



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

January 8, 2013

Cheryl L. Duerksen, Ph.D.
Agency Director
Tulare County Health and Human Services Agency
5957 South Mooney Blvd.
Visalia, CA 93277

Dear Dr. Duerksen:

This letter is to advise you that the Corrective Action Plan you submitted on November 26, 2012, in response to the results of our July 23-26, 2012 Civil Rights Compliance Review is approved.

Please send us an updated report by April 30, 2013, providing confirmation of completion of the corrective actions. We will be monitoring the implementation of your corrective action items through your Civil Rights Coordinator.

If you have any questions, please contact Tiffany Marsh at (916) 651-6242 or by e-mail at Tiffany.Marsh@dss.ca.gov.

Sincerely,

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

c: Karishma Fazalbhoy, Interim 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



**TULARE COUNTY
HEALTH & HUMAN SERVICES AGENCY**

Cheryl L. Duerksen, Ph.D. • Agency Director

NOV 28 2012

November 26th, 2012

Jim Tashima, Chief
Civil Rights Bureau
Department of Social Services
744 P St., M.S. 15-70
Sacramento, CA. 95814-2430

Attn: Tiffany Marsh

Dear Mr. Tashima,

Enclosed is the Tulare County Civil Rights Corrective Action Plan for the Civil Rights Compliance Review of July 2012.

Please contact Karishma Fazalbhoy (Interim Civil Rights Coordinator), at (559) 624-8085 if you have any questions or require additional information.

Sincerely,

A handwritten signature in black ink, appearing to be "C. Duerksen", written over a horizontal line.

Cheryl L. Duerksen, Ph.D
Agency Director

CIVIL RIGHTS
CORRECTIVE ACTION PLAN
JULY 2012

CHERYL L. DUERKSEN, PH.D, AGENCY DIRECTOR

TULARE COUNTY
HEALTH AND HUMAN SERVICES AGENCY
HUMAN SERVICES BRANCH

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I. INTRODUCTION

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)
Visalia IHSS	3500 W. Mineral King Ave, Visalia	IHSS, APS	Spanish
Lindsay District Office	900 Sequoia Ave, Lindsay	CalFresh, WTW	Spanish
Tulare Office	160 North, L St, Tulare	CWS	Spanish
State Hearings Office	26644 S. Mooney Blvd #B	N/A	Spanish
Tulare District Office	458 E. O'Neal, Tulare	CaWORKs	Spanish

II. SUMMARY OF METHODOLOGY

Corrective Actions:

NONE

III. DISSEMINATION OF INFORMATION

Corrective Actions:

NONE

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

(1) Facility Location: 3500 W. Mineral King, Ste A, Visalia

Facility Element	Findings	Corrective Action
Parking	Ramp Slope is too steep at 9.1%	<p>The max. slope of a ramp shall be 1:12 (8.3% slope). (CA T24 1133B.5.3) (ADA 4.8.2) p 148</p> <p>The County's ADA consultant reviewed this finding and reported back with the following information: Since the original facility was constructed prior to 1991 standards and later altered to comply with the standards, the slope of 9.1% is within tolerance for existing facilities per 4.1.6 (3) (a) of the 1991 standards. Please see attached standard 4.1.6 (3) (a).</p>
Main entrance	Force to open door is excessive at 8 lbs.	<p>The maximum force required to push or pull open a door shall comply with the following: Exterior Door: 5 pounds of force max. pressure (CA T24 1133 B.2.5) (ADA 4.13.11 (2)(A)) p 207</p> <p>Please see Work Order attached 380000246.</p>
Water Fountain	Knee Space is below minimum requirement at 26".	<p>The clear knee space between the bottom of the apron and the floor or ground not less than 27" in height, 30" in width, and 8" in depth (CA T24 1117B.1.2) (ADA 4.15.5(1)) p 231</p>

		Please see Work Orders attached 380000253 & 380000254.
Restroom	<p>Men: Wall signage is too low at 55", door signage is too high at 64" at center-line.</p> <p>Force to open door is excessive at 15 lbs.</p> <p>Women: Wall signage is too low at 56", door signage is too high at 66" at center-line</p>	<p>Door sign and wall sign shall be 60" above the floor to the center-line of sign. (CA T24 1117B.5.7) (ADA 4.30.6) p 287 Please see Work Order attached 380000247</p> <p>Interior door will have 5 pounds maximum pressure. (CA T241133B.2.5) (ADA 4.13.11 (2) (b)) p 207 Please see Work Order attached 380000248</p> <p>Door sign and wall sign shall be 60" above the floor to the center line of sign. (CA T24 1117B.5.7) (ADA 4.30.6) p 287 Please see Work Order attached 380000249</p>

