



CDSS

JHN A. WAGNER  
DIRECTOR

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



ARNOLD SCHWARZENEGGER  
GOVERNOR

February 5, 2010

Jim Semmes, Director  
Imperial County Department of Social Services  
2995 S. Fourth St., #105  
El Centro, CA 92243

Dear Mr. Semmes:

I want to take this opportunity to thank you and your staff for the cooperation and assistance provided the reviewer from our office during the course of the Civil Rights Compliance Review of May 25-29, 2009. Enclosed is the final report on the review. We apologize for the delay.

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 sixty 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 attached report.

We will provide a copy of our 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. Per the Governor's Executive Order S-08-09, all compliance reviews (and corresponding CAPs) performed after January 2008 will be posted on the state's Reporting Government Transparency website.

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

Sincerely,

RAMÓN S. LOPEZ, Chief  
Civil Rights Bureau  
Human Rights and Community Services Division

Enclosure

c: Charles Cruz, Civil Rights Coordinator, Imperial County Department of Social Services

Javier Duran, Civil Rights Coordinator, Imperial County Department of Social Services

Chris Webb-Curtis, Branch Chief, CDSS Supplemental Nutrition Assistance Program  
M.S. 8-9-32

Mike Papin, CDSS Supplemental Nutrition Assistance Program  
Food Stamps Policy Bureau M.S. 8-9-32

Richard Trujillo, CDSS Supplemental Nutrition Assistance Program  
Food Stamps Policy Bureau M.S. 8-9-32

Paul Gardes, CDSS Supplemental Nutrition Assistance Program  
Food Stamps Policy Bureau M.S. 8-9-32

Thuan Nguyen, Refugee Programs Bureau, M.S. 8-8-46

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

Dominic Pagano, Office of Civil Right  
USDA Food and Nutrition Services  
Supplemental Nutrition Assistance Program (SNAP)  
Western Region

Hope Rios,  
USDA Food and Nutrition Services  
Supplemental Nutrition Assistance Program (SNAP)  
Western Region

**CIVIL RIGHTS COMPLIANCE REVIEW REPORT  
FOR THE  
IMPERIAL COUNTY  
Department of Social Services  
Conducted  
May 25 through May 29, 2009**

**California Department of Social Services  
Human Rights and Community Services Division  
Civil Rights Bureau  
744 P Street, M.S. 8-16-70  
Sacramento, CA 95814  
(916) 654-2107**

**Reviewer**

**James Urquizo**

## **TABLE OF CONTENTS**

- I. INTRODUCTION**
- II. SUMMARY OF METHODOLOGY**
- III. DISSEMINATION OF INFORMATION**
- IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES**
- V. FACILITY PHOTOGRAPHS**
- VI. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES**
- VII. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS**
- VIII. STAFF DEVELOPMENT AND TRAINING**
- IX. DISCRIMINATION COMPLAINT PROCEDURES**
- X. CONCLUSION**

## **CIVIL RIGHTS COMPLIANCE REVIEW REPORT**

### **I. INTRODUCTION**

The purpose of this review by the California Department of Social Services (CDSS) Civil Rights Bureau (CRB) staff was to assess the Imperial County Department of Social Services with regard to its compliance with CDSS Manual of Policies and Procedures (MPP) Division 21 Regulations, and other applicable state and federal civil rights laws.

An on-site compliance review was conducted on May 25, 2006 through May 29, 2009 with an introductory meeting held with Javier Duran, Civil Rights Coordinator. An exit interview was held with county staff on May 29, 2009 to review the findings.

The review was conducted in the following locations:

<b>Name of Facility</b>	<b>Address</b>	<b>Programs</b>	<b>Non-English languages spoken by a substantial number of clients (5% or more)</b>
Imperial County Department of Social Services	2995 S. 4 <sup>th</sup> St, El Centro	CalWORKs, Food Stamps, Children Services	Spanish
Imperial County Department of Social Services	2999 S. 4 <sup>th</sup> St, El Centro	IHSS	Spanish
Imperial County Department of Social Services	2895 S. 4 <sup>th</sup> St, El Centro	Welfare to Work	Spanish

### **II. SUMMARY OF METHODOLOGY**

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

- Reviewed the 2008 Annual Civil Rights 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.

