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DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
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GAVIN NEWSOM
GOVERNOR

November 13, 2019

Scott Gruendl, Director
Glenn County Human Resource Agency
420 East Laurel Street
P.O. Box 611
Willows, CA 95988

Dear Mr. Gruendl:

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 February 19 to February 22, 2019. 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 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>

If you need technical assistance in the development of your CAP, please feel free to contact James Urquizo at (916) 654-2101. You may also contact us via Civil Rights Unit e-mail: crb@dss.ca.gov.

Sincerely,

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

Enclosure

c: Jeanine Johnson, Civil Rights Coordinator

Alexis Fernandez, Chief
CalFresh Branch

Tami Gutierrez, Chief
CalFresh Operations Bureau

Alexis Fernandez, Chief
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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**

GLENN COUNTY HUMAN RESOURCE AGENCY

Conducted on

February 19 to February 22, 2019

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: James Urquizo

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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 Glenn County Human Resource 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 February 19 to February 22, 2019. An exit interview was held on February 22, 2019, 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)
420 East Laurel	420 East Laurel Street, Willows, CA	Eligibility, Children's Protective Services (CPS)	Spanish
127 East Walker	127 East Walker Street, Orland, CA	In Home Supportive Services (IHSS), Eligibility, Adult Services	Spanish
125 East Walker	125 East Walker Street, Orland, CA	Eligibility	Spanish
604 East Walker	604 East Walker Street, Orland, CA	Children's Services	Spanish

II. SUMMARY OF METHODOLOGY

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

- Reviewed the **2019-2020** Civil Rights Compliance Plan submitted by the County.
- Reviewed the civil rights discrimination complaint database for a complete listing of complaints filed against the County for the last year.
- Reviewed the previous Compliance Reviews and Corrective Action Plans submitted by the County.

Headquarters and on-site review procedures included:

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

Westside Domestic Violence Services and Shelter
310 West Wood Street Suite B
Willows, California 9598
(530) 865-4899

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

- Dissemination of Information
- Facility Accessibility for Individuals with Disabilities
- Program Accessibility for Clients with Disabilities (physical, mental, learning, visual or hearing impairment, etc.)
- Bilingual Staffing/Services for Non-English-Speaking Clients
- Documentation of Client Case Records
- Staff Development and Training
- Discrimination Complaint Procedures

Here is a summary of the sources of information used for the review:

Interviews Conducted of Public Contact Staff

Classifications	Total	Bilingual
Eligibility Workers	10	6
Children Social Workers	10	4
Adult Program Workers	10	2
Receptionist/Screeners	8	2
Total	38	14

An additional two interviews were scheduled but were not conducted due to staff unavailability.

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: 12

Non-English or limited-English speakers' case files reviewed: 28

Languages of clients' cases: 1 (Spanish)

Reasonable Accommodation cases reviewed: 2

Sections III through IX of this report contain specific Division 21 civil rights requirements and present field review findings regarding the County's compliance with each requirement. The report format first summarizes each requirement, then the actual review team findings, including appropriate comparisons. This format is an effort to validate the application of policies and procedures contained in the annual plan. Required corrective actions are stated at the end of each section.

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

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

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

Section XIII of the report is reserved for a declaration of overall compliance.

III. DISSEMINATION OF INFORMATION

Counties are required to disseminate information about program or program changes and about how applicants and recipients are protected by the CDSS regulations (Division 21). This dissemination should occur through outreach and information to all applicants, recipients, community organizations, and other interested persons, including non- and limited-English speakers and those with impaired hearing or vision or other disabling conditions.

A. Findings: Access to Services, Information and Outreach

Question (Please answer yes/no and provide response with comments.)	Comments
Does the County accommodate clients by flexing/extending their hours or allowing applications to be mailed in?	Yes, clients are able to mail application(s) and documents necessary to complete services, and setup appointments for after-hours services.

Question (Please answer yes/no and provide response with comments.)	Comments
Can clients, including those with disabilities, access services when they are unable to go to the office?	Yes, online services are available for clients to use after-hours and when they are unable to go to the office.
Does the County ensure the awareness of available services individuals in remote areas?	Yes, the County has informational outreach programs to reach all individuals in remote areas.

B. Findings: Signage, Posters and Pamphlets

Question (Please answer yes/no and provide response with comments.)	Comments
Does the County use the CDSS pamphlet "Your Rights under California Welfare Programs" (PUB 13-8/16)?	Yes, PUB 13's are available to all clients in the lobby and other languages behind the counter.
Is the pamphlet distributed and explained to each client at intake and re-certification?	Yes, at intake all clients are briefed using the PUB 13 and handed the brochure. The PUB 13 is also mailed to those clients that cannot pick up the PUB 13 at the office.
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, receptionists are aware of where to obtain PUB 13's in other languages on the CDSS website.
Were the current versions of the required posters present in the lobbies?	Yes, current versions of the required posters were available and visibly posted, including: And Justice for All (Form 475B) Everyone is Different, but Equal under the Law (PUB 86)(Revised 03/07, with current Civil Rights Coordinator contact information)
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 are well posted in lobby areas for clients to utilize.

