



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](http://www.cdss.ca.gov)



EDMUND G. BROWN JR.  
GOVERNOR

March 12, 2013

Ms. Pat Cheadle, Director  
Kern County Department of Human Services  
100 E. California Avenue  
P.O. Box 511  
Bakersfield, CA 93307

Dear Ms. Cheadle:

This letter is to advise you that the Corrective Action Plan you submitted on March 5, 2013, in response to the results of our October 1 – 5, 2012, Civil Rights Compliance Review has been approved.

We applaud your continued efforts. We will be monitoring the implementation of your corrective action items through your Civil Rights Coordinator.

If you have any questions, please contact the analyst, Cindy Guzman who conducted the review. You may also contact her by e-mail at [cindy.guzman@dss.ca.gov](mailto:cindy.guzman@dss.ca.gov)

Sincerely,

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

c: Dianne Rosso, Civil Rights Coordinator

Linda Patterson, Branch Chief  
CDSS CalFresh Program

Mike Papin, Chief  
CalFresh Policy Bureau

Marlene Fleming, Chief  
Field Operations Bureau

Brian Tam, Chief  
CalFresh Management Operations Section

Paul Gardes  
CalFresh Policy Bureau

Thuan Nguyen

Refugee Programs Bureau

Joe Torres, 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



Pat Cheadle  
Director

March 5, 2013

Jim Tashima, Chief  
Civil Rights Bureau  
California Department of Social Services  
744 P Street, MS 8-16-70  
Sacramento, CA. 95814

Re: Civil Rights Compliance Review for Kern County Department of Human Services.

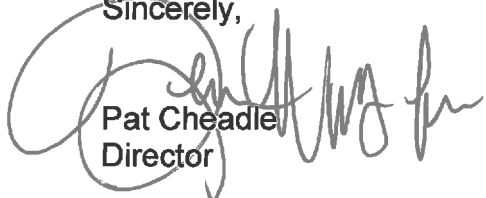
Dear Mr. Tashima:

Enclosed is the Kern County Department of Human Services' (DHS) final update on the Department corrective actions for the findings identified in the California Department of Social Services (CDSS) Civil Rights Bureau's report, dated January 25, 2013. The CDSS review of DHS was conducted on October 1, 2012 through October 5, 2012, and resulted in several findings.

As described in the enclosure, DHS has implemented corrective action for all deficiencies listed in the findings.

If you have any questions, please let me know or your staff may contact Jason Wiebe, Provisional Human Resource Manager at (661) 633-7373.

Sincerely,



Pat Cheadle  
Director

Enclosure

cc: Dianne Rosso, Civil Rights Coordinator

Tel 661.631.6000 Fax 661.631.6631 TTY 800.735.2929  
100 E. California Avenue P.O. Box 511 Bakersfield, CA 93302 [www.KCDHS.org](http://www.KCDHS.org)

*Kern County Department of Human Services is an equal opportunity employer.*

Kern County Department of Human Services  
 Civil Rights Compliance Review, October 2012  
 Corrective Action Plan

| Facility Location                    | Facility Element            | Findings  | Corrective Action   | Due Date   | Person Responsible |
|--------------------------------------|-----------------------------|---|---|--|--------------------|
| Adoptions Center<br>3041 Wilson Road | Signage, Posters, Pamphlets | The facility did not have the Pub 13 available in large print (English and Spanish), audio-cassette and Braille | Pamphlets supplied by CDSS entitled (Your Rights Under California Welfare Programs" shall be made available in all CWD waiting rooms and reception areas and shall be distributed and explained to each applicant/recipient at intake and reinvestigation of eligibility. The pamphlets shall be in the primary languages of the CWD's applicant/recipient population including alternate formats (e.g. cassette tapes, large print, etc.). (Div 21-107.221)  | Pub 13, Braille, Large Print and audio-cassette to be in place by 03/15/13 | Cari Drake         |
| Adoptions Center<br>3041 Wilson Road | Entrance                    | No accessible signage with the international symbol of accessibility at entrance                                | A sign with the international symbol of accessibility shall be at every primary entrance and every major junction where the accessible route of travel diverges from the regular circulation path along or leading to an accessible route or travel, entrance or facility.<br>(CA T24 1127B.3) p 191<br>The International Symbol shall be the standard used to identify facilities that are accessible to and usable by physically disabled persons as set forth in these building standards and as specifically required in this | Signage to be installed by 03/15/13  | Cindy Uetz         |

