services at no cost to them, must be provided and uploaded to the programs case management system.
 - Self-Provided Interpreters: As required by 21-128, the County shall inform the individual of the potential for communication errors when they use their own interpreter and that their interpreter may need to interpret sensitive and personal information, and that the CWD cannot guarantee the interpreter will maintain confidentiality for any information obtained through the interpretation process using the CR 6181 form.

¹ What is translation and interpreting services? Wolfestone. (n.d.). Retrieved February 21, 2023, from <https://blog.wolfestone.co.uk/what-is-translation-and-interpreting-services?p=insights%2Fblogs%2Fwhat-is-translation-and-interpreting-services>

- Documentation: As required by ACL 08-65, ACL 06-20, ACL 21-128, and ACIN I-09-06, the County shall document at a minimum the following information:
 1. That the applicant/recipient was offered free language services in their primary language;
 2. The applicant's/recipient's preferred language for both oral and written communications (these will not necessarily be the same);
 3. The acceptance or denial of language services by the applicant/recipient;
 4. What language the services were provided in; and
 5. Who provided the interpreter services (department interpreter, bilingual worker, telephone interpreter, client-provided interpreter, etc.). If the applicant/recipient is assigned to a worker or unit that provided the services, the name of the worker or the bilingual unit should be documented as well.
 - The policy shall include the provision of translation services, including instructions for staff to obtain translation services and instructions for documentation of the provision of translation services.
 - Inform staff of the new protocol, including via revised staff training on the topic.
- 9. Contractor and Vendor Compliance:** Contractors, vendors, consultants and other providers of service who receive federal or state assistance through CDSS or through agencies covered by these regulations shall comply with nondiscrimination requirements of this division. Division 21-203.4.
- The County shall develop and implement a process and policy for ensuring that applicants/recipients are provided appropriate language services when receiving services from contractors and vendors.

Recommendations

Attachment B in the Annual Plan: The language assistance procedure states that NEP/LEP clients will have forms read and explained to them in their language of choice. This is not equal access or participation in program services. It is recommended that the County provide written translation services to applicants/recipients that are NEP/LEP in their primary language so that they can refer to vital program information the same as an English-speaking applicant would have access to such forms and program materials. This is included as a recommendation because the Medi-Cal program is not within the jurisdiction of the CDSS Civil Rights Unit and therefore cannot be included in this report as a Corrective Action.

Observations

Threshold Language: The County is reminded that while they currently do not have any non-English threshold languages, this does not guarantee that the needs of the

County will not change in the future. Our office encourages the CWD to remain mindful of this and prepare for any increase in LEP access needs.

VI. PROVISION FOR SERVICES TO APPLICANTS/RECIPIENTS WHO HAVE DISABILITIES

Division 21 requires that Counties ensure individuals with disabilities receive effective communication and disability-related services without undue delays.

Counties must provide auxiliary aids and services, including braille material, taped text, qualified interpreters, large print materials, telecommunication devices for the deaf (TDD), and other effective aids and services for persons with hearing, speech, vision, manual skills and other disabilities.

Counties have a responsibility to ensure that people with disabilities are not excluded from participation in or denied the benefits of the County's programs, services or activities, or otherwise subject to discrimination. This includes the obligation to provide reasonable accommodations to qualified individuals with disabilities.

Findings: Auxiliary Aids and Services for Persons with Disabilities

Does the County have a policy and/or procedure for assisting applicants/recipients with a disability? Does the County have a policy describing how it provides reasonable accommodation?

No, the County does not have a policy for assisting applicants/recipients with a disability or how to provide a reasonable accommodation. According to Section II (Assignment of Resources) of the County CRCP, "persons with disabilities account for 19.1% of the total population of Mariposa County" (Page 10).

Does the County provide auxiliary aids and services, TDD's, and/or other effective aids and services for persons with impaired hearing, speech, vision or manual skills, including braille material, taped text, and/or large print materials (excluding the PUB 13)?

Yes, IHSS case review found examples of a large font request which was met. Case review did not find other forms of auxiliary aids requested or provided in other program case reviews.

