



CDSS

WILL LIGHTBOURNE
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



EDMUND G. BROWN JR.
GOVERNOR

July 10, 2011

Charlene Reid, Director
Tehama County Department of Social Services
310 S. Main Street
Red Bluff, CA 96080

Dear Ms. Reid:

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 December 8 – 10, 2010. 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, person responsible 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 1, 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.

Sincerely,

JIM TASHIMA, Chief
Civil Rights Bureau
Human Rights and Community Services Division

Enclosure

c: Sue Schild, Civil Rights Coordinator

Linda Patterson, Branch Chief
CDSS CalFresh Program M.S. 8-9-32

Mike Papin, Chief
CalFresh Policy Bureau M.S. 8-9-32

Marlene Fleming, Chief
Field Operations Bureau M.S. 8-9-32

Brian Tam, Chief
CalFresh Management Operations Section M.S. 8-9-32

Paul Gardes
CalFresh 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 Rights
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

Jodie Berger, Regional Counsel
Legal Services of Northern California

**CIVIL RIGHTS COMPLIANCE REVIEW REPORT
FOR
Tehama County Department of Social Services
Conducted on December 8 – 10, 2010**

**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

Cindy Guzman

TABLE OF CONTENTS

- I. INTRODUCTION**
- II. SUMMARY OF METHODOLOGY**
- III. DISSEMINATION OF INFORMATION**
- IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES**
- V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES**
- VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS**
- VII. STAFF DEVELOPMENT AND TRAINING**
- VIII. DISCRIMINATION COMPLAINT PROCEDURES**
- IX. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL**
- 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 Tehama 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 December 8 - 10, 2010. An exit interview was held on December 10, 2010 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)
Red Bluff Office	310 S. Main Street Red Bluff, CA 96080	CalFresh CalWORKS APS & IHSS Children's Services Employment Services (WTW)	Spanish
Corning Office	275 Solano Street Corning, CA 96021	CalFresh CalWORKS Children's Services Employment Services (WTW)	Spanish

II. SUMMARY OF METHODOLOGY

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

- Reviewed the 2010 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 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

Classifications	Total	Bilingual
Eligibility Workers	7	3
Children Social Workers	1	0
Adult Program Workers	2	1
Receptionist/Screeners	3	2
Total	13	6

Program Manager Surveys

Number of surveys distributed	1
Number of surveys received	4

Reviewed Case Files

English speakers' case files reviewed	50
Non-English or limited-English speakers' case files reviewed	17
Languages of clients' cases	67

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, 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 IX 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 X 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	Yes	No	Some-times	Comments
Does the county accommodate working clients by flexing their hours or allowing applications to be mailed in?	X			Business hours are 7:30 A.M. to 5:00 P.M., CWS Hotline available 24 hrs. Applications can be mailed in.
Does the county have extended hours to accommodate clients?	X			Business hours are 7:30 A.M. to 5:00 P.M., CWS Hotline available 24 hrs. Specific arrangements can be made with workers to accommodate client's needs.
Can applicants access services when they cannot go to the office?	X			Special arrangements can be made with the workers by telephone.
Does the county ensure the awareness of available services for	X			Outreach activities include informational

individuals in remote areas?				presentations given to public, private and non-profit agencies, There is outreach through partnerships with community partners, community organizations, CWS social service aides and parent partners. Vouchers for the local public transit system are made available when necessary.
------------------------------	--	--	--	--

Signage, posters, pamphlets	Yes	No	Some-times	Comments
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			
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?	X			
If the PUB 13 is not displayed in all the languages available, is there a poster that indicates that the Pub 13 is available in all 18 languages?	X			
Was the Pub 13 available in large print (English and Spanish), audiocassette and Braille?	X			All facilities reviewed had all of the alternate formats of the Pub 13 available.
Were the current versions of the	X			

Signage, posters, pamphlets	Yes	No	Some-times	Comments
required posters present in the lobbies?				
Did the workers know the location of the required posters with the Civil Rights Coordinator's name and address?	X			All workers knew the location of the required posters with the Civil Rights Coordinator's contact information on it.
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			

B. Corrective Actions
None

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

Pub 13	"Your Rights under California Welfare Programs"	03/07 or 03/10
Pub 86	"Everyone is Different, but Equal Under the Law"	03/07
Form AD 475B	"And Justice for All"	12/99

Contact the Civil Rights Bureau to receive the most recent versions, or download the Pub 13 from the CRB website 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.