(2) Facility Location: 900 N. Sequoia Ave, Lindsay

Facility Element	Findings	Corrective Action
Parking	<p>Van accessible parking stall measured at 17'10" in length.</p> <p>Van accessible aisle ramp slope is too steep at 10.8%</p> <p>Accessible aisle measured at 4'7" in width.</p>	<p>Parking space dimensions: 9'mimumum width and 18' minimum length (CA T24 1129B.3.1) p 138</p> <p>The max slope of a ramp shall be 1:12 (8.3% slope). (CA T241133B.5.3) (ADA 4.8.2) p 148</p> <p>Access aisle dimensions: 5' wide by 18' long. (CA T24 1129B.3.1 &2) ADA (4.6.3) p 136.</p>

	<p>Accessible aisle ramp slope too steep at a 9.3%.</p>	<p>The max slope of a ramp shall be 1:12 (8.3% slope) (CA T24 1133B.5.3) (ADA 4.8.2) p 148.</p> <p>We have submitted a "Capital Project Request" to reconfigure the parking lot for ADA compliance. Target completion date 3/1/13.</p>
	<p>Men: Wall signage is too low at 55", door signage is too low at 53" at center-line</p> <p>Force to open door is excessive at 10 lbs.</p> <p>Women: Wall signage is too low at 55", door signage is too low at 54" at center-line</p> <p>Force to open both doors is excessive at 10 lbs</p>	<p>Door sign and wall sign shall be 60" above the floor to the center line of sign (CA T 24 1117B.5.7) (ADA 4.30.6) p 287</p> <p>Please see Work Order attached 175000362</p> <p>Interior door will have 5 pounds maximum pressure (CA T24 1133B. 2.5) (ADA 4.13.11(2)(b)) p 207</p> <p>Please see Work Order attached 175000363</p> <p>Door sign and wall sign shall be 60" above the floor to the center line of sign (CA T 24 1117B.5.7) (ADA 4.30.6) p 287</p> <p>Please see Work Order attached 175000364</p> <p>Interior door will have 5 pounds maximum pressure (CA T24 1133B. 2.5) (ADA 4.13.11(2)(b)) p 207</p> <p>Please see Work Order attached 175000365</p>

(3) Facility Location: 160 North L Street in Tulare

Facility Element	Findings	Corrective Action
Parking	Van accessible parking stall measured at 17'2"	Parking space dimensions: 9' minimum width and 18' minimum length (CA T 24 1129 B.3.1) p 138 Please see Work Orders attached 252000063 & 252000064.
Restroom	Men: Door signage is too low at 58" at center-line Force to open door is excessive at 10 pounds. Women: Force to open door is excessive at 8 lbs.	Door sign and wall sign shall be 60" above the floor to the center line of sign (CA T 24 1117B.5.7) (ADA 4.30.6) p 287 Please see Work Order attached 252000060. Interior door will have 5 pounds maximum pressure (CA T24 1133B. 2.5) (ADA 4.13.11(2)(b)) p 207 Please see Work Order attached 252000061 Interior door will have 5 pounds maximum pressure (CA T24 1133B. 2.5) (ADA 4.13.11(2)(b)) p 207 Please see Work Order attached 252000062.

(4) Facility Location: 26644 S. Mooney Blvd, Ste B, Visalia

Facility Element	Findings	Corrective Action
Parking	Van accessible aisle ramp slope is too steep at 11.4%	The max slope of a ramp shall be 1:12 (8.3% of slope) (CA T24 1133B.5.3) (ADA 4.8.2) p 148. We have submitted a "Capital Project Request" to fix per State recommendation. Target completion date is 3/1/13.