Does the County identify an applicant/recipient with a disability? Does the County assist applicants/recipients to self-identify a disability?

Yes, the HHSA identifies applicants/recipients with disabilities. The County programs document known disabilities in their respective case systems. However, according to conversations with staff during case reviews, the County does not assist

applicants/recipients with self-identifying a disability. Program staff rely on applicants/recipients to self-identify as having a disability. Staff document disabilities that would impact an applicant's/recipient's ability to participate in services, specifically visual and hearing disabilities. This is contradictory to the County CRCP, which states in Section V that case workers are to ask verbally if the applicant/recipient has any disabilities or other needs.

Is there an established process for offering screening for disabilities, including screening for learning disabilities?

The process for offering screenings for disabilities depends on the program. For example, CalFresh and CalWORKS programs do not have an established process for offering screenings for disabilities. However, IHSS program requirements are based on an assessment of ability performed by a county social worker to determine eligibility for assistance. Similarly, Child Welfare Services case plans may include parents and children undergoing multiple screenings and receiving corresponding referrals for services, thus the program may not identify a reasonable accommodation as such and instead view it as a referral for services.

Does the County offer reasonable accommodations to applicants/recipients with a disability?

The process for offering a reasonable accommodation to applicants/recipients with a disability depends on the program. CalFresh and CalWORKS do not make an affirmative offer of a reasonable accommodation which is not related to a visual or hearing disability.

Does the County appropriately document disabilities and reasonable accommodation requests?

The County has limited documentation of client disabilities and reasonable accommodations requests or of meeting such requests. The IHSS program system is designed to capture Blind/Visual Impairments along with an accommodation needed. The CalFresh and CalWORKS programs documented an applicant/recipient's disability as a Flag in CalSAWS and documents the reasonable accommodation provided in the journal narrative. The CWS program utilized the child's case health tab on CWS/CMS to document diagnosed medical conditions. This section is only utilized for children's medical conditions, while the documentation of a parent's condition would be found in the delivered service log case narrative or a case plan. Auditors did observe a documented accommodation, but it was not recognized by staff as a reasonable accommodation.

In regard to capturing and reporting statistics of individuals who are identified as having a disability, IHSS and CWS record this information in their respective systems CMIPS II and SafeMeasures. The CWS case review did not include a review of SafeMeasures.

Public Assistance does not currently track disability statistics, according to the County CRCP.

Corrective Action

- 10. Identification of a disabilities:** When the CWD has actual knowledge of an individual's disability, or when an individual's need for an accommodation is obvious, CWD staff shall offer to assist the individual in self-identifying the disability and/or appropriate disability specific accommodations. See *Duvall v. County of Kitsap*, 260 F.3d 1124, 1139 (9th Cir. 2001) cited in ACL 19-45. As part of the CAP, the County Shall
- Develop a protocol for staff regarding identification of individuals with disabilities, including assisting individuals in self-identifying a disability and related needs when a disability is known or the need for accommodation is obvious.
- 11. Reasonable Accommodation Policy:** The County shall adopt a written policy that reflects the requirements set forth in ACL 19-45 and ACL 21-78.
- 12. Documentation of a disability:** The County shall ensure that an applicant's/recipient's case record identifies the applicant/recipient as disabled. The County shall document an applicant's/recipient's request for services in writing. Div. 21-116.3. To comply with Division 21-116, the County must ensure that proper and consistent documentation identifying all the required elements to ensure compliance is present in an applicant's/recipient's case file.
- 13. Contractor and Vendor Compliance:** Contractors, vendors, consultants and other providers of services who receive federal or state assistance through CDSS or through agencies covered by these regulations shall comply with the nondiscrimination requirements of this division. Division 21-203.4.
- The County shall develop and implement a contract monitoring policy or process requiring vendors to accommodate individuals with hearing impairments, visual impairments, and other disabilities.

Recommendations

Documentation of a Disability: The County should undertake regular quality control measures to ensure proper documentation of disability and reasonable accommodation.