C. Corrective Actions: None.

D. Recommendation: None.

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

The Americans with Disabilities Act (ADA) requires public accommodations to provide goods and services to people with disabilities on an equal basis with the rest of the general public. The goal is to afford every individual the opportunity to benefit from the services available. The federal regulations require that architectural and communication barriers that are structural must be removed in public areas of existing facilities when their removal is readily achievable; in other words, easily accomplished and able to be carried out without much difficulty or expense.

The facility review is based on four priorities supported by the ADA regulations for planning achievable barrier removal projects. The priorities include ensuring accessible approach and entrance to the facility, access to goods and services, access to restrooms, and any other measures necessary.

Note that the references to the Americans with Disabilities Act Accessibility Guidelines (ADAAG) in the Corrective Action column refer to the federal Standards for Design. Title 24 of California Code and Regulations (T24 CCR) is also cited because there are instances when California state law is stricter than ADAAG specifications.

The County must ensure that programs and activities are readily accessible to individuals with disabilities. This includes building accessibility and availability of accessible parking as well as accessibility of public telephones and restrooms.

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

A. Findings and Corrective Actions

1. Facility Location: 420 East Laurel Street, Willows, CA

Facility Element/Finding	Corrective Action
<u>Disabled Parking</u> Parking sign at courtyard entrance does not have appropriate signage.	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) The additional sign shall not be less than 17 inches wide by 22 inches high. (CA T24 11B-502.8.1)

Facility Element/Finding	Corrective Action
	<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><u>Disabled Parking</u></p> <p>2 disabled signs are short at 46 inches and do not have the correct \$250 additional sign.</p>	<p>Signs shall be 60 inches minimum above the finish floor or ground surface measured to the bottom of the sign. (CA T24 11B-502.6) (ADA 502.6) CARM page 158</p> <p>Exceptions: Signs located within an accessible route shall be a minimum of 80 inches above the finish floor or ground surface measured to the bottom of the sign. (CA T24 11B-502.6) CARM page 158</p> <p>Additional language or an additional sign below the International Symbol of Accessibility (ISA) shall state Minimum Fine \$250. (CA T24 11B-502.6.2) CARM page 158</p>
<p><u>Disabled Parking</u></p> <p>Two (2) Disabled parking spots missing Wheel Stops</p>	<p>A curb or wheel stop shall be provided if required to prevent encroachment of vehicles over the required clear width of adjacent accessible routes. (CA T24 11B-502.7.2) CARM pg. 172</p>
<p><u>Disabled Parking</u></p> <p>All disabled parking spaces and aisles need to be repainted.</p>	<p>The parking space shall be marked with an International Symbol of Access (ISA) sign, in white on a blue background - a minimum 36 inches wide by 36 inches high. (CA T24 11B-502.6.4.1)</p> <p style="text-align: center;"><u>OR</u></p> <p>...in white or a suitable contrasting color (CA T24 11B-502.6.4.2)</p>

Facility Element/Finding	Corrective Action
	<p>The centerline of the International Symbol of Accessibility (ISA) 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>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>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><u>Directional and Informational Signage</u></p> <p>“Comments” box sign is not displayed in threshold language.</p>	<p>All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants/recipients may request aid or services in their primary language. (Div. 21-107.212)</p>
<p><u>Directional and Informational Signage</u></p> <p>“No Guns” sign is not displayed in threshold language (in front and back of building)</p> <p>Disabled parking space access aisle does not display “No Parking” sign</p>	<p>All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants/recipients may request aid or services in their primary language. (Div. 21-107.212)</p>
<p><u>Main or Alternate Entrance</u></p> <p>ISA sign is missing at front and rear entry doorways.</p>	<p>Pictograms and their field shall have a non-glare finish. (CA T24 11B-703.6.2) (ADA 703.6.2)</p>

Facility Element/Finding	Corrective Action
	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)
<p><u>Main or Alternate Entrance</u></p> <p>Entry doorbell does not ring.</p>	<p>Operable parts shall be operable with 1 hand and shall not require tight grasping, pinching or twisting of the wrist. (CA T24 11B-309.4) (ADA 309.4)</p> <p>The force required to activate operable parts shall be 5 pounds. (CA T24 11B-309.4) (ADA 309.4)</p> <p>Operable parts of such hardware shall be 34 inches minimum and 44 inches maximum above the finish floor or ground. (CA T24 11B-404.2.7) (ADA 404.2.7)</p>
<p><u>Main or Alternate Entrance</u></p> <p>Signage is needed for access into building.</p>	<p>Directional signs complying with the "Visual Characters" heading in Section 57, <i>Signs & Identification</i>, including the ISA complying with "International Symbol of Accessibility" heading in Section 57, <i>Signs & Identification</i>, indicating the accessible route to the nearest accessible entrance shall be provided at junctions when the accessible route diverges from the regular circulation path. (CA T24 11B-216.6)</p> <p>Visual characters shall be 40 inches minimum above the finish floor or ground. (CA T24 11B-703.5.6) (ADA 703.5.6)</p>
<p><u>Main or Alternate Entrance</u></p> <p>Drop box in front of building is not in threshold language.</p>	<p>All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants/recipients may request aid or services in their primary language. (Div. 21-107.212)</p>
<p><u>Main or Alternate Entrance</u></p> <p>A clear directional disabled parking sign is needed at the</p>	<p>Directional signs complying with "Visual Characters" heading in Section 57, <i>Signs & Identification</i>, including the ISA complying with "International Symbol of Accessibility" heading in Section 57, <i>Signs &</i></p>