Headquarters and on-site review procedures included:

- Interviews of public contact staff
- Survey of program managers
- Case file reviews
- Facility inspections

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

- Dissemination of Information
- Facility Accessibility for Individuals with Disabilities
- Bilingual Staffing/Services for Non-English-Speaking Clients
- Accessibility for Clients with Visual or Hearing Impairments
- Documentation of Client Case Records
- Staff Development and Training
- Discrimination Complaint Procedures

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

#### Interviews Conducted of Public Contact Staff

<b>Classifications</b>	<b>Total</b>	<b>Bilingual</b>
Eligibility Workers	6	6
Children Social Workers	5	3
IHSS Program Workers	5	4
Receptionist/Screeners	4	4
<b>Total</b>	<b>20</b>	<b>17</b>

#### Program Manager Surveys

Number of surveys distributed	2
Number of surveys received	2

#### Reviewed Case Files

English speakers' case files reviewed	28
Non-English or limited-English speakers' case files reviewed	30
Languages of limited-English speaking clients' cases	Spanish

Sections III through VIII 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, and then the actual review team findings. This format is an effort to validate the application of policies and procedures contained in the annual plan.

Section IX 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**

<b>Access to Services, Information and Outreach</b>	<b>Yes</b>	<b>No</b>	<b>Some-times</b>	<b>Comments</b>
Does the county accommodate working clients by flexing their hours or allowing applications to be mailed in?	X			
Does the county have extended hours to accommodate clients?	X			
Can applicants access services when they cannot go to the office?	X			IHSS indicates that services can be accessed through telephone, fax or mail. CWS indicates that it may be done through telephone contact or field services.
Does the county ensure the awareness of available services for individuals in remote areas?	X			Imperial County Social Services Agency ensures awareness of services through the use of satellite offices

				throughout the county. Imperial maintains kiosks in El Centro. The county uses brochures, television, community presentations and trainings.
--	--	--	--	--

<b>Signage, posters, pamphlets</b>	<b>Yes</b>	<b>No</b>	<b>Sometimes</b>	<b>Comments</b>
Does the county use the CDSS pamphlet "Your Rights Under California Welfare Programs" (Pub 13)?	X			
Is the pamphlet distributed and explained to each client at intake and re-certification?	X			
Was the current version of Pub 13 available in English, Spanish, Lao, Vietnamese, Chinese, Hmong, Russian, Korean, Farsi, Arabic, Laotian, Tagalog, Armenian and Cambodian?		X		2995 South 4 <sup>th</sup> Street, Suite 104, Lobby: Pub13's in all required languages were not available in the Lobby.
Was the Pub 13 available in large print, audio, and Braille?		X		2995 South 4 <sup>th</sup> Street, Suite 103, Lobby: Pub13's in large print and audio were not available in the Lobby.  2999 South 4 <sup>th</sup> Street, Lobby: Pub13 in audio was not available in the Lobby.  2895 South 4 <sup>th</sup> Street, Lobby, Suite 102: Pub13's in large print, Braille and audio were not available in the Lobby.



Signage, posters, pamphlets	Yes	No	Some-times	Comments
				Bldg 2895 – Lobby: Pub13 in audio was not available in the Lobby.
Were the current versions of the required posters present in the lobbies?		X		2999 South 4 <sup>th</sup> Street lobby does not have the “And Justice For All” poster.
Were there instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking clients translated into appropriate languages?		X		<p>Client instructional and directional signage in threshold language was not present:</p> <p>At 2999 South 4<sup>th</sup> Street: “This Area Is Under Surveillance”</p> <p>At 2895 South 4<sup>th</sup> Street:</p> <ul style="list-style-type: none"> <li>• “This Area Is Under Surveillance”</li> <li>• “Stop, please check with Receptionist”</li> <li>• “Food Stamps”</li> <li>• “Project ACE, Monday-Friday”</li> </ul>