VII. STAFF DEVELOPMENT AND TRAINING

Counties are required to provide training on civil rights, cultural awareness, Section 504 of the Rehabilitation Act of 1973 (Section 504), and the ADA for all public contact employees, including familiarization with the CDSS discrimination complaint process

and all other requirements of Division 21. The information should be conveyed at employee orientation, as well as in continuing training programs.

Findings: Staff Training

Do employees receive continued Division 21 Training?

Yes. All program and some administrative support staff are required to complete Annual Civil Rights Division 21 training, currently provided online through the University of California Davis. A description for the training states the objective is to gain knowledge and insight into the service needs of various cultural, ethnic, and special populations protected by civil rights legislation. The County reports this training also includes how staff are expected to respond to a complaint and the discrimination complaint process.

However, according to Section VII of the County CRCP, the County does not have a policy or process for requiring and verifying that contractors are adequately trained in Division 21 requirements.

Does the County provide employees with Cultural Awareness Training?

Somewhat. County child welfare services staff are required to complete cultural competency training and other culturally relevant trainings provided by the American Indian Council of Mariposa and Fresno State University as part of the System of Care and Social Worker Core training.

The County did not report other cultural awareness trainings provided to all program staff. According to the program and administrative support staff survey respondents (not including CWS), 62% stated they had received cultural awareness training, 23% stated they had not received the training, and 15% were unsure if they had received the training.

Are the employees knowledgeable about predominant cultural groups receiving services in their area?

Yes. County Child Welfare Social Workers and County IHSS staff survey respondents ranked themselves as somewhat familiar to extremely familiar with the predominant cultural groups receiving services in the area. Among public assistance (CalWORKS and CalFRESH) program staff, 25% ranked themselves as not so familiar with the predominant cultural groups receiving services in the area. Office technicians and assistant staff's surveys found that 20% of respondents ranked themselves as not so familiar with the predominant cultural groups receiving services in the area and 20% ranked themselves as not at all familiar with the predominant cultural groups receiving services in the area.

Have the Children's Social Workers (CSW) received training on the Multi-Ethnic Placement Act (MEPA)?

Somewhat. The County plan does not include a plan for CWS staff to receive training on the Multi-Ethnic Placement Act (MEPA). According to CWS staff surveys, 33% had received MEPA training and 67% were unsure if they had received MEPA training.

Are employees trained in Section 504, ADA requirements, and disability awareness?

Yes, although inconsistently. The County reported that IHSS program staff receive Disabilities Awareness training online through the CDSS and APS Physical/Developmental Disabilities training through the Central California Training Academy or Fresno State University. According to staff surveys, 75% of IHSS staff surveyed reported they had received training on how to assist applicants/recipients with disabilities, such as disability etiquette, disability awareness, or similar training, and 25% were unsure if they had received training. Other programs reported the following:

- 50 percent of CWS program staff responded they had received training, 17% responded that they had not received the training, and 33% were unsure if they had received training.
- 100 percent of Public Assistance staff surveyed responded that they had received training on how to assist applicants/recipients with disabilities.
- 20 percent of Office Assistant/Technician staff responded that they had received training, 20% responded they did not receive training, and 60% were unsure if they had received training on how to assist applicants/recipients with disabilities.
- 71 percent of Program Managers/Supervisor responded that they had received training, and 29% responded that they had not received training on how to assist applicants/recipients with disabilities.

Does the County provide training on identifying applicants/recipients with disabilities?

No. County program staff are not required to receive training on identifying applicants/recipients with disabilities. According to all program staff, manager/supervisor, and office assistant surveys, 19% responded that the county does assist applicants/recipients to self-identify their disability, 8% responded that the county does not assist applicants/recipients to self-identify their disability, and 73% were unsure.

Do employees receive training on reasonable accommodation for applicants/recipients with disabilities?

No. The County did not provide a plan for all program staff to receive reasonable accommodation training, nor do any of the current trainings specifically address reasonable accommodations. Forty-seven percent of all program staff surveyed responded that they had received reasonable accommodation training, 32% responded that they had not received training, and 21% were unsure if they had received training.

