



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

February 12, 2013

Sheryl L. Spiller, Acting Director
Los Angeles County
Department of Public Social Services
12860 Crossroads Parkway South
Los Angeles, CA 91746-3411

Dear Ms. Spiller:

This letter is to advise you that the Corrective Action Plan final update you submitted on December 31, 2012 in response to the results of our June 25 -29, 2012 Civil Rights Compliance Review is approved. We appreciate the effort taken in correcting the deficiencies identified.

If you have any questions, please contact Elsa Garcia at (916) 654-2107. You may also contact her by e-mail at elsa.garcia@dss.ca.gov.

Sincerely,

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

c: Andy Nguyen, Human Services Administrator III
Charles Palmer, 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
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Hope Rios,
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
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Jodie Berger, Regional Counsel
Legal Services of Northern California



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DEPARTMENT OF PUBLIC SOCIAL SERVICES

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SHERYL L. SPILLER
Director

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December 31, 2012

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

Dear Mr. Tashima:

**CIVIL RIGHTS COMPLIANCE REVIEW FOR LOS ANGELES
COUNTY DEPARTMENT OF PUBLIC SOCIAL SERVICES
CONDUCTED ON JUNE 25-29, 2012**

Enclosed is the Los Angeles County Department of Public Social Services' (DPSS) final update on the departmental corrective actions for the findings identified in the California Department of Social Services (CDSS) Civil Rights Bureau's report, dated July 26, 2012. The CDSS review of DPSS was conducted on June 25, 2012 through June 29, 2012, and resulted in four findings.

As described in the enclosure, DPSS has implemented corrective action for all four findings.

If you have any questions, please let me know or your staff may contact Joan Reyes at (562) 908-5879.

Sincerely,

Sheryl L. Spiller
Director

SLS:jr

Enclosure

CDSS CIVIL RIGHTS COMPLIANCE REVIEW 2012

**DPSS RESPONSE TO
FINDINGS AND CORRECTIVE ACTIONS**

I. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

GAIN REGION V; 2959 E. Victoria St., Rancho Dominguez, CA

FACILITY ELEMENT: MAIN ENTRANCE DOOR

FINDING:

Pressure to open door measured at 12 lbs.

CORRECTIVE ACTION:

The maximum force required to push or pull open a door shall comply with the following:
Exterior Door: 5 pounds of force maximum pressure. (CA T24 11 33B.2.5)
(ADA 4.13.11 (2) (A) p 207.

DPSS RESPONSE:

The owner of the Property is working with the building manger to bring the door pressure into compliance.

Target Date: September 28, 2012

DPSS UPDATE:

The owner's property manager adjusted the door pressure to five pounds.

COMPLETED: August 30, 2012

FACILITY ELEMENT: LOBBY

FINDING:

The accessible counter is too high at 36".

CORRECTIVE ACTION:

Min. height is 28" and max height is 34" from floor or ground top of tables or counters.
(CA T24 1122B.4) (ADA 4.32.4) p 396.

DPSS RESPONSE:

DPSS has submitted a work order to correct the interview counter height.

Target Date: September 28, 2012

GAIN REGION V; 2959 E. Victoria St., Rancho Dominguez, CA (Continued)

DPSS UPDATE:

On December 7, 2012, ISD lowered the height of the existing counter top at GAIN Region V reception to meet the Americans with Disabilities Act (ADA) requirements.

COMPLETED: December 7, 2012

STATE HEARINGS OFFICE; 811 Wilshire Blvd., Los Angeles, CA

FACILITY ELEMENT: MAIN BUILDING ENTRANCE DOORS

FINDING:

The bottom of both sets of door(s) do not have 10" smooth uninterrupted surface to allow the door to be opened by a wheelchair footrest.

CORRECTIVE ACTION:

The bottom 10" of all doors (except automatic and sliding) shall have a smooth, uninterrupted surface to allow the door to be opened by a wheelchair footrest without creating a trap or hazardous condition. (CA T24 11 33B.2.6) p 209.

DPSS RESPONSE:

The owner of the facility ordered new doors for both the main building entrance and the entrance to the Appeals and State Hearings suite. The kick plates will be installed during the door installation.

Target Date: October 15, 2012

DPSS UPDATE:

The owner's property manager confirmed installation of the new doors and the 10" kick plates.

COMPLETED: November 2, 2012

STATE HEARINGS OFFICE; 811 Wilshire Blvd., Los Angeles, CA (Continued)

FACILITY ELEMENT: 11th FLOOR, WOMEN'S RESTROOM

FINDING:

Toilet sheet protector is too high at 47".

CORRECTIVE ACTION:

If towel, sanitary napkins, waste receptacles, and other similar dispensing and disposal fixtures are provided, at least one of each type is located with all operable parts, including coin slots, at a maximum height of 40". (CAT24 1115B.8.1.1) (ADA 4.1 9.6) p 296, 299, 304.

DPSS RESPONSE:

The facility owner lowered toilet sheet protector to comply with regulation.

COMPLETED: August 7, 2012