Facility Element/Finding	Corrective Action
west corner of the building to guide clients to courtyard for parking.	<p><i>Identification</i>, indicating the accessible route to the nearest accessible entrance shall be provided at junctions when the accessible route diverges from the regular circulation path. (CA T24 11B-216.6)</p> <p>Visual characters shall be 40 inches minimum. above the finish floor or ground. (CA T24 11B-703.5.6) (ADA 703.5.6)</p>
<p><u>Women's Restroom</u></p> <p>Women's bathroom door sign is too low at 43 inches, with incorrect sign configuration.</p>	<p>Women's toilet and bathing facilities shall be identified by a circle, ¼ inch thick and 12 inches in diameter. (CA T24 11B-703.7.2.6.2)</p> <p>The circle symbol shall contrast with the door, either light on a dark background or dark on a light background. (CA T24 11B-703.7.2.6.2)</p> <p>The symbol shall be mounted at 58 inches minimum. and 60 inches maximum above the finish floor or ground surface measured from the centerline of the symbol. (CA T24 11B-703.7.2.6)</p> <p>Where a door is provided the symbol shall be mounted within 1 inch of the vertical centerline of the door. (CA T24 11B-703.7.2.6)</p> <p>Where a tactile sign is provided at a door, the sign shall be located alongside the door at the latch side. (CA T24 11B-703.4.2) (ADA 703.4.2)</p>
<p><u>Women's Restroom</u></p> <p>Women's bathroom wall sign is too low at 43 inches, with incorrect sign configuration.</p>	<p>Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. (CA T24 11B-703.4.2) (ADA 703.4.2)</p>
<p><u>Women's Restroom</u></p> <p>Baby changing table is too high at 43 inches.</p>	<p>Baby changing table shall comply with Sections 11B-309 and 11B-902. (CA T24 11B-26.4)</p> <p>The tops of dining surfaces and work surfaces shall be 28 inches minimum and 34 inches maximum above the finish floor or ground. (CA T24 11B-902.) (ADA 902.3)</p>

Facility Element/Finding	Corrective Action
	<p>Baby changing tables when deployed shall not obstruct the required width of an accessible route except as allowed by Section 11B-307.2. (CA T24 11B-226.4)</p> <p>Baby changing tables shall not be located in toilet compartments complying with Section 11B-604.8 within a multiple accommodation toilet facility. (CA T24 11B-226.4)</p>
<p><u>Women's Restroom</u></p> <p>Drain pipes under sinks are not wrapped and insulated.</p>	<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)</p> <p>There shall be no sharp or abrasive surfaces under lavatories and sinks. (CA T24 11B-606.5) (ADA 606.5)</p>
<p><u>Men's Restroom</u></p> <p>Baby changing table is missing in Men's Restroom.</p>	<p>Baby changing table shall comply with Sections 11B-309 and 11B-902 (details below). (CA T24 11B-26.4)</p> <p>The tops of dining surfaces and work surfaces shall be 28 inches minimum and 34 inches maximum above the finish floor or ground. (CA T24 11B-902.) (ADA 902.3)</p> <p>Baby changing tables when deployed shall not obstruct the required width of an accessible route except as allowed by Section 11B-307.2. (CA T24 11B-226.4)</p> <p>Baby changing tables shall not be located in toilet compartments complying with Section 11B-604.8 within a multiple accommodation toilet facility. (CA T24 11B-226.4)</p>
<p><u>Men's Restroom</u></p> <p>Men's restroom door sign is too low at 43 inches, with incorrect sign configuration.</p>	<p>Men's toilet and bathing facilities shall be identified by an equilateral triangle, ¼ inches thick with edges 12 inches long and a vertex pointing upward. (CA T24 11B-703.7.2.6.1)</p> <p>The triangle symbol shall contrast with the door, either light on a dark background or dark on a light background. (CA T24 11B-703.7.2.6.1)</p> <p>The symbol shall be mounted at 58 inches minimum and 60 inches maximum above the finish floor or ground</p>

Facility Element/Finding	Corrective Action
	<p>surface measured from the centerline of the symbol. (CA T24 11B-703.7.2.6)</p> <p>Where a door is provided the symbol shall be mounted within 1 inch of the vertical centerline of the door. (CA T24 11B-703.7.2.6)</p>
<p><u>Men's Restroom</u></p> <p>Men's restroom wall sign is too low at 43 inches, with incorrect sign configuration.</p>	<p>Men's toilet and bathing facilities shall be identified by an equilateral triangle, ¼ inch thick with edges 12 inches long and a vertex pointing upward. (CA T24 11B-703.7.2.6.1)</p> <p>Where a tactile sign is provided at a door, the sign shall be located alongside the door at the latch side. (CA T24 11B-703.4.2) (ADA 703.4.2)</p> <p>Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. (CA T24 11B-703.4.2) (ADA 703.4.2)</p>
<p><u>Men's Restroom</u></p> <p>Drain pipes under sinks are not wrapped and insulated.</p>	<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)</p> <p>There shall be no sharp or abrasive surfaces under lavatories and sinks. (CA T24 11B-606.5) (ADA 606.5)</p>

a. **Corrective Actions:** Refer to Corrective Action column above (Section A, 1).

b. **Recommendations:** Address and submit a Corrective Action Plan and correct all items identified in the Corrective Action column above (Section A, 1).