## B. Corrective Actions

Informational Element	Corrective Action Required
Auxiliary aids	Imperial County shall ensure the availability of large print, Braille, and auditory aids for participants in all of the programs for which CDSS has oversight responsibility. Div. 21-115.4

Informational Element	Corrective Action Required
Directional signage	Imperial County shall ensure that instructional and directional signs are posted in waiting areas and other places that are frequented by clients and that where such areas are frequented by a substantial number of non-English-speaking clients, such signage shall be translated into appropriate languages. Div. 21-107.212 and .24

### C. Recommendation

The most recent version for each of the above referenced documents is:

Pub 13	"Your Rights under California Welfare Programs"	03/07
Pub 86	"Everyone is Different, but Equal Under the Law"	03/07
Form AD 475B	"And Justice for All"	12/99

Contact your program consultant to receive the most recent versions, or download the Pub 13 from the CRB website [http://www.dss.cahwnet.gov/civilrights/YourRights\\_498.htm](http://www.dss.cahwnet.gov/civilrights/YourRights_498.htm).

## 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.

Part V. includes some photographs illustrating the findings below.

### **A1. Findings and Corrective Actions**

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

#### **Facility Location: 2995 South 4<sup>th</sup> Street, El Centro, CA**

<b>Facility Element</b>	<b>Findings</b>	<b>Corrective Action</b>
Parking	Parking lines need to be repainted.	Pavement signage shall be 36" x 36" minimum, white on blue in color, visible and centered. (CA T24 1129B.5.1 & 2) p 133  The words "NO PARKING" shall be painted on the ground in each 5' or 8' loading and unloading access aisle in white letters no smaller than 12". (CA T24 1129B.4.1 & 2) p 135
Parking	Directional signs to accessible main entrance needed.	Accessible parking spaces shall be located as near as practical to a primary entrance and shall have required spaces according to (CA T24 1129B.1, ADA 4.1.2(5)(a)) p 132
Parking	Persons with disabilities forced to go behind cars.	Persons with disabilities shall not be forced to go behind parked cars except their own. (CA T24 1129B.4.3) ( <i>hardship exception, p 136</i> )

Suite 105 - Telephone	Two telephones in lobby too high at 64" height.	Forward Reach Telephone: highest operable part maximum 48" above the floor. (CA T24 1118B.5, ADA 4.31.3 and 4.2.5) p 351 Side Reach Telephone: the highest operable part shall be 54" maximum above the floor (CA T24 1117B.2.6 & 1118B.6, ADA 4.31.3 & 4.2.6) p 251
Suite 105 – Men's Restroom	Signage on the door is 61" high.	Door sign and wall sign shall be 60" above the floor. (to middle)  For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6) p 263  Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p 263
Suite 105 – Women's Restroom	Signage on the door is 62.5" high.	Door sign and wall sign shall be 60" above the floor. (to middle)  For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6) p 263

		<p>Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p 263</p>
Suite 101 – Men's Restroom	<p>Signage on the door and wall is too high. Door sign is 62.5" high and the wall sign is 62" high.</p>	<p>Door sign and wall sign shall be 60" above the floor. (to middle)</p> <p>For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6) p 263</p> <p>Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p 263</p>
Suite 101 – Women's Restroom	<p>Signage on the door and wall is too high. Door sign is 62" high and the wall sign is 61.5" high.</p>	<p>Door sign and wall sign shall be 60" above the floor. (to middle)</p> <p>For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6) p 263</p> <p>Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case</p>

		characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p 263
Suite 103 – Men's Restroom	Signage on the door is 62" high.	<p>Door sign and wall sign shall be 60" above the floor. (to middle)</p> <p>For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6) p 263</p> <p>Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p 263</p>
Suite 103 – Women's Restroom	Signage on the door is 62" high.	<p>Door sign and wall sign shall be 60" above the floor. (to middle)</p> <p>For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6) p 263</p> <p>Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p 263</p>