Exterior entrance	Force to open door is too excessive at 13 lbs	The maximum force required to push or pull open a door shall comply with the following: Exterior Door: 5 pounds of force max. pressure. (CA T24 1133B.2.5) (ADA 4.13.11 (2) (A)) p 207 Please see Work Order attached 316000240.
Restroom	Soap dispenser is high at 41"	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" (CA T 24 1115B.8.1.1) (ADA 4.19.6) p 296,299,304. Please see Work Order attached 316000241

(5) Facility Location: 458 E. O'Neal, Tulare

Facility Element	Findings	Corrective Action
Water Fountain	Drinking fountain did not meet the minimum knee height requirement.	The clear knee space between the bottom of the apron and the floor or ground not less than 27" in height, 30" in width, and 8" in depth (CA T24 1117B.1.2) (ADA 4.15.5(1)) p 231. We have submitted a "Capital Project Request" to remove this drinking fountain. Target completion date is 3/1/13.
Restroom	Men: Wall signage is too low at	Door sign and wall sign shall be 60" above the floor

	<p>54", door signage is too low at 54" at center-line</p> <p>Urinal is too high at 22".</p> <p>Accessible toilet is too high at 20".</p> <p>Women: Wall signage is too low at 55", door signage is too low at 54" at center-line</p>	<p>to the center line of sign (CA T 24 1117B.5.7) (ADA 4.30.6) p 287 Please see Work Order attached 253000765.</p> <p>Rim height shall be maximum of 17" in height above the floor (CA T24 1115B.4.2.1) p 290 We have submitted a "Capital Project Request" to fix per State recommendation. Target completion date is 3/1/13.</p> <p>Height of water closet is 17" to 19" measured from the floor to the top of a maximum 2" high toilet seat. (CA T 24 1115B.4.1.4, ADA 4.16.3) p 312 We have submitted a "Capital Project Request" to fix per State recommendation. Target completion date is 3/1/13.</p> <p>Door sign and wall sign shall be 60" above the floor to the center line of sign (CA T 24 1117B.5.7) (ADA 4.30.6) p 287 Please see Work Order attached 253000766.</p>
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V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES

Corrective Actions:

Tulare County must ensure that bilingual/interpretive services are prompt and without undue delay. Div 21-115

We will continue to provide prompt service whenever bilingual/interpretive services are needed for our clients.

VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

Corrective Actions:

(A) 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

This is part of the Civil Rights training packet and the interim CRC will emphasize its importance in future trainings.

(B) Tulare County must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance Div 21-116.

This is part of the Civil Rights training packet and the interim CRC will emphasize its importance in future trainings.

VII. STAFF DEVELOPMENT AND TRAINING

Corrective Actions:

NONE

VIII. DISCRIMINATION COMPLAINT PROCEDURES

Corrective Action:

Element	Corrective Action
Discrimination Process	<p>Tulare County HHSA shall ensure staff have knowledge of the discrimination complaint process and are able to differentiate it from other complaint processes.</p> <p>Div. 21-117 and 21-203</p> <p>Division 21 Civil Rights training includes material pertaining to the discrimination complaint process and in addition staff is provided with the hand-out, "DID YOU KNOW THERE ARE THREE TYPES OF COMPLAINTS." This handout describes, in detail, the difference between a civil rights, program and personnel complaint.</p>

4.1.6 Accessible Buildings: Alterations

features which are in full and strict compliance with the minimum requirements for new construction and which are necessary to provide accessibility.

(k) EXCEPTION:

(i) These guidelines do not require the installation of an elevator in an altered facility that is less than three stories or has less than 3,000 square feet per story unless the building is a shopping center, a shopping mall, the professional office of a health care provider, or another type of facility as determined by the Attorney General.

(ii) The exemption provided in paragraph (i) does not obviate or limit in any way the obligation to comply with the other accessibility requirements established in these guidelines. For example, alterations to floors above or below the ground floor must be accessible regardless of whether the altered facility has an elevator. If a facility subject to the elevator exemption set forth in paragraph (i) nonetheless has a full passenger elevator, that elevator shall meet, to the maximum extent feasible, the accessibility requirements of these guidelines.

(2) Alterations to an Area Containing a Primary Function: In addition to the requirements of 4.1.6(1), an alteration that affects or could affect the usability of or access to an area containing a primary function shall be made so as to ensure that, to the maximum extent feasible, the path of travel to the altered area and the restrooms, telephones, and drinking fountains serving the altered area, are readily accessible to and usable by individuals with disabilities, unless such alterations are disproportionate to the overall alterations in terms of cost and scope (as determined under criteria established by the Attorney General).

(3) Special Technical Provisions for Alterations to Existing Buildings and Facilities:

(a) Ramps: Curb ramps and interior or exterior ramps to be constructed on sites or in existing buildings or facilities where space limitations prohibit the use of a 1:12 slope or less may have slopes and rises as follows:

(i) A slope between 1:10 and 1:12 is allowed for a maximum rise of 6 inches.