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

A. Findings and Corrective Actions

Facility Location: 310 S. Main Street, Red Bluff, CA 96080

Facility Element	Findings	Corrective Action
Parking	No additional signage below the symbol sign stating "Minimum Fine \$250.00).	For both posted and wall-mounted signage, additional language on symbol sign and an additional sign below the symbol sign shall state "Minimum Fine \$250.00." (CA T24 1129B.4.1) p 133
Men's Restroom	Door pressure too high at 16 lbs.	Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b))

		p. 201
--	--	--------

C. Facility Location: 275 Solano Street, Corning, CA 96021

NO FINDINGS – NEW BUILDING.

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 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			A worker at initial contact identifies the language needs utilizing bilingual staff if needed.
Does the county use a primary language form?		X		Tehama County relies on the SAWS-1; the DFA A1 Form; Soc 293 Form.
Does the client self-declare on this form?	X			
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			Workers interviewed had knowledge of how to request bilingual staff if needed.
Is there a delay in providing services?			X	Most workers interviewed stated there is no delay in procuring interpretive services; however CPS stated they are trying to hire a bilingual CPS worker at this time.
Does the county have a language line provider, a county interpreter list, or any other interpreter process?	X			Tehama County contracts with AT & T language line provider.
Are county interpreters determined to be competent?	X			
Does the county have adequate interpreter	X			

Question	Yes	No	Some- times	Comments
services?				
Does the county allow minors to be interpreters? If so, under what circumstances?		X		Workers interviewed stated they do not allow minors to be interpreters.
Does the county allow the client to provide his or her own interpreter?	X			Workers stated it is policy to allow clients to provide their own interpreters; however, the preference is to use the county bilingual workers to ensure effective communication.
Does the county ensure that the client-provided interpreter understands what is being interpreted for the client?	X			Workers stated that if the client provided interpreter does not understand, a bilingual worker is provided.
Does the county use the CDSS-translated forms in the clients' primary languages?	X			Tehama County uses the CDSS-translated forms in the client's primary language unless the client chooses to receive forms in another language.
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, taped text, large print materials (besides the Pub 13)?	X			
Does the county identify	X			Tehama County workers stated

Question	Yes	No	Some-times	Comments
and assist the client who has learning disabilities or a client who cannot read or write?				they would provide their clients with whatever auxiliary aids they needed and would do "whatever it takes" to accommodate clients. The TTY is available for the hearing impaired as well as ASL interpreters. The county provides large print and assistance to visually impaired clients.
Does the county offer screening for learning disabilities?	X			It is policy that the Employment Services program WTW staff always offers this screening.
Is there an established process for offering screening?	X			It is policy that the Employment Services program WTW staff always offers this screening, and then is referred to Nor cal A.T. Consulting.
Is the client identified as having a learning disability referred for evaluation?	X			The client is referred to Nor cal A.T. Consulting.

B. Corrective Actions

Area of Findings	Corrective Actions
Timely Services	Tehama County must ensure that bilingual/interpretive services are prompt and without undue delay. Div. 21-115

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

Documented Item	Children's Services	Adult Programs (IHSS & APS)	CalWORKs & Employment Services (WTW)	Non-Assistance CalFresh
Ethnic origin documentation	ER referral form, CWS/CMS screens, crime reports	SOC 295, Face Sheet & referral	SAWS-1	DFA 285 A1
Primary language documentation	ER referral form, CWS/CMS screens, crime reports	SOC 295, Face Sheet & referral	SAWS-1	DFA 285 A1 Statement of Facts
Method of providing bilingual services and documentation	Assigned Bilingual Worker Noted in Case Narrative	Assigned Bilingual Worker Noted in Case Narrative	Assigned Bilingual Worker Noted in Case Narrative	Assigned Bilingual Worker Noted in Case Narrative
Client provided own interpreter	Found in one case sample reviewed	Not found in case samples reviewed	Not found in case samples reviewed	Not found in case samples reviewed
Method to inform client of potential problem using own interpreter	Not found in case samples reviewed	Not found in case samples reviewed	Not found in case samples reviewed	Not found in case samples reviewed
Release of information to Interpreter	Not found in case samples reviewed	Not found in case samples reviewed	Not found in case samples reviewed	Not found in case samples reviewed
Individual's acceptance or refusal of written material offered in primary language	Not found in case samples reviewed	Not found in case samples reviewed	Not found in case samples reviewed	Not found in case samples reviewed
Documentation of	Not found in	Not found in	Not found in	Not found in