2. Facility Location: 127 East Walker Street, Orland, CA

Facility Element/Finding	Corrective Action
<p><u>Disabled Parking</u></p> <p>Disabled parking spots missing wheel stops.</p>	<p>A curb or wheel stop shall be provided if required to prevent encroachment of vehicles over the required clear width of adjacent accessible routes. (CA T24 11B-502.7.2)</p>

Facility Element/Finding	Corrective Action
<p><u>Client Interview Rooms</u></p> <p>Disabled interview and conference rooms missing disabled signage at entry to room.</p>	<p>Installation height above finished floor shall be 40 inches maximum. (CA T24 11B-703.5) (ADA 703.5)</p>
<p><u>Main or Alternate Entrance</u></p> <p>Health and Human Services Office hours signage is not in threshold language.</p>	<p>In existing buildings and facilities where not all entrances comply with Section 33, <i>Doors, Doorways and Gates</i>, entrances complying with Section 33, <i>Doors, Doorways and Gates</i> shall be identified by the ISA complying with "International Symbol of Accessibility" heading in Section 57, <i>Signs & Identification</i>. (CA T24 11B-216.6) (ADA 216.6)</p>
<p><u>Main or Alternate Entrance</u></p> <p>Business and resource center office hours signage is not in threshold language.</p>	<p>In existing buildings and facilities where not all entrances comply with Section 33, <i>Doors, Doorways and Gates</i>, entrances complying with Section 33, <i>Doors, Doorways and Gates</i> shall be identified by the ISA complying with "International Symbol of Accessibility" heading in Section 57, <i>Signs & Identification</i>. (CA T24 11B-216.6) (ADA 216.6)</p> <p>Visual characters shall be 40 inches minimum. above the finish floor or ground. (CA T24 11B-703.5.6) (ADA 703.5.6)</p>
<p><u>Main or Alternate Entrance</u></p> <p>Disabled interview and conference rooms missing disabled signage at entry to room and at sitting location.</p>	<p>In existing buildings and facilities where not all entrances comply with Section 33, <i>Doors, Doorways and Gates</i>, entrances complying with Section 33, <i>Doors, Doorways and Gates</i> shall be identified by the "International Symbol of Accessibility" heading in Section 57, <i>Signs & Identification</i>. (CA T24 11B-216.6) (ADA 216.6)</p> <p>Visual characters shall be 40 inches minimum above the finish floor or ground. (CA T24 11B-703.5.6) (ADA 703.5.6)</p>
<p><u>Disabled Parking</u></p>	<p>Access aisles shall not overlap the vehicular way. (CA T24 11B-502.3.4) (ADA 502.3.4)</p>

Facility Element/Finding	Corrective Action
Flared sides of curb ramp are projecting into the ADA parking access aisles.	Curb ramps and the flared sides of curb ramps shall be located so that they do not project into vehicular traffic lanes, parking spaces or parking access aisles. (CA T24 11B-406.5.1) (ADA 406.5)
<u>Directional & Informational Signage</u> The “No Guns” sign is not displaying threshold language or acceptable international symbol.	All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants/recipients may request aid or services in their primary language. (Div. 21-107.212)

- a. **Corrective Actions:** Refer to Corrective Action column above (Section A, 2).
- b. **Recommendations:** Address and submit a Corrective Action Plan and correct all items identified in the Corrective Action column above (Section A, 2).

3. Facility Location: 125 East Walker Street, Orland CA

Facility Element/Finding	Corrective Action
<u>Accessible signage</u> Disabled interview and conference rooms missing disabled signage at entry to room and at sitting location.	<p>In existing buildings and facilities where not all entrances comply with Section 33, <i>Doors, Doorways and Gates</i>, entrances complying with Section 33, <i>Doors, Doorways and Gates</i> shall be identified by the ISA complying with “International Symbol of Accessibility” heading in Section 57, Signs & Identification. (CA T24 11B-216.6) (ADA 216.6)</p> <p>Visual characters shall be 40 inches minimum above the finish floor or ground. (CA T24 11B-703.5.6) (ADA 703.5.6)</p>

- a. **Corrective Actions:** Refer to Corrective Action column above (Section A, 3).

- b. **Recommendations:** Address and submit a Corrective Action Plan and correct all items identified in the Corrective Action column above (Section A, 3).

