



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

September 18, 2012

Christine Applegate, Director
Stanislaus County Community Services Agency
P.O. Box 42
Modesto, CA 95397-5351

Dear Ms. Applegate:

This letter is to advise you that the Corrective Action Plan you submitted on September 11, 2012, in response to the results of our 2011-2012 Civil Rights Compliance Review is approved.

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

If you have any questions, please contact Daniel Cervantes at (916) 654-0946. You may also contact the analyst by e-mail at Daniel.Cervantes@dss.ca.gov.

Sincerely,

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

c: William Ryan, 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

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

rec'd 9/11/2012

**STANISLAUS COUNTY COMMUNITY SERVICES AGENCY
CIVIL RIGHTS CORRECTIVE ACTION PLAN
July 2012**

This Corrective Action Plan is in response to the June 2012, Compliance Review. The item numbers and format correspond to those in the Compliance Review Report.

III. DISSEMINATION OF INFORMATION

Corrective Actions Required

1. Signs indicating that the PUB 13 is available in 18 languages
2. Post the latest version of each referenced document.

Pub 13 "Your Rights under California Welfare Programs" 06/11
Pub 86 "Everyone is Different, but Equal Under the Law" 03/07
Form AD "And Justice for All" 12/99

County Response

1. PUB 13 brochures are now available in each lobby in all 18 languages.
2. The most recent version PUB 13, Pub 86 "Everyone is Different, but Equal Under the Law" and Form AD 475B "And Justice for All" are been prominently displayed in the reception area at the Modesto Main office located at 251 E. Hackett Rd. Modesto and all other waiting/reception areas as verified and documented during the Civil Rights Compliance Review Report, page 6.

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

Corrective Actions Required – 251 E. Hackett Road, Modesto

1. Parking: 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"
2. Parking: Access aisles should be located on the passenger side of a space, and should be a minimum of 18' long by 5' wide for aisles, serving car accessible spaces, and a min 18' by 8' wide for aisles serving van accessible spaces.
3. Parking: 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".
4. Parking: Accessible parking in the 2nd row of parking spots not ADA compliant. Refer to "note" page 10 of report.

5. Outside signage: A sign with the international symbol of accessibility shall be at every primary entrance and every major junction indicating the direction along or to accessible features.
6. Woman's Restroom: Door sign and wall sign shall be 60" above the floor to the center line of sign. 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. Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille.

County Response – 251 E. Hackett Road, Modesto

1. Add an additional sign below the symbol sign and shall state "Minimum Fine \$250.00" for all posted handicapped signs. The work will be completed by September 30, 2012.
2. Access aisles should be located on the passenger side of a space, and should be a minimum of 18' long by 5' wide for aisles, serving car accessible spaces and a min 18' by 8' wide for aisles serving van accessible spaces. Timeline to start this project is September 2012 and should be completed by January 31, 2013.
3. A request will be made to a painting vendor to paint the words "NO PARKING" on the ground in each 5' or 8' loading and unloading access aisle in white letters no smaller than 12". The work will be completed by September 30, 2012.
4. Refer to "note" page 10 of report. Timeline to start this project is September 2012 and should be completed by January 31, 2013.
5. A sign with the international symbol of accessibility will be at every primary entrance and every major junction indicating the direction along or to accessible features. Work will be completed by September 30, 2012.
6. Work will be completed by September 30, 2012.

Corrective Actions Required – 2413 3rd Street Hughson, CA

1. Exterior Entrance: Force to open doors, exterior and interior is 5 pounds maximum...
2. Height of accessible tables or counters is between 28" – 34" from floor finish.
3. Men's and Women's Restroom: Force to open doors, exterior and interior is 5 pounds maximum.

County Response – 2413 3rd Street Hughson, CA

1. A request will be made to a vendor to decrease the door pressure on all public entrances to five pounds or less. Timeline to start this project is September 2012 and should be completed by January 31, 2013.
2. A request will be made to a vendor to create at least one table or counter to be between 28" – 34" from floor finish. Timeline to start this project is September 2012 and should be completed by January 21, 2013.
3. A request will be made to a vendor to decrease the door pressure on all public restrooms to five pounds or less. Timeline to start this project is September 2012 and should be completed by January 31, 2013.

Corrective Actions Required – 66 N. El Circulo, Patterson, CA

1. Parking: 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"
2. Parking: One in every 8 accessible spaces (no fewer than 1) shall be designated van accessible.
3. Parking: Access aisles (load and unload) must connect to the accessible path of travel, including curb cuts or ramps as needed.
4. Exterior Entrance: Slope of curb ramp does not exceed 1:12 (8.3% slope).
5. Door Pressure: Force to open doors, exterior and interior is 5 pounds maximum.
6. Force to open fire door, minimum allowable not to exceed 15 pounds maximum.
7. Outside Signage: A sign with the international symbol of accessibility shall be at every primary entrance and every major junction indicating the direction along or to accessible features.
8. Client Lobby: Height of accessible tables or counters is between 28" – 34" from floor finish.