Do the employees understand the County's obligation to provide reasonable accommodation to applicants/recipients with disabilities?

No. The County does not have a reasonable accommodation policy and does not offer training on reasonable accommodations for applicants/recipients with disabilities.

Does the County provide other civil rights-related training?

Yes. The County provided examples of other staff trainings including: Fairness and Equity from the Social Worker Core training provided by Central California Training Academy (Fresno State University) and Sexual Orientation, Gender Identity, and Expression (SOGIE) training.

Corrective Action

14. Civil Rights Training: The County shall ensure that employees receive Division 21 civil rights training at the time of orientation, as well as ongoing training to ensure that public contact staff has knowledge of Division 21, including familiarization with the discrimination complaint process. Div. 21-117.1.

15. Cultural Awareness Training: The County shall ensure that all public contact employees receive cultural awareness training to ensure that public contact staff has an understanding of, and sensitivity to, various cultural groups including individuals with disabilities, to ensure equal delivery of services in the County's population. Div. 21-117.2. As part of the CAP, the County shall review the process by which Cultural Awareness training is provided to public contact staff across all departments and programs. The purpose of the review is to identify gaps in training delivery and develop and implement a plan to close the identified gaps and ensure that training is provided to all public contact staff.

16. Multi-Ethnic Placement Act (MEPA) Training: The County shall ensure that CSWs receive MEPA training to ensure that public contact staff have knowledge of, and properly apply, placement prohibitions contained in MEPA. 42 U.S.C. 672, 674, and 1996(b). As part of the CAP, the County shall review the process by which MEPA training is provided to CSWs to identify gaps in training delivery and develop and implement a plan to close the identified gaps and ensure that training is provided to all CSWs.

17. Reasonable Accommodation Training: The County shall train public contact staff, program managers, and supervisors upon hire and, at a minimum, annually thereafter, on the CWD's policies for ensuring compliance with disability nondiscrimination laws and on providing reasonable accommodations for people with disabilities. ACL 19-45, Section I.

- CWDs have an affirmative obligation to determine whether a CalFresh applicant/recipient needs additional assistance due to a disability and, if applicable, to provide a disability-specific accommodation. (See *Duvall v. County of Kitsap*, 260 F.3d 1124, 1139 (9th Cir. 2001).) The CWD Cal Fresh program should implement policy guidance regarding the provision of reasonable accommodations for Cal Fresh applicants/recipients provided in ACL 21-78.

18. Contractor and Vendor Compliance: Contractors, vendors, consultants and other providers of service who receive federal or state assistance through CDSS or through agencies covered by these regulations shall comply with nondiscrimination requirements of this division. Division 21-203.4.

- The County shall develop and implement a policy and process for requiring and verifying that contractors are trained in the requirements of Division 21.

Recommendations

Mariposa County Employee Handbook: The County should include a section for civil rights obligations/ nondiscrimination, including the protected bases, their definitions and examples of discrimination, into the County Employee Handbook for reference. The section should also include information for filing discrimination complaints (does not need to be detailed and can direct staff to other policy).

VIII. DISCRIMINATION COMPLAINT PROCEDURES

Counties are required to maintain a process for addressing all discrimination complaints. Counties must track discrimination complaints by using a control log in which all relevant information is kept, including when the complaint was received, the complainant's name, programs implicated, the basis of discrimination, and complaint resolution.

Findings: Discrimination Complaint Process

Can employees easily identify discrimination complaints?

Surveyed staff were able to identify discrimination complaints at an 82% success rate. Surveyed staff were presented with four theoretical complaints and asked to indicate which were examples of civil rights complaints. See Appendix 2 for details.

Do employees understand the County policy regarding an applicant's/recipient's rights, and the procedure to follow when receiving a discrimination complaint?

No. Forty-seven percent of program staff surveyed stated they would refer a complainant to the civil rights coordinator, 42% reported they would notify their

supervisor, and only 11% reported they would provide the complainant with a complaint form.