(ii) A slope between 1:8 and 1:10 is allowed for a maximum rise of 3 inches. A slope steeper than 1:8 is not allowed.

(b) Stairs: Full extension of handrails at stairs shall not be required in alterations where such extensions would be hazardous or impossible due to plan configuration.

(c) Elevators:

(i) If safety door edges are provided in existing automatic elevators, automatic door reopening devices may be omitted (see 4.10.6).

(ii) Where existing shaft configuration or technical infeasibility prohibits strict compliance with 4.10.9, the minimum car plan dimensions may be reduced by the minimum amount necessary, but in no case shall the inside car area be smaller than 48 in by 48 in.

(iii) Equivalent facilitation may be provided with an elevator car of different dimensions when usability can be demonstrated and when all other elements required to be accessible comply with the applicable provisions of 4.10. For example, an elevator of 47 in by 69 in (1195 mm by 1755 mm) with a door opening on the narrow dimension, could accommodate the standard wheelchair clearances shown in Figure 4.

(d) Doors:

(i) Where it is technically infeasible to comply with clear opening width requirements of 4.13.5, a projection of 5/8 in maximum will be permitted for the latch side stop.

(ii) If existing thresholds are 3/4 in high or less, and have (or are modified to have) a beveled edge on each side, they may remain.

(e) Toilet Rooms:

(i) Where it is technically infeasible to comply with 4.22 or 4.23, the installation of at least one unisex toilet/bathroom per floor, located in the same area as existing toilet facilities, will be permitted in lieu of modifying existing toilet facilities to be accessible. Each unisex toilet room shall contain one water closet complying with 4.16 and one lavatory complying with 4.19, and the door shall have a privacy latch.



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▼ Announcement		Service Request - 380000246		Cancel
The Corrigo System is to request repairs and general building maintenance only.		Status: Open		
		Status Comments: Picked Up Submitted: 10/31/2012		
▶ Custom Links		▼ Work Description - Visalia Adoptions/Pub Guardian/CWS		
		Location H&HS-Adoptions/C PS	Item Doors-Locks	Symptom Other: Additional Info main entrance force to open door excessive at 8lbs
		▼ Contact Information		
		Name: dickerson Phone/Email: (559)623-0673		
		▼ Scheduling		
		Schedule: N/A Assigned To: Curtis Russell		
		▶ Attachments		
		▶ Invoice		
		▼ Notes		
		Date ▼	From	Note
		11/15/2012 7:07 AM	Curtis Russell	gauge is being used by another tech will be done by nov. 30th
		10/31/2012 12:14 PM	Bertha Cervantes	leased site -- owner permission requested
		10/31/2012 10:38 AM	Mike Dickerson	This is in Suite A only.
		10/31/2012 10:31 AM	Mike Dickerson	Check first to see if this is a fire rated door. If it is, do not make corrections. Fire rated doors can be up to 15 pounds. Make notes of your findings. If the closure needs to be replaced, contact your supervisor with a quote.

	10/31/2012 8:58 AM	Kristie Pena	the maximum force required to push or pull open door shall comply with the following...exte rior door 5lbs of force max
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▼ Announcement		Service Request - 380000253			
The Corrigo System is to request repairs and general building maintenance only.		Status: New			
▶ Custom Links		Status Comments: Created			
		Submitted: 11/19/2012			
		▼ Work Description - H&HS - Public Guardian/APS			
		Location H&HS - Public Guardian/APS	Item Plumbing	Symptom Other:	Additional Info Need owner permission to raise water fountain near the womens restrooms in common area of IHSS Ste A.
		▼ Contact Information			
		Name: Georgina Espino			
		Phone/Email: 624-7377			
		▼ Scheduling			
		Schedule: N/A			
		Assigned To: not assigned yet			
		▶ Attachments			
		▶ Invoice			
		▼ Notes			
		No Items			
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Service Request - 380000254		<input type="button" value="Cancel"/>
<div>Status: New Status Comments: Created Submitted: 11/19/2012</div>		
Work Description - H&HS - Public Guardian/APS		
Location H&HS - Public Guardian/APS	Item Miscellaneous	Symptom Other
		Additional Info Raise water fountain near womens restrooms in common area of IHSS Ste A. Currently, per ADA Findings knee space is below