4. **Facility Location: 604 East Walker Street, Orland, CA**

Facility Element/Finding	Corrective Action
<p><u>Disabled Parking</u></p> <p>Parking sign at courtyard entrance does not have the right 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) CARM page 159</p> <p>The additional sign shall not be less than 17 inches wide by 22 inches high. (CA T24 11B-502.8.1) CARM page 159</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) CARM page 159</p> <p>Blank spaces shall be filled in with appropriate information as a permanent part of the sign. (CA T24 11B-502.8.2) CARM page 159</p>
<p><u>Disabled Parking</u></p> <p>Parking entrance sign is blocked by a sign used by the school in that same building.</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) CARM page 159</p> <p>The additional sign shall not be less than 17 inches wide by 22 inches high. (CA T24 11B-502.8.1) CARM page 159</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</p>

Facility Element/Finding	Corrective Action
	<p>away at the owner's expense. Towed vehicles may be reclaimed at: _____ or by telephoning _____. (CA T24 11B-502.8.2) CARM page 159</p> <p>Blank spaces shall be filled in with appropriate information as a permanent part of the sign. (CA T24 11B-502.8.2) CARM page 159</p>
<p><u>Disabled Parking</u></p> <p>3 disabled parking signs missing "\$250 fine" statement.</p>	<p>Additional language or an additional sign below the ISA shall state Minimum Fine \$250. (CA T24 11B-502.6.2) CARM page 158</p>
<p><u>Disabled Parking</u></p> <p>1 disabled parking aisle spot is missing "No parking" painted in the aisle.</p>	<p>The words NO PARKING shall be painted on the surface each access aisle. (CA T24 11B-502.3.3) CARM page 166</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) CARM page 166</p>
<p><u>Disabled Parking</u></p> <p>All disabled parking spots need to be repainted.</p>	<p>The parking space shall be marked with an International Symbol of Accessibility (ISA) in white on a blue background - a minimum 36 inches wide by 36 inches high. (CA T24 11B-502.6.4.1) CARM page 159</p> <p><u>OR</u></p> <p>In white or a suitable contrasting color. (CA T24 11B-502.6.4.2) CARM page 159</p> <p>The centerline of the International Symbol of Accessibility (ISA) 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) CARM page 159</p> <p>The words NO PARKING shall be painted on the surface each access aisle. (CA T24 11B-502.3.3) CARM page 166</p>

Facility Element/Finding	Corrective Action
	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) CARM page 166
<p><u>Elevator</u></p> <p>Elevator sign is not in Braille.</p>	<p>Where existing elevators do not comply with this section, elevators complying with this section shall be clearly identified with the ISA complying with Section 57, <i>Signs & Identification</i>. (CA T24 11B-216.7) (ADA 216.7) CARM page 249</p> <p>Floor designations shall be provided in both raised characters and Braille. (CA T24 11B-407.2.3.1) (ADA 407.2.3.1) CARM page 243</p> <p>Raised characters shall be 2 inches high. (CA T24 11B-407.2.3.1) (ADA 407.2.3.1) CARM page 243</p> <p>Tactile characters on signs shall be located 48 inches minimum above the finish floor or ground surface, measured from the baseline of the lowest Braille cells and 60 inches maximum above the finish floor or ground surface, measured from the baseline of the highest line of raised characters. (CA T24 11B-703.4.1) (ADA 703.4.1) CARM page 447</p>
<p><u>Client Interview Rooms</u></p> <p>Disabled interview and conference rooms missing disabled signage at entry to room.</p>	<p>Installation height above finished floor shall be 40 inches maximum. (CA T24 11B-703.5) (ADA 703.5)</p>
<p><u>Main or Alternate Entrance</u></p> <p>Need directional signs at Northeast corner of building guiding clients to front entry.</p>	<p>Directional signs complying with Visual Characters heading in Section 63 (11B-703.5), <i>Signs & Identification</i>, including the ISA symbol complying with "International Symbol of Accessibility" heading in Section 63 (11B-703.7.2.1), <i>Signs & Identification</i>, indicating the accessible route to the nearest accessible entrance shall be provided at junctions when the accessible route diverges from the regular circulation path. (CA T24 11B-216.6) CARM page 35</p>

Facility Element/Finding	Corrective Action
	Visual characters shall be 40 inches minimum above the finish floor or ground. (CA T24 11B-703.5.6) (ADA 703.5.6) CARM page 449
<p><u>Directional & Informational Signage</u></p> <p>The “No Guns” sign is not displaying threshold language or acceptable international symbol</p>	All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants/recipients may request aid or services in their primary language. (Div. 21-107.212)
<p><u>Men’s Restroom</u></p> <p>Men’s Restroom Basin drain pipes are not insulated and wrapped.</p>	<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) CARM page 372</p> <p>There shall be no sharp or abrasive surfaces under lavatories and sinks. (CA T24 11B-606.5) (ADA 606.5) CARM page 372</p> <p>Operable parts shall be operable with one hand and shall not require tight grasping, pinching or twisting of the wrist. (CA T24 11B-309.4) (ADA 309.4) CARM page 372</p>
<p><u>Women’s Restroom</u></p> <p>Women’s Restroom Basin drain pipes are not insulated and wrapped.</p>	<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) CARM page 372</p> <p>There shall be no sharp or abrasive surfaces under lavatories and sinks. (CA T24 11B-606.5) (ADA 606.5) CARM page 372</p> <p>Operable parts shall be operable with one hand and shall not require tight grasping, pinching or twisting of the wrist. (CA T24 11B-309.4) (ADA 309.4) CARM page 372</p>

a. Corrective Actions: Refer to Corrective Action column above (Section A, 4).