County Response – 66 N. El Circulo Patterson, CA

1. 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". The work will be completed by September 30, 2012.

2. One in every 8 accessible spaces (no fewer than 1) shall be designated van accessible. A request will be made to a painting vendor to paint the words "NO PARKING" on the ground in each 5' or 8' loading and unloading access aisle in white letters no smaller than 12". The work will be completed by September 30, 2012.
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7. Outside Signage: A sign with the international symbol of accessibility shall be at every primary entrance and every major junction indicating the direction along or to accessible features. The work will be completed by September 30, 2012.
8. Client Lobby: Height of accessible tables or counters is between 28" – 34" from floor finish. Timeline to start this project is September 2012 and should be completed by March 31, 2013.

V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES

Corrective Actions Required

1. 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.

County Response

1. 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. County will take corrective action within the next 30 days.

VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

Corrective Actions Required

1. When applicants/recipients provide their own interpreter, the County shall ensure that they are informed of the potential problems for ineffective communication, and shall document this informing in the case record.
2. 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.
3. Ensure that proper documentation is kept in the file that identifies all the require elements to ensure compliance with Div. 21-116

County Response

1, 2 and 3: Journal templates include recording of the type of interpretive services provided, whether it was needed and who provided. There is a "Civil Rights" section that includes whether customer was offered interpreter services, whether customer provide their own interpreter or if the worker did the interpreting. The template also includes if customer provided their own interpreter that they are informed of the potential problems of ineffective communication. These are required fields. Staff will be reminded to complete these sections. County will begin corrective action of reminding staff within the next 30 days.

VII. STAFF DEVELOPMENT AND TRAINING

None

VIII. DISCRIMINATION COMPLAINT PROCEDURES

Corrective Action Required

1. The PUB 86 poster, Everyone is Different, but Equal Under the Law, must be displayed in its most current version (03/07) in every county lobby. Further, the most current contact information of the county's Civil Rights Coordinator must be displayed at the top of each poster. All posters should display the same information.

County Response

1. Although the county had the most recent posters displayed, The Civil Rights Coordinator, William Ryan and contact information has been added to all PUB 86 posters along with the Civil Rights Investigator, Linda Burrows

LB: lb
CIVIL RIGHTS CORRECTIVE ACTION PLAN 2012

Cervantes, Daniel@DSS

From: Cervantes, Daniel@DSS
Sent: Wednesday, August 29, 2012 11:42 AM
To: Linda Burrows (BURROWLI@stancounty.com)
Cc: William Ryan (RyanW@stancounty.com)
Subject: Corrective Action Plan

Importance: High

Good morning Linda...

Thank you for your timely submission of the CAP. I do have a few things that need to be changed. Once they are amended, I can approve it.

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES.

County Response – 251 E Hackett Road, Modesto

4. Refer to “note” on page 10 of the report. We currently have no time line for the completion of this work but will be completed no later than June 30, 2013.

Since this is a “major” finding, this needs to be addressed more thoroughly. There needs to be more correction action so to speak. We would need to know more information about the progress the county is making with the parking lot. Can you please be more detailed about the process the county is taking to fix this parking lot.

V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH SPEAKING OR WHO HAVE DISABILITIES.

County Response

1. Please provide a start date, preferably within the next 30 days, to the verbiage in this section.

VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS.

County Response

- 1, 2, and 3. Please provide a start date, preferably within the next 30 days, to the verbiage in this section.

Please let me know if you have any other questions. Please send the CAP via e mail.

Thanks in advance,

Daniel Cervantes
Civil Rights Bureau
Human Rights and Community Services Division
(916) 654-0946



COMMUNITY SERVICES AGENCY

Christine C. Applegate
Director

251 E. Hackett Road
P.O. Box 42, Modesto, CA 95353-0042

Phone: 209.558.2500 Fax: 209.558.2558

July 31, 2012

AUG 03 2012

Jim Tashima, Chief
Department of Social Services, Civil Rights Bureau
744 P Street, MS 6-70
Sacramento CA 95814

Re: Civil Rights Corrective Action Plan

Our corrective action plan is enclosed, in response to the Compliance Review Report for the review conducted March 2012.

Please distribute this plan, along with the review report, to any individual who makes a request.

If you have any questions regarding this plan please contact me.

Linda Burrows
Civil Rights Investigator
(209) 558-2949
burrowli@stancounty.com

Enclosure

LB: lb
Civil Rights Compliance Response memo 2012

c: Christine Applegate, Director
William Ryan, Civil Rights Coordinator



STANISLAUS COUNTY COMMUNITY SERVICES AGENCY CIVIL RIGHTS CORRECTIVE ACTION PLAN July 2012

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LB: lb
CIVIL RIGHTS CORRECTIVE ACTION PLAN 2012