## A2. Findings and Corrective Actions

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

**Facility Location:** 2999 South 4<sup>th</sup> Street, El Centro, CA

Facility Element	Findings	Corrective Action
Parking	Parking lines need to be repainted.	<p>Pavement signage shall be 36" x 36" minimum, white on blue in color, visible and centered. (CA T24 1129B.5.1 &amp; 2) p 133</p> <p>The words "NO PARKING" shall be painted on the ground in each 5' or 8' loading and unloading access aisle in white letters no smaller than 12". (CA T24 1129B.4.1 &amp; 2) p 135</p>
Parking	Directional signs to accessible main entrance needed.	Accessible parking spaces shall be located as near as practical to a primary entrance and shall have required spaces according to (CA T24 1129B.1, ADA 4.1.2(5)(a)) p 132
Parking	Persons with disabilities forced to go behind cars.	Persons with disabilities shall not be forced to go behind parked cars except their own. (CA T24 1129B.4.3) ( <i>hardship exception, p 136</i> )
Men's restroom	There is no accessible signage on the wall.	<p>Door sign and wall sign shall be 60" above the floor. (to middle)</p> <p>For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6) p 263</p>

		<p>Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p 263</p>
Women's restroom	There is no accessible signage on the wall.	<p>Door sign and wall sign shall be 60" above the floor. (to middle)</p> <p>For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6) p 263</p> <p>Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p 263</p>

### A3. Findings and Corrective Actions

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

**Facility Location:** 2895 South 4<sup>th</sup> Street, El Centro, CA

Facility Element	Findings	Corrective Action
Parking	Parking lines need to be repainted.	<p>Pavement signage shall be 36" x 36" minimum, white on blue in color, visible and centered. (CA T24 1129B.5.1 &amp; 2) p 133</p> <p>The words "NO PARKING"</p>



		shall be painted on the ground in each 5' or 8' loading and unloading access aisle in white letters no smaller than 12". (CA T24 1129B.4.1 & 2) p 135
Parking	Directional signs to accessible main entrance needed.	Accessible parking spaces shall be located as near as practical to a primary entrance and shall have required spaces according to (CA T24 1129B.1, ADA 4.1.2(5)(a)) p 132
Suite 102 – Men's restroom	Door sign is 62" high and there is no wall sign.	<p>Door sign and wall sign shall be 60" above the floor. (to middle)</p> <p>For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6) p 263</p> <p>Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p 263</p>
Suite 102 – Women's restroom	Door sign is 61.5" high and there is no wall sign.	<p>Door sign and wall sign shall be 60" above the floor. (to middle)</p> <p>For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24</p>

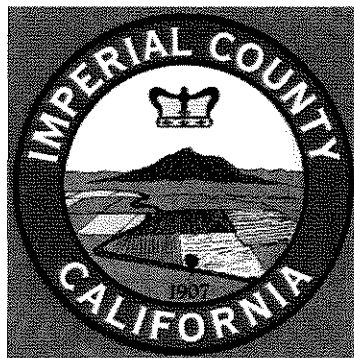
		<p>1117B.5.7, ADA 4.30.6) p 263</p> <p>Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p 263</p>
Bldg 2895 – Men's restroom	Signage on the door is 59" high.	<p>Door sign and wall sign shall be 60" above the floor. (to middle)</p> <p>For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6) p 263</p> <p>Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p 263</p>
Bldg 2895 – Women's restroom	Signage on the door is 59" high.	<p>Door sign and wall sign shall be 60" above the floor. (to middle)</p> <p>For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6) p 263</p>

		Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p 263
--	--	--

## V. PHOTOGRAPHS



## IMPERIAL COUNTY Department of Social Services





**PARKING : “Unauthorized parking” signage at entrance is incorrect**



**PARKING: Lines and signage on pavement needs to be repainted**



**Parking lines and signage on pavement needs to be repainted**



**Parking lines and signage on pavement needs to be repainted**





**Persons with disabilities are forced to walk behind parked cars**



**IMPERIAL COUNTY**  
2995 South 4<sup>th</sup> Street, El Centro

Tuesday - May 26, 2009





**Suite 103:** Men's bathroom accessible signage is not on the wall adjacent to the latch side of the door.



**Suite 103:** Women's bathroom accessible signage is not on the wall adjacent to the latch side of the door.



**Suite 104: Directional and informational signage is not available in threshold language.**



**Suite 105: Directional and informational signage is not available in threshold language.**



**Suite 105: Client seating at counter is not 19" depth underneath**



**Suite 105: Client seating at counter is not 19" depth underneath**



**IMPERIAL COUNTY**  
2999 South 4<sup>th</sup> Street, El Centro

Wednesday - May 27, 2009



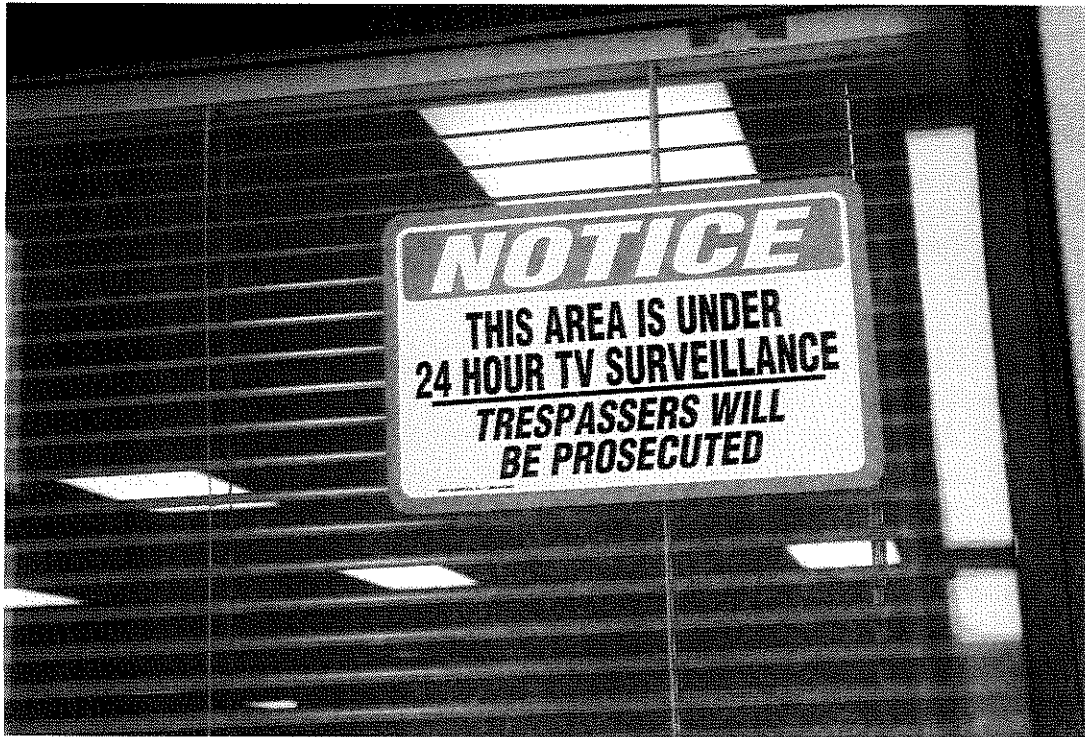


Directional and informational signage  
is not available in threshold language.



**IMPERIAL COUNTY**  
2895 South 4<sup>th</sup> Street, El Centro

**Thursday - May 28, 2009**



Directional and informational signage is not available in threshold language.



Directional and informational signage is not available in threshold language.

## **VI. 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 they 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 (TDD's), and other effective aids and services for persons with impaired hearing, speech, vision or manual skills. In addition, they must ensure that written materials be available in individuals' primary languages when the forms and materials are provided by CDSS, 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	Yes	No	Some-times	Comments
Does the county identify a client's language need upon first contact? How?	X			Although several workers did not know of the "I Speak" card, most did and indicated that they use them. IHSS Program Managers indicate that language is identified at first contact.
Does the county use a primary language form (PLF)?		X		The County does not have a PML. Information concerning language and ethnicity is annotated on the SOC 295.
Does the client self-declare on this form?				N/A