- b. Recommendations:** Address and submit a Corrective Action Plan and correct all items identified in the Corrective Action column above (Section A, 4).

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

Counties are required by Division 21 to ensure that effective bilingual/interpretive services are provided to serve the needs of the non-English-speaking population and individuals with disabilities without undue delays. Counties are required to collect data on primary language and ethnic origin of applicants/recipients (identification of primary language must be done by the applicant/recipient).

Using this information, a County may determine 1) the number of public contact staff necessary to provide bilingual services, 2) the manner in which it can best provide interpreter services without bilingual staff and 3) the language needs of individual applicants/recipients. Counties must employ an appropriate number of certified bilingual public contact employees in each program and/or location that serves a substantial number of non-English-speaking persons. In offices where bilingual staff are not required because non-English-speaking persons do not represent a substantial number, counties must provide effective bilingual services through interpreter or other means.

Counties must also provide auxiliary aids and services, including Braille material, taped text, qualified interpreters, large print materials, telecommunication devices for the deaf (TDDs), and other effective aids and services for persons with impaired hearing, speech, vision or manual skills. In addition, counties must ensure that written materials be available in individuals' primary languages if the forms and materials are provided by CDSS in that language, and that information inserted in notices of action (NOA) be in the individuals' primary language.

A. Findings from Program Manager Surveys, Staff Interviews and Case File Reviews

Question: (Please answer yes/no and provide response with comments)	Comments
Does the County identify a client's language need upon first contact? How?	Yes, the County identifies a client's language requirements on first contact by asking the client about language preference during the first interview.
Does the County use a primary language form?	Yes, a primary language form is used.
Does the client self-declare on this form?	Yes, clients are able to self-declare

Question: (Please answer yes/no and provide response with comments)	Comments
Are non-English- or limited- English-speaking clients provided bilingual services?	Yes, non-English- or limited- English-speaking clients are provided bilingual services.
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, the County utilizes interpretive services when needed by either using in-house or telephonic interpretive services.
Does the County have a contracted language line provider, a county interpreter list, or any other interpreter process?	Yes, the County has Language Line as the contracted language line provider and a County interpreter list.
Is there a delay in providing interpretive services?	No, there is no delay. Interpretive services are provided quickly and efficiently in a reasonable amount of time.
Are County interpreters certified?	Yes, County interpreters are certified.
Does the County have adequate interpreter services?	Yes, the County has adequate interpreter services.
Does the County allow minors to be interpreters? If so, under what circumstances?	No, the County does not allow minors under the age of 18 to be interpreters.
Does the County allow the client to provide his or her own interpreter?	Under certain circumstances a client can bring their own interpreter, but they are advised about possible misinformation of services.
Does the County ensure that the client-provided interpreter understands what is being interpreted for the client?	Yes, a client can bring their own interpreter, and County staff advises clients about possible misinformation about services. The County does not undertake any other action to ensure interpreter understanding.
If there is not a Release of Confidentiality Information form, how and where is the client-provided interpreter documented?	Yes, during interviews a Release of Confidentiality Information form is given to the client and explained verbally to the client.
Does the County use the CDSS-translated forms in the clients' primary languages?	Yes, the County is aware and does use the CDSS-translated forms in the clients' primary languages. They are aware of where to find them.

Question: (Please answer yes/no and provide response with comments)	Comments
Is the information that is to be inserted into NOA translated into the client's primary language?	Yes, information inserted into the NOA is translated into the client's primary language and inserted into documents. The County sends out NOA's in the client's primary language also.
If language to be inserted into NOA is not available, is there a procedure to ensure information translated to client's primary language?	Yes, when there is no available translated language, staff will work to have the information translated by a qualified translator and incorporate the translated language into the provided documents. The information on the form is also explained to the client.
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, the County is aware of auxiliary services and receptionists at all offices are aware of where to obtain these services to assist persons with impaired hearing, speech, vision or manual skills, including Braille material, taped text, and/or large print materials.
Does the County identify a client with a disability (physical, mental, or learning)?	Yes, at intake the County utilizes an intake form that assist identify a client's physical, mental, or learning needs.
Does the County assist clients with self-identifying a disability?	Yes, at intake staff asks the client if there are any reasonable accommodations the client may need.
Does the County have a policy and procedure in place for assisting clients with a disability (physical, mental, or learning)?	Yes, the County has a policy for assisting clients with a disability (physical, mental, or learning).
Does the County offer reasonable accommodations to clients with a disability (physical, mental, or learning)?	Yes, at intake staff asks the client if there are any reasonable accommodations the client may need.
Does the County identify and assist the client who has learning disabilities or a client who cannot read or write?	Yes, when a client has difficulty understanding or completing documents, staff explains documents verbally and the assists the client complete the paperwork.
Does the County offer a screening for learning disabilities?	Yes, the County has screening for learning disabilities.

Question: (Please answer yes/no and provide response with comments)	Comments
Is there an established process for offering a screening?	Yes, the County has an established process for offering screening at all program offices.
Is the client identified as having a learning disability referred for an evaluation?	Yes, clients identified as having a learning disability are referred for an evaluation.

Corrective Action: None.

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

In Home Support Services / Adult Protective Services

Item	How item is Documented
Ethnic Origin	Identified at client intake. Documented in case file.
Method of identifying client's primary language	Identified at client intake. This information is documented in the case comments and in electronic intake forms.
Method of documenting client's primary language	Identified at client intake. Documented in case file.
Method of providing bilingual services and documentation	Identified at client intake. The client will be assigned to a bilingual worker and this is documented in the case file.
Client provided own interpreter	When a client brings their own interpreter it is documented in the case file.
Method to inform client of potential problem using own interpreter	The client is advised verbally of potential problems using their own interpreter and the conversation is documented in the case file.

Item	How item is Documented
Release of information to interpreter	The client is given the release of information form and the form is explained to the client. This is documented in the case file.
Individuals acceptance or refusal of written material offered in primary language	When a client accepts or refuses written material in their language it is documented in their case file.
Documentation of minor used as interpreter	When a minor under 18 is used as an interpreter, it is documented in the case file.
Documentation of circumstance for using minor interpreter temporarily	A minor under 18 is not used as an interpreter but when the client insists, the circumstances are documented in the case file.
Method of identifying client's disability	The client self identifies any disabilities and this is documented in the client's electronic file.
Method of documenting client's disability (physical, mental, or learning)	When the client self identifies any disability, it is documented in the case file.
Method of offering a reasonable accommodation to the client with a disability	Inquiring about the need for reasonable accommodations is part of the intake process. The method used can be in the form of inquiring with the client, or a reasonable accommodation form is used.
Method of documenting client's reasonable accommodation	When the client self identifies any disability, it is documented in the case file and at every client interview the reasonable accommodation is acknowledged.

CalWORKs and Eligibility

Item	How item is Documented
Ethnic Origin	Identified at client intake. Documented in case file.
Method of identifying client's primary language	Identified at client intake. Documented in case file.
Method of providing bilingual services and documentation	Identified at client intake. The client will be assigned to a bilingual worker and this is documented in the case file.

Item	How item is Documented
Client provided own interpreter	When a client brings their own interpreter it is documented in the case file.
Method to inform client of potential problem using own interpreter	The client is advised verbally of potential problems using their own interpreter and the conversation is documented in the case file.
Release of information to interpreter	The client is given the release of information form and the form is explained to the client. This is documented in the case file.
Individuals acceptance or refusal of written material offered in primary language	When a client accepts or refuses written material in their language it is documented in their case file.
Documentation of minor used as interpreter	When a minor under 18 is used as an interpreter, it is documented in the case file.
Documentation of circumstance for using minor interpreter temporarily	A minor under 18 is not used as an interpreter but when the client insists, the circumstances are documented in the case file.
Method of identifying client's disability	The client self identifies any disabilities by using a reasonable accommodation form and is documented in the case file. The client is personally assisted by the worker if needed, to complete the form.
Method of documenting client's disability (physical, mental, or learning)	When the client self identifies any disability, it is documented in the case file.
Method of offering a reasonable accommodation to the client with a disability	Inquiring about the need for reasonable accommodations is part of the intake process. After the client self identifies any disability, it is documented in the case file.
Method of documenting client's reasonable accommodation	When the client self identifies any disability, it is documented in the case file and at every client interview the reasonable accommodation is acknowledged.

Children's Protective Services

Item	How item is Documented
Ethnic Origin	Identified at client intake. Documented in case file.
Method of identifying client's primary language	Identified at client intake. Documented in case file.
Method of documenting client's primary language	Identified at client intake. This information is documented in the case comments and in the electronic intake form.
Method of providing bilingual services and documentation	Identified at client intake. The client will be assigned to a bilingual worker and this is documented in the case file.
Client provided own interpreter	When a client brings their own interpreter it is documented in the case file.
Method to inform client of potential problem using own interpreter	The client is advised verbally of potential problems using their own interpreter and the conversation is documented in the case file.
Release of information to interpreter	The client is given the release of information form and the form is explained to the client. This is documented in the case file.
Individuals acceptance or refusal of written material offered in primary language	When a client accepts or refuses written material in their language it is documented in their case file.
Documentation of minor used as interpreter	When a minor under 18 is used as an interpreter, it is documented in the case file.
Documentation of circumstance for using minor interpreter temporarily	A minor under 18 is not used as an interpreter but when the client insists, the circumstances are documented in the case file.
Method of identifying client's disability	The client self identifies any disabilities and this is documented in the clients electronic file.
Method of documenting client's disability (physical, mental, or learning)	When the client self identifies any disability, it is documented in the case file.
Method of offering a reasonable accommodation to the client with a disability	Inquiring about the need for a reasonable accommodation is part of the intake process.

Item	How item is Documented
	After the client self identifies and disability, it is documented in the case file.
Method of documenting client's reasonable accommodation	When the client self identifies any disability, it is documented in the case file and at every client interview the reasonable accommodation is acknowledged.

