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**DEPARTMENT OF SOCIAL SERVICES**

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EDMUND G. BROWN JR.  
GOVERNOR

March 14, 2012

Gary Blatnick, Director  
Del Norte County Department of Health & Social Services  
880 Northcrest Drive  
Crescent City, CA 95531

Dear Mr. Blatnick:

I want to take this opportunity to thank you and your staff for the cooperation and assistance provided the reviewer from our office, Elsa Garcia during the course of the Civil Rights Compliance Review of March 28-30, 2011. 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. In addition, they are published on our website at <http://www.cdss.ca.gov/civilrights/PG2890.htm>

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,

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

Enclosure

c: Carmen Fong-Chavez, Civil Rights Coordinator

Linda Patterson, Branch Chief  
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Mike Papin, Chief  
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**CIVIL RIGHTS COMPLIANCE REVIEW REPORT  
FOR  
Del Norte County Department of Social Services  
Conducted on March 28-30, 2011**

**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**

**Elsa Garcia**

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## **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 Del Norte County Department of Health & 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 March 28-30, 2011. An exit interview was held to review the preliminary findings.

The review was conducted in the following locations:

<b>Name</b>	<b>Address</b>	<b>Programs</b>	<b>Non-English languages spoken by a substantial number of clients (5% or more)</b>
<b>CWD Main Office</b>	880 North Crest, Crescent City	CalFresh, IHSS, Children Services	None
<b>Workforce Center</b>	286 M Street, Crescent City	CalWORKS	None

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

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

- Reviewed the 2010-2011 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

<b>Classifications</b>	<b>Total</b>	<b>Bilingual</b>
Eligibility Workers	6	1
Children Social Workers	2	0
Adult Program Workers	2	0
Receptionist/Screeners	1	0
Employment Worker	2	0
<b>Total</b>	<b>12</b>	<b>1</b>

#### Program Manager Surveys

Number of surveys distributed	2
Number of surveys received	2

#### Reviewed Case Files

English speakers' case files reviewed	0
Non-English or limited-English speakers' case files reviewed	40
Languages of clients' cases	Spanish, Hmong

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

<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			Applications can be mailed in. See response below for hours.
Does the county have extended hours to accommodate clients?		X		Due to current budget and staffing. CWD staff are instructed to schedule appointments during the noon hour for working clients at the client's convenience.
Can applicants access services when they cannot go to the office?	X			Applicants can contact the agency by phone, fax or email. Clients can access <i>C-4 Yourself</i> online application. After-hour services are available 24 hrs a day, seven days a week by telephone.

Does the county ensure the awareness of available services for individuals in remote areas?	X			The community is informed through the county online website, Community Health Fair, and Youth and Family Fair. The county collaborates with other agencies to ensure awareness.
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<b>Signage, posters, pamphlets</b>	<b>Yes</b>	<b>No</b>	<b>Some-times</b>	<b>Comments</b>
Does the county use the CDSS pamphlet "Your Rights Under California Welfare Programs" (Pub 13)?	X			The Pub 13 pamphlet is included in all application packets and is available in lobby at reception counter.
Is the pamphlet distributed and explained to each client at intake and re-certification?	X			The Pub 13 is explained to the client at intake and recertification appointments.
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, Ukranian, Vietnamese?	X			
Was the Pub 13 available in large print (English and Spanish), audiocassette and Braille?	X			
Were the current versions of the required posters present in the lobbies?	X			
Did the workers know the location of the required posters with the Civil Rights Coordinator's name and address?	X			All staff interviewed knew the location of the required posters.



Signage, posters, pamphlets	Yes	No	Some-times	Comments
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			

### C. Recommendation

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"	06/11
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](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: 880 North Crest, Crescent City, CA**