Can employees locate the civil rights poster, PUB 86, with information as to how and where a discrimination complaint may be filed?

No. Fifty percent of program staff surveyed could not identify where the civil rights coordinators contact information is displayed.

Is the complaint log complete and up to date?

The County does not actively maintain a complaint log. The County provided a complaint log for the purposes of this audit only.

Does the County have a written policy explaining how it will process discrimination complaints?

No, the CDSS covered programs subject to this compliance review report do not have a written policy explaining how they process discrimination complaints. Furthermore, the County reported in Section XII of the County CRCP, they do not have a plan to ensure applicants/recipients receive information about how to file a discrimination complaint. The County did report that applicants/recipients are provided with complaint forms in their primary language or alternative methods.

The County CRCP includes the Behavioral Health and Recovery Services Alcohol and Other Drugs Department Nondiscrimination in Services Policy & Procedure; however, this policy does not apply to the CDSS covered programs that are subject this compliance review report.

Is the County handling discrimination complaints appropriately?

No. The County does not have a process for handling discrimination complaints, nor does it have a process for training staff on the expectations of appropriately handling a discrimination complaint.

Corrective Action

19. Discrimination Complaint Process: The CWD shall develop a detailed and comprehensive complaint processing protocol in accordance with the standards set in Division 21-203. Key topics shall include:

- Procedures for complaint intake, whether by mail, email, telephone, or in person. This procedure should provide guidance to staff on assisting applicants/recipients with complaint filing and routing discrimination complaints to the CRC.

- Procedures for initial complaint evaluation by the CRC, to determine if it meets jurisdictional threshold requirements.
- Procedures for providing referrals for non-jurisdictional and nondiscrimination complaints.
- Procedures for maintaining and updating the Complaint Log.
- Procedures for complaint investigation and report writing.

20. Complaint Log: The County shall keep a control log in which all complaints of discrimination are entered by year and date the complaint was received. The County shall ensure that all required information is entered for each complaint. Div. 21-203. 21. As part of the CAP, the County shall create a list of definitions explaining how the County will use each column in the Log. This Log should use the definitions provided for Resolution and Decision in Div. 21-203.217-.218. Definitions may be included in the above-described Discrimination Complaint Processing Procedure or maintained as an attachment/tab with the Complaint Log.

21. Employee Awareness of Discrimination Complaint Process: The County shall ensure staff can accurately identify a discrimination complaint. The County shall ensure staff have knowledge of the discrimination complaint process and their role in assisting applicants/participants to file civil rights complaints. The County shall ensure staff are able to differentiate it from other complaint processes. Div. 21-117 and Div. 21-203.

Recommendations

CDSS Resources and Training: CDSS strongly recommends that the County utilize relevant CDSS resources and CRC training. In addition to the array of ACLs and ACINs on discrimination complaint-related issues and other pertinent topics available on the CDSS website, the PowerPoint material from the CRU's December 2020 Civil Rights Coordinator Introductory Training is a valuable information source.

IX. VENDOR CONTRACTS

Counties are required to ensure contracted services with contractors, vendors, consultants, and other providers of service who receive state or federal funds (referred to as "Vendors") provide a statement of assurance. Agreements must also state that the entity involved will compile data, maintain records, and submit reports as required to permit effective enforcement of nondiscrimination laws, regulations, policies, instructions, and guidelines.

Findings: Contract Review

Vendor Assurance of Compliance: Of the 10 contracts reviewed, dated 2022 to 2023,

only 1 contract contained the Vendor of Assurance of Compliance statement with nondiscrimination laws and regulations.

Corrective Action

22. Vendor Assurance of Compliance: All Vendor Contracts are required to contain the appropriate Vendor Assurance of Compliance (VAC) statement as required by Division 21-103.5 which states that written assurances of nondiscrimination in programs and activities receiving federal or state financial assistance shall be required, and fully applies to all vendors, contractors, consultants, and other providers of service. (Div. 21-103.5).