Documented Item	Children's Services	Adult Programs (IHSS & APS)	CalWORKs & Employment Services (WTW)	Non-Assistance CalFresh
minor used as interpreter	case samples reviewed	case samples reviewed	case samples reviewed	case samples reviewed
Documentation of circumstances for using minor interpreter temporarily	Not found in case samples reviewed	Not found in case samples reviewed	Not found in case samples reviewed	Not found in case samples reviewed
Translated notice of actions (NOA) contain translated inserts	N/A	Provided as needed on Spanish NOA's.	Provided as needed on Spanish NOA's.	Provided as needed on Spanish NOA's.
Method of identifying client's disability	Would be found in case narrative, court documents, case plans (no sample cases reviewed)	Would be found in IHSS Face Sheet, SOC 295, and Referral Form.	Would be found in Statement of Facts, Case narratives, Screening Tool, case flags (No sample cases reviewed)	Would be in Statement of Facts, case narratives (No sample cases reviewed)
Method of documenting a client's request for auxiliary aids and services	Found case narrative noted in one sample case.	Case narrative (No sample cases)	Case narrative (No sample cases)	Case narrative (No sample cases)

B. Corrective Actions

Areas of Action	Corrective Action
Documentation if client provided own interpreter	When applicants/recipients provide their own interpreter, the CWD shall ensure that the applicants/recipients are informed of the potential problems for ineffective communication. The CWD shall document in

Areas of Action	Corrective Action
	the case record that the applicants/recipients were so informed. Div. 21-116.23

VII. 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			Staff interviewed stated that they receive mandatory Civil Rights training on a regular basis.
Do employees understand the county policy regarding a client's rights and procedure to file a discrimination complaint?	X			All of the staff interviewed was familiar with how to handle a discrimination complaint.
Does the county provide employees Cultural Awareness Training?	X			Cultural Awareness training is included in the Division 21 Training.
Do the CSW's have an understanding of MEPA (Multi-Ethnic Placement Act)?	X			
Do the employees seem knowledgeable about the predominant cultural groups	X			

receiving services in their area?				
-----------------------------------	--	--	--	--

B. Corrective Actions
NONE

VIII. DISCRIMINATION COMPLAINT PROCEDURES

Counties are required to maintain a process for addressing all complaints of discrimination. They must track complaints of discrimination through the use of a control log in which all relevant information is kept, including when the complaint was received, the name of the complainant, identifying numbers and programs, basis of discrimination, and resolution. It is usually the Civil Rights Coordinator 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 identify the difference between a program, discrimination, and a personnel complaint?	X			All staff interviewed was able to distinguish among the different types of complaints.
Did the employees know who the Civil Rights Coordinator is?	X			All the staff interviewed knew the name of the CRC as Sue Schild.
Did the employees know the location of the Civil Rights poster showing where the clients can file a discrimination complaint?	X			
When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date?	X			

B. Corrective Actions
NONE

IX. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL

The Tehama County Department of Social Services Civil Rights Compliance Plan for the period March 1, 2010 through October 31, 2011, was received on November 3, 2010. It is approved as submitted.

X. CONCLUSION

The CDSS reviewer found the Tehama County Department of Social Services staff warm, welcoming, informative and very supportive. Particular thanks to Sue Schild, Civil Rights Coordinator, for organizing the details of the review. In each District Office, staff was very helpful with the facility reviews, case reviews, and computer assistance.

The CDSS found the Tehama County Department of Social Services 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 Tehama County Department of Social Services 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 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 our intent that this report be used to create a positive interaction between the county and CDSS in identifying and correcting compliance violations and to provide the county with an opportunity to implement corrective action to achieve compliance with Division 21 regulations. Civil Rights staff is available to provide technical assistance as requested.