Facility Element	Findings	Corrective Action
<b>Parking</b>	<p>Accessible spaces do not have the additional signage "Minimum Fine \$250" below the symbol sign.</p> <p><b>*Repeat Finding from 2008.</b> Access aisle does not have the words "No Parking" painted in the pavement.</p>	<p>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</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.3.2) p 135</p>
<b>Main entrance</b>	Upon entering there is a set of two doors, force to open both doors are excessive at 7 lbs and 8 lbs.	Interior and Exterior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b)) p 201
<b>Client lobby</b>	Counter in lobby is to high 42".	Height of accessible tables or counters is between 28" – 34" from floor finish. (CA T24 1122B.4, ADA 4.32.4) p 388
<b>Client interview booths</b>	There is no turn around room space in smaller	Wheelchair Turning Space is a minimum space for a

	interview booths.	wheelchair to turn 180 degrees in a 60" diameter or T-shaped space. (CA T24 1118B.3, ADA 4.2.3) p 236
<b>Men's Restroom</b>	<p>Force to open door is excessive at 9 lbs.</p> <p>Wall sign is too high at 64".</p> <p><b>*Repeat Finding from 2008</b> Toilet sheet dispenser is located too far at 17" from the front edge of toilet seat.</p>	<p>Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) &amp; (b)) p 207</p> <p>Door sign and wall sign shall be 60" above the floor to the center line of sign.</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 281</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 282</p> <p>Toilet tissues dispensers are located on the wall within 12" of front edge of toilet seat. (CA T24 1115B.8.4) pp 295, 301</p>
<b>Women's Restroom</b>	<p>Force to open door is excessive at 8 lbs.</p> <p>Wall sign is too high at 64".</p>	<p>Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) &amp; (b)) p 207</p> <p>Door sign and wall sign shall be 60" above the floor to the</p>

		<p>center line of sign.</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 281</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 282</p> <p>Toilet tissues dispensers are located on the wall within 12" of front edge of toilet seat. (CA T24 1115B.8.4) pp 295, 301</p>
	<p><b>*Repeat Finding from 2008</b> Toilet sheet dispenser is too far at 14" from front edge of toilet seat.</p>	

## B. Recommendation

It was observed by the reviewer that there is a lower counter located around the corner from the drinking fountain. It is recommended that this lower counter be designated accessible, by placing the ISA signage. This lower counter meets the measurement and accessibility requirements. The reviewer also observed that booth number nine was the largest out of all the booths; it would meet the accessible measurement requirements. The reviewer recommends that this booth be designated as accessible, by placing the ISA signage.

**C. Facility Location: 286 M Street, Crescent City, CA**

Facility Element	Findings	Corrective Action
Parking	<p>Accessible spaces do not have the additional signage "Minimum Fine \$250" below the symbol sign.</p> <p><b>*Repeat Finding from 2008</b> There are two Van-accessible parking spaces. The second space from left to right, does not meet the access aisle measurement requirement.</p> <p><b>*Repeat finding from 2005 and 2008.</b> The second space from left to right, access aisle does not have the words "No Parking" painted in the pavement.</p>	<p>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</p> <p>One in every 8 accessible spaces (p 136) and no less than 1 shall be served by an access aisle 96" wide minimum placed opposite the driver's side and shall be designated Van-Accessible. (CA T24 1129.B.3.2, ADA 4.1.2(5)(b)) p 136</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.3.2) p 135</p>
Men's Restroom	<p>Force to open door is excessive at 15 lbs.</p> <p><b>*Repeat finding from 2008</b> Toilet sheet dispenser is too far at 19" from the front edge of toilet seat.</p>	<p>Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) &amp; (b)) p 207</p> <p>Toilet tissues dispensers are located on the wall within 12" of front edge of toilet seat. (CA T24 1115B.8.4) pp 295, 301</p>
Women's Restroom	<p>Force to open door is excessive at 15 lbs.</p>	<p>Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) &amp; (b)) p 207</p>

	<p><b>*Repeat Finding from 2008</b> Toilet sheet dispenser is too far at 14" from the front edge of toilet seat.</p>	<p>Toilet tissues dispensers are located on the wall within 12" of front edge of toilet seat. (CA T24 1115B.8.4) pp 295, 301</p>
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#### **D. Recommendation**

It is recommended by the reviewer that the second Van-accessible space from left to right be removed. The second space is not required, and the access aisle does not meet requirement.

#### **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			On application SAWS 1, and on C-IV
Does the county use a primary language form?	X			Language Preference And Auxiliary Aid Identification Form
Does the client self-declare on this form?	X			Clients self declare on application form SAWS1.
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			Clients would be assigned to a bilingual worker. For any other language not available staff would use the Language Line.
Is there a delay in providing services?		X		
Does the county have a language line provider, a county interpreter list, or any other interpreter process?	X			The county has an interpreter list available and AT&T Language Line services.
Are county interpreters determined to be competent?	X			Staff is tested and certified by Merit System Services.
Does the county have adequate interpreter services?	X			
Does the county allow minors to be interpreters?				