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|--------------------------------------|------------------|--|--|---|------------|
|                                      |                  |  | <p>section.<br/>           (CA T24 117B.5.8.1)(ADA 4.1.2(7)) p 400<br/>           Signs shall indicate the direction to accessible building entrances and facilities.<br/>           (CA T24 1117B.3) p 191, 400<br/>           Characters, symbols and their backgrounds have a non-glare finish. Characters and symbols contrast with their background, either light characters on a dark background or dark characters on a light background.<br/>           (CA T24 117B.5.2)(ADA 4.30.5)p 403</p> |   |            |
| Adoptions Center<br>3041 Wilson Road | Entrance         | Entrance Door too heavy  | <p>The maximum force required to push or pull open a door shall comply with the following:<br/>           Exterior/Interior Door: 5 pounds of force maximum pressure.<br/>           (CA T24 1133B.2.5)<br/>           (ADA 4.13.11(2)(A))p 207</p>  | <p>Correction will be made by 03/31/13.<br/>           In addition, door pressures will be scheduled for monitoring on a quarterly basis.</p> | Cindy Uetz |
| Adoptions Center<br>3041 Wilson Road | Men's Restroom   | No accessible Signage on the wall adjacent to the latch side of the door | <p>Door sign and wall sign shall be 60" above the floor to the center line of the sign.<br/>           For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space,</p>  | <p>Signs to be installed by 03/31/13</p>  | Cindy Uetz |

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|--------------------------------------|------------------|--|--|--|------------|
| Adoptions Center<br>3041 Wilson Road | Men's Restroom   | Door pressure too high at 9 lbs.   | <p>including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferable on the right.<br/>           (CA T24 1117B.5.7)(ADA 4.30.6) p 287<br/>           Raised characters shall be raised 1/32" minimum and shall be San Serif upper case characters.</p>  | <p>Correction will be made by 03/31/13. In addition, door pressures will be scheduled for monitoring on a quarterly basis.</p> | Cindy Uetz |
| Adoptions Center<br>3041 Wilson Road | Women's Restroom | No accessible signage on the wall adjacent to the latch side of the door | <p>Door sign and wall sign shall be 60" above the floor to the center line of the sign.<br/>           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, preferable on the rights.<br/>           (CA T24 1117B.5.7)(ADA 4.30.6) p 287<br/>           Raised characters shall be raised 1/32" minimum and shall be San</p> | <p>Signage to be installed to meet ADA requirements by 03/31/13</p>  | Cindy Uetz |

Kern County Department of Human Services  
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| Facility                                 | Facility          | Findings  | Corrective Action  | Due Date   | Person                       |
|--|-------------------|---|--|--|------------------------------|
| Adoptions Center<br>3041 Wilson Road     | Women's Restroom  | Door pressure too high at 10 lbs.   | <p>Serif upper case characters.</p> <p>The maximum force required to push or pull open a door shall comply with the following: Exterior/Interior Door: 5 pounds of force maximum pressure.<br/>(CA T24 1133B.2.5)<br/>(ADA 4.13.11(2)(A))p 207</p> | <p>Correction will be made by 03/31/13.<br/>In addition, door pressures will be scheduled for monitoring on a quarterly basis.</p> | Cindy Uetz                   |
| Delano<br>1816 Cecil Ave                 | Exterior entrance | Double Door Pressure too high at 9 lbs  | <p>The maximum force required to push or pull open a door shall comply with the following: Exterior/Interior Door: 5 pounds of force maximum pressure.<br/>(CA T24 1133B.2.5)<br/>(ADA 4.13.11(2)(A))p 207</p>                                     | <p>Correction will be made by 03/31/13.<br/>In addition, door pressures will be scheduled for monitoring on a quarterly basis.</p> | Cindy Uetz                   |
| Lake Isabella<br>7050 Lake Isabella Blvd | Parking           | Missing additional signage or additional language below the symbol of accessibility "minimum fine \$250" on the one space next to the Van Accessible space. | <p>An additional sign or additional language below the symbol sign of accessibility shall state (Minimum Fine \$250)<br/>(CA T24 1129B.4) p134</p>   | <p>Additional \$250 signage to be installed by 03/31/13</p>  | Kern County General Services |
| Lake Isabella<br>7050 Lake Isabella Blvd | Entrance          | Door pressure too high at double entrance doors. Left high at 11 lbs., Right high at 15 lbs.  | <p>The maximum force required to push or pull open a door shall comply with the following: Exterior/Interior Door: 5 pounds of force maximum pressure.<br/>(CA T24 1133B.2.5)<br/>(ADA 4.13.11(2)(A))p 207</p>                                     | <p>Correction will be made by 03/31/13.<br/>In addition, door pressures will be scheduled for monitoring on a quarterly basis.</p> | Cindy Uetz                   |