Question	Yes	No	Some-times	Comments
Are non-English- or limited- English-speaking clients provided bilingual services?	X			
After it has been determined that the client is limited-English or non-English speaking, is there a county process for procuring an interpreter?	X			
Is there a delay in providing services?	X			Depending on the language and the program, workers indicated no delay, a 2 hour delay, and the longest delay would be a day.
Does the county have a language line provider, a county interpreter list, or any other interpreter process?	X			Uses a telephone language line service.
Are county interpreters determined to be competent?	X			Yes, certified through Merit Systems. However, CWS and IHSS managers indicate that they also use non-certified Spanish speakers.
Does the county have adequate interpreter services?	X			CWS and IHSS program managers indicate that the interpreter services are adequate.
Does the county allow minors to be interpreters? If so, under what circumstances?		X		
Does the county allow the client to provide his or her own interpreter?	X			

Question	Yes	No	Some-times	Comments
Does the county ensure that the client-provided interpreter understands what is being interpreted for the client?		X		Program managers in IHSS and CWS indicate that the county does not verify non-employee or non-contracted interpreter competency. They do advise client on the dangers of miscommunication and obtain a signed client release.
Does the county use the CDSS-translated forms in the clients' primary languages?	X			
Is the information that is to be inserted into NOA translated into the client's primary language?	X			
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, audio text, large print materials (besides the Pub 13)?	X			TDD devices are available, and ASL interpreters are used.
Does the county identify and assist the client who has learning disabilities or a client who cannot read or write?	X			No data other than some interviewed staff said they would read the materials to client, and all eligibility staff interviewed said they would "talk slower" to client. All Adult Social Workers said they would "explain everything".
Does the county offer screening for learning disabilities?		X		Eligibility staff interviewed indicated no screening for learning disabilities.

Question	Yes	No	Some-times	Comments
Is there an established process for offering screening?				N/A—see above.
Is the client identified as having a learning disability referred for evaluation?				N/A—see above.

## B. Corrective Actions

Area of Findings	Corrective Actions
Bilingual Staff	Imperial County shall ensure that a sufficient number of qualified bilingual employees shall be assigned to positions and locations serving a substantial number of non-English-speaking persons. Div. 21-115.1
Timely Services	Imperial County must ensure that bilingual/interpretive services are prompt and without undue delay. Div. 21-115
Interpreter Services	Imperial County must offer and provide free interpreter services using qualified interpreters. Div. 21-104q(1) and 21-115

## VII. 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**

<b>Documented Item</b>	<b>Children's Services</b>	<b>IHSS</b>	<b>CalWorks/ Food Stamps</b>	<b>Welfare To Work</b>
Ethnic origin documentation	CWC/CMS	SOC 295	SAWS 1	SAWS GAIN Appraisal
Primary language documentation	CWC/CMS	SOC 295; Adult Services Program also has its own language preference form	SAWS 1	SAWS GAIN Appraisal
Method of providing bilingual services and documentation	Bilingual workers. Documentation indicated interviews conducted in Spanish. In 3 cases identified with English as the primary language, interviews and visits were documented as carried out in Spanish.	Bilingual staff documented in all but 2 cases where there was no indication of how services were provided.	No documentation of method of providing bilingual service found.	Two of four reviewed Spanish cases were handled by a bilingual worker. In the other two primary language Spanish cases reviewed, interpretive services were declined.
Client provided own interpreter	No occurrence in cases reviewed.	No occurrence in cases reviewed.	No occurrence in cases reviewed.	No occurrence in cases reviewed.
Method to inform client of potential problem using own interpreter	No occurrence in cases reviewed. However, county has a form which contains warning.	No occurrence in cases reviewed. However, county has a form which contains warning.	No occurrence in cases reviewed.	No occurrence in cases reviewed.