Question	Yes	No	Some-times	Comments
If so, under what circumstances?		X		
Does the county allow the client to provide his or her own interpreter?	X			If client chooses to use their own interpreter they must complete and sign, Notice of Understanding Use of a Self-Provided Interpreter form.
Does the county ensure that the client-provided interpreter understands what is being interpreted for the client?	X			
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			The language is indicated in C-IV System.
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 and assist the client who has learning disabilities or a client who cannot read or write?	X			Staff interviewed state they would assist the client by reading to the client and ensure they understand.



Question	Yes	No	Some-times	Comments
Does the county offer screening for learning disabilities?	X			The county offers screening in the WTW program.
Is there an established process for offering screening?	X			
Is the client identified as having a learning disability referred for evaluation?	X			

## 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	CalWORKs & Employment Services	CalFresh
Ethnic origin documentation	ERR, CWS/CMS	C-IV	C-IV
Primary language documentation	ERR, Face Sheet	SAWS1 C-IV Language Preference Form	SAWS1 C-IV Language Preference Form
Method of providing bilingual services and documentation	Case notes	In case sample reviewed, staff were not consistent in documentation of	In case sample review one worker consistently documented

<b>Documented Item</b>	<b>Children's Services</b>	<b>CalWORKs &amp; Employment Services</b>	<b>CalFresh</b>
		providing bilingual services.	providing bilingual services, however other staff were not consistent.
Client provided own interpreter	None found in case sample	Found in case journal notes	Found in journal notes
Method to inform client of potential problem using own interpreter		Out of case sample, there was one case where client used their own interpreter. Both interpreter and client were informed and signed release form, also documented in case notes.	
Release of information to Interpreter	?????	Signed release form.	?????
Individual's acceptance or refusal of written material offered in primary language	?????	Noted in C-IV	Noted in C-IV
Documentation of minor used as interpreter	None found in case sample	None found in case sample	None found in case sample
Documentation of circumstances for using minor interpreter	N/A	N/A	N/A

Documented Item	Children's Services	CalWORKs & Employment Services	CalFresh
temporarily			
Translated notice of actions (NOA) contain translated inserts	None found in case sample	C-IV	C-IV
Method of identifying client's disability	None found in case sample	C-IV case notes, SOF	C-IV case notes , SOF
Method of documenting a client's request for auxiliary aids and services	None found in case sample	C-IV, Flagged case file	C-IV, Flagged case file

## B. Corrective Actions

Areas of Action	Corrective Action
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
General	Del Norte Department of Social Services must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance. Div. 21-116

## 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			All staff interviewed stated they have received continued Division 21 training.
Do employees understand the county policy regarding a client's rights and procedure to file a discrimination complaint?	X			
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			Staff interviewed were knowledgeable about the cultural groups in their area.

## 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 could easily identify the difference between the three types of complaints.
Did the employees know who the Civil Rights Coordinator is?	X			All staff interviewed knew who the Civil Rights Coordinator is.
Did the employees know the location of the Civil Rights poster showing where the clients can file a discrimination complaint?	X			All staff interviewed knew the location of the Civil Rights Poster.
When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date?	X			

### IX. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL

The Del Norte County Department of Social Services Civil Rights Compliance Plan for the period August 1, 2010 through July 31, 2011, was received on December 27, 2010. It is approved as submitted.

### X. CONCLUSION

The CDSS reviewer found the Del Norte Department of Social Services staff warm, welcoming, informative and very supportive. Particular thanks to Carmen Fong-Chavez, Civil Rights Coordinator, and Dorothy Waddelow, Staff Services Analyst, 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 several repeat findings from 2008 and 2005 in the Accessibility of public

access areas. The reviewer has noted recommendations. CDSS would encourage correction of the repeat findings. The buildings are leased; however the lessor is still responsible in ensuring the building meets the requirements of applicable codes and laws.

The CDSS found the Del Norte 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 Del Norte 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.