X. COMMUNITY INPUT

Feedback was sought from 11 community and advocate groups regarding County services. No responses were provided to, or received by, Auditors.

XI. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL

The Mariposa County Health and Human Services Civil Rights Compliance Plan (CRCP) for the period 2022 through 2023 was received on July 14, 2022. Before approving the Civil Rights Compliance Plan, we request the following augmentations:

- **Section IV. (“Dissemination of Information”):** Provide detailed information about the Counties voicemail system, including but not limited to the full transcript of the voicemail message clients hear, how frequently this information is updated, and who is responsible for the accuracy of the information.
- **Section IV. (“Dissemination of Information”):** This section, and throughout the Plan, should include this link to referenced webpages from the County website such as the Non-Discrimination Policy and Language Access page.
- **Section IV. (“Dissemination of Information”):** Provide the policies and procedures associated with the caption telephone (CapTel) and videophone (nTouch) located in a private room in the main building. Include who uses this equipment and how permission to use this equipment is obtained.
- **Section VI (“Services to Non-English-Speaking, Limited-English-Proficient Applicants/Recipients and Applicants/Recipients with Disabilities”):** The CRCP does not address provision of translation services and there is no distinction made regarding the translation and interpreter services. The Plan shall include the revised Policy & Procedure for providing interpreter and translation services required by Section V of this Report.

Please submit an updated Civil Rights Compliance Plan incorporating these items with

your CAP for this Review. CDSS reminds the County that pursuant to ACL 09-79, Counties have an obligation to maintain an updated Civil Rights Compliance Plan on an ongoing basis. Therefore, your revised CRCP should reflect all significant changes, including those implemented as a result of Corrective Actions required by this Report. Please also provide an accompanying list or key that identifies the changes made and the page number where each change appears. The County may contact CDSS for feedback and technical assistance.

XII. CONCLUSION

The CDSS Reviewers found the Mariposa HHSA staff welcoming, supportive, receptive to new information, and dedicated to ensuring the completion to the compliance review during a State of Emergency in their county. Particular thanks to Michael Cornwell and Mary Spears for organizing the details of the Review, as well as to the members of the program case review teams who oversaw and assisted in the case reviews. In each program area reviewed, CDSS CRU found that staff were committed to ensuring applicants/recipients have access to assistance during a State of Emergency.

The CDSS Reviewers found substantial compliance concerns, as well as some promising practices. The Mariposa HHSA must remedy deficiencies identified in this report by taking corrective actions. A CAP must be received by CDSS within 60 days of the date of this report's cover letter; and the plan must include a timeline of all actions to 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 are available to provide technical assistance as requested.

APPENDIX 1: SELECTION FROM STAFF SURVEY

Section VIII addresses the discrimination complaint process. Surveyed staff were able to identify discrimination complaints at an 82% success rate. Surveyed staff were presented with four theoretical complaints and asked to indicate which were examples of civil rights complaints. The language of those complaints is presented here.

- Complaint 1: I received a letter saying my benefits were cut off but I need that money for my kids. How can I get my benefits back? I bet this is because in this office they don't like people who have my skin color. I always see workers being rude to people who look like me.
 - Example of a discrimination complaint
 - Recognized as a discrimination complaint by 79% of surveyed staff

- Complaint 2: My benefits were reduced. This isn't right. I deserve that help. I followed all the rules. I'd like to make a complaint.
 - Not an example of a discrimination complaint
 - Misidentified as a discrimination complaint by 5% of surveyed staff
- Complaint 3: My aunt is confused about her eligibility. She had trouble understanding the customer service center representatives on the phone. She told me she spoke in English, but she prefers to speak Korean because she understands it better. I can help her with her paperwork if you just tell me what she needs to turn in.
 - Example of a discrimination complaint
 - Recognized as a discrimination complaint by 74% of surveyed staff
- Complaint 4: My kids were taken away by the County because I'm bipolar. It isn't fair to take my kids just because I have a disability. Disabled parents have rights too. I need help.
 - Example of a discrimination complaint
 - Recognized as a discrimination complaint by 79% of surveyed staff