<b>Documented Item</b>	<b>Children's Services</b>	<b>IHSS</b>	<b>CalWorks/ Food Stamps</b>	<b>Welfare To Work</b>
Release of information to Interpreter	No occurrence in cases reviewed.	No occurrence in cases reviewed. However, IHSS has a form which contains warning and release.	No occurrence in cases reviewed.	No occurrence in cases reviewed.
Individual's acceptance or refusal of written material offered in primary language	No explicit documentation of this	No explicit documentation of this	No explicit documentation of this	No explicit documentation of this
Documentation of minor used as interpreter	No occurrence in cases reviewed.	No occurrence in cases reviewed.	No occurrence in cases reviewed.	No occurrence in cases reviewed.
Documentation of circumstances for using minor interpreter temporarily	No occurrence in cases reviewed.	No occurrence in cases reviewed.	No occurrence in cases reviewed.	No occurrence in cases reviewed.
Translated notice of actions (NOA) contain translated inserts	Translated inserts found	Of the 15 Spanish cases reviewed, 5 contained Spanish inserts.	Translated inserts found	Translated inserts found
Method of identifying client's disability	No occurrence in cases reviewed	Documentation of disability was found in the SOC 295, the IC-SOC-781b, the IC-SOC-261b, and case notes.	No occurrence in cases reviewed	No occurrence in cases reviewed
Method of documenting a client's request for	No occurrence in cases reviewed	No occurrence in cases reviewed	No occurrence in cases reviewed	No occurrence in cases reviewed

Documented Item	Children's Services	IHSS	CalWorks/ Food Stamps	Welfare To Work
auxiliary aids and services				

## B. Corrective Actions

Areas of Action	Corrective Action
Documentation of interpreter signed confidentiality statement	Consent for the release of information shall be obtained from applicants/recipients when individuals other than CWD employees are used as interpreters and the case record shall be so documented. Div. 21-116.24
Documentation that bilingual services were provided	Document the method used to provide bilingual services, e.g., assigned worker is bilingual, other bilingual employee acted as interpreter, volunteer interpreter was used, or client provided interpreter. Div. 21-116.22; All County Letter 80-65, December 31, 2008

## C. Recommendation

Imperial County should consider adapting their form **CIVIL RIGHTS FOR ADULT SERVICES PROGRAM (IC-CR)** for all programs to allow clients to self designate on language interpretive issues.

## VIII. STAFF DEVELOPMENT AND TRAINING

Counties are required to provide civil rights and cultural awareness 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	Yes	No	Some-times	Comments
Do employees receive continued Division 21 Training?	X			CWS managers indicate training is provided at orientation/induction and every 2 years thereafter. IHSS Managers indicate that civil rights training is given annually.
Does the county provide employees Cultural Awareness Training?	X			
Do the CSW's have an understanding of MEPA (Multi-Ethnic Placement Act)?	X			
Do the employees seem knowledgeable about the predominant cultural groups receiving services in their area?	X			

**B. Corrective Actions**  
None**IX. 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 responsibility to maintain this log.

**A. Findings from Staff Interviews and Program Manager Surveys**

Interview and review areas	Yes	No	Some-times	Findings
Can the employees easily		X		15 interviewees indicated an

Interview and review areas	Yes	No	Some-times	Findings
identify the difference between a program, discrimination, and a personnel complaint?				understanding of a discrimination complaint, and 5 were not clear in their understanding.
Do employees understand the procedure to file a discrimination complaint?		X		12 interviewed employees could not correctly describe what to do with a discrimination complaint.
Did the employees know who the Civil Rights Coordinator is?		X		Three employees were not able to identify the Civil Rights Coordinator.
Did the employees know the location of the Civil Rights poster showing where the clients can file a discrimination complaint?		X		8 employees did not know the location.
When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date?	X			

## B. Corrective Action

Element	Corrective Action
Discrimination Process	Imperial County shall ensure staff have knowledge of the discrimination complaint process and are able to differentiate it from other complaint processes. Div. 21-117 and 21-203
Civil Rights Coordinator	Imperial County shall ensure that staff is knowledgeable regarding contact information of the civil rights coordinator, at minimum, where the information can be located. Div. 21-117 and 21-107.21

## X. CONCLUSION



The CDSS found the County of Imperial Department of Social Services in satisfactory compliance with Division 21 regulations.

Imperial must remedy the deficiencies identified in this report by taking corrective actions. A corrective action plan 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 by which all actions will be taken to correct the deficiencies.

It is our intent that this report be used to create a positive interaction between the county and CDSS in identifying and correcting compliance deficiencies and to provide the county with an opportunity to implement corrective actions to achieve compliance with Division 21 regulations. Civil Rights staff are available to provide technical assistance as requested.