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|-------------------------|-------------------|---|---|---|------------|
| Lake Isabella           | Interview Rooms   | Client Interview room too small for turnaround in room  | Wheelchair Turning Space is a minimum space for a wheelchair to turn 180 degrees in a 60" diameter or T-shaped space. (CA T24 1118B.3, ADA 4.2.3) P236  | Interview booth to be reconfigured to meet ADA requirements by 04/30/13.  | Cindy Uetz |
| Taft<br>315 Lincoln Ave | Exterior Entrance | Safe path of travel – Sidewalk has a bike rack in the middle of the walk way.                         | Walks an sidewalks shall have a continuous surface not interrupted by steps or abrupt level changes exceeding 1/2" (CA T24 1133B.7.1)(ADA 4.3.8) P167<br>Walkways minimum width is 48".<br>(CA T24 1133B.7.1) p 167 | Bike rack is to be re-positioned by 03/31/13.   | Cindy Uetz |
| Taft<br>315 Lincoln Ave | Entrance          | Door Pressure too high at double entrance doors. Left door high at 15 lbs, Right door high at 16 lbs. | The maximum force required to push or pull open a door shall comply with the following:<br>Exterior Door: 5 pounds of force maximum pressure.<br>(CA T24 1133B.2.5)<br>(ADA 4.13.11(2)(A))p 207                     | Correction will be made by 03/31/13. In addition, door pressures will be scheduled for monitoring on a quarterly basis. | Cindy Uetz |
| Taft<br>315 Lincoln Ave | Men's Restroom    | Door Pressure too High  | The maximum force required to push or pull open a door shall comply with the following:<br>Exterior/Interior Door: 5 pounds of force maximum pressure.<br>(CA T24 1133B.2.5)  | Correction will be made by 03/31/13. In addition, door pressures will be scheduled for monitoring on a                  | Cindy Uetz |



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|--|---|--|--|---|------------|
| OC Sills Hearing Room<br>100 E California Ave  | Main Entrance<br>Social Services<br>Lobby | Main entrance double doors too heavy. Left door heavy at 16 lbs., Right door heavy at 26 lbs. (Right door hard to open | The maximum force required to push or pull open a door shall comply with the following:<br>Exterior/Interior Door: 5 pounds of force maximum pressure.<br>(CA T24 1133B.2.5)<br>(ADA 4.13.11(2)(A))p 207 | Correction will be made by 03/31/13. In addition, door pressures will be scheduled for monitoring on a quarterly basis. | Cindy Uetz |
| OC Sills Hearing Room<br>100 E. California Ave | Main Entrance<br>Social Services<br>Lobby | Inside door heavy at 9 lbs   | The maximum force required to push or pull open a door shall comply with the following:<br>Exterior/Interior Door: 5 pounds of force maximum pressure.<br>(CA T24 1133B.2.5)<br>(ADA 4.13.11(2)(A))p 207 | Correction will be made by 03/31/13. In addition, door pressures will be scheduled for monitoring on a quarterly basis. | Cindy Uetz |
| OC Sills Hearing Room<br>100 E. California Ave | Social Services<br>Men's Restroom         | Door too heavy at 15 lbs   | The maximum force required to push or pull open a door shall comply with the following:<br>Exterior/Interior Door: 5 pounds of force maximum pressure.<br>(CA T24 1133B.2.5)<br>(ADA 4.13.11(2)(A))p 207 | Correction will be made by 03/31/13. In addition, door pressures will be scheduled for monitoring on a quarterly basis. | Cindy Uetz |
| OC Sills Hearing Room<br>100 E. California Ave | Social Services<br>Women's Restroom       | Door too heavy at 10 lbs   | The maximum force required to push or pull open a door shall comply with the following:<br>Exterior/Interior Door: 5 pounds of force maximum pressure.<br>(CA T24 1133B.2.5)                             | Correction will be made by 03/31/13. In addition, door pressures will be scheduled for monitoring on a                  | Cindy Uetz |

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|---|----------------------|--|--|---|------------|
| OC Sills Hearing Room<br>100 E California Ave | Client Hearing Rooms | No sign of accessibility on door entrances of Hearing Room A or B.                                       | <p>(ADA 4.13.11(2)(A))p 207</p> <p>A sign with the international symbol of accessibility shall be at every primary entrance and every major junction where the accessible route of travel diverges from the regular circulation path along or leading to an accessible route of travel, entrance or facility.<br/>           (CA T24 1127B.3) p 191</p> <p>The International Symbol of accessibility shall be the standard used to identify facilities that are accessible to and usable by physically disabled persons as set forth in these building standards and as specifically require in this section.<br/>           (CA T 24 117B.5.8.10( ADA 4.1.2(7)) p 400</p> <p>Signs shall indicate the direction to accessible building entrances and facilities<br/>           (CA T 24 1117B.3) p 191, 400</p> | <p>quarterly basis.</p> <p>Hearing Room to be relocated and configured to meet ADA requirements by 04/30/13</p> | Cindy Uetz |
| OC Sills Hearing Room<br>100 E California Ave | Client Hearing Rooms | Turnaround in Hearing Room A and Hearing Room B are too small for wheelchair turn around. Rooms are 9 ft | <p>Wheelchair Turning Space is a minimum space for a wheelchair to turn 180 degrees in a 60" diameter or T-shaped space.<br/>           (CA T24 1118B.3, ADA 4.2.3) p</p>  | <p>Hearing Room to be configured to meet ADA requirements by 04/30/13.</p>                                      | Cindy Uetz |

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|-------------------|------------------|---|-------------------|----------|--------------------|
|                   |                  | 6 inches wide. With table and chairs, there is 258" from table to wall. | 236               |          |                    |