Children's Services

Item	How item is Documented
Ethnic Origin	Identified at client intake. Documented in case file.
Method of identifying client's primary language	Identified at client intake. This information is documented in the case comments and in the electronic intake forms.
Method of documenting client's primary language	Identified at client intake. Documented in case file.
Method of providing bilingual services and documentation	Identified at client intake. The client will be assigned to a bilingual worker and this is documented in the case file.
Client provided own interpreter	When a client brings their own interpreter it is documented in the case file.
Method to inform client of potential problem using own interpreter	The client is advised verbally of potential problems using their own interpreter and the conversation is documented in the case file.
Release of information to interpreter	The client is given the release of information form and the form is explained to the client. This is documented in the case file.
Individuals acceptance or refusal of written material offered in primary language	When a client accepts or refuses written material in their language it is documented in their case file.
Documentation of minor used as interpreter	When a minor under 18 is used as an interpreter, it is documented in the case file.

Item	How item is Documented
Documentation of circumstance for using minor interpreter temporarily	A minor under 18 is not used as an interpreter but when the client insists, the circumstances are documented in the case file.
Method of identifying client's disability	The client self identifies any disabilities and this is documented in the clients electronic file.
Method of documenting client's disability (physical, mental, or learning)	When the client self identifies any disability, it is documented in the case file.
Method of offering a reasonable accommodation to the client with a disability	When the client self identifies any disability, it is documented in the case file.
Method of documenting client's reasonable accommodation	Inquiring about the need for reasonable accommodations is part of the intake process. After the client self identifies any disability, it is documented in the case file.

Corrective Action: None.

Recommendation: None.

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, employees are trained on Section 504 and ADA requirements.
Do employees receive continued Division 21 Training?	Yes, Division 21 Training is accomplished annually.

Interview Questions: (Please answer yes/no and provide response with comments)	Comments
Do employees understand the County policy regarding a client's rights and procedure to follow when receiving a discrimination complaint?	Yes, employees understand the County policy regarding a client's rights and procedure to follow when receiving a discrimination complaint.
Does the County provide employees Cultural Awareness Training?	Yes, employees receive Cultural Awareness Training annually.
Do the CSW's have an understanding of Multi-Ethnic Placement Act (MEPA)?	Yes, during the annual training employees receive MEPA training.
Do the employees seem knowledgeable about the predominant cultural groups receiving services in their area?	Yes, in Glenn County the employees seem knowledgeable about the predominant cultural groups receiving services in their area.
Does the County provide training on how to identify clients with disabilities (physical, mental, learning)?	Yes, training on how to identify clients with disabilities (physical, mental, learning) is completed annually.
Do employees receive training on reasonable accommodation for clients with disabilities?	Yes, employees receive training on the County policy regarding clients with disabilities annually.
Do the employees understand the County policy regarding a client's right to a reasonable accommodation?	Yes, employees receive training on the County policy regarding a client's right to a reasonable accommodation annually.

Corrective Actions: None.

Recommendation: None.

VIII. DISCRIMINATION COMPLAINT PROCEDURES

Counties are required to maintain a process for addressing all complaints of discrimination. They must track complaints of discrimination through the use of a control log in which all relevant information is kept, including when the complaint was received, the name of the complainant, identifying numbers and programs, basis of discrimination, and resolution. It is usually the Civil Rights Coordinator's responsibility to maintain this log.

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

Interview and Review Areas: (Please answer yes/no and provide response with comments)	Findings
Can the employees easily identify the difference between a program, discrimination, and a personnel complaint?	Yes, employees can easily identify the difference between a program, discrimination, and personnel complaint.
Do the employees know who the Civil Rights Coordinator is?	Yes, everyone asked in the County review was able to identify the Civil Rights Coordinator. This information is visibly posted in the Lobby of each building.
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, employees asked the location of the Civil Rights poster "Everyone is Equal... (PUB 86)" containing information regarding how and where the clients can file a discrimination complaint knew where to find it.
When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date?	Yes, the Civil Rights Coordinator keeps the complaint log complete and up to date.

Corrective Actions: None.

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	10
Number of Contracts with an Assurance of Compliance Agreement	10

B. Corrective Action: None.

X. CALL CENTER EVALUATION

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

Glenn County Human Resource Agency does not have 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.

XI. COMMUNITY INPUT

As a part of this review, and as noted in Section II, feedback was sought from community and advocate groups.

Westside Domestic Violence Services and Shelter works with women in a domestic violent environment. They get support and services from Glenn County but do not have much interaction with the County. No feedback or observations were shared by this organization.

XII. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL

The Glenn County Human Resource Agency Civil Rights Compliance Plan for the period March 2019 February 2022, was received on January 21, 2019. It is approved as submitted.

XIII. CONCLUSION

The CDSS Reviewer found the Glenn County Human Resource Agency staff warm, welcoming, informative and very supportive. Particular thanks to Jeanine Johnson, Civil Rights Coordinator, for organizing the details of the review and who assisted in each of the facility reviews. In each District Office, staff were very helpful with the facility reviews, case reviews, and computer assistance.

The CDSS found the Glenn County Human Resource 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 Glenn County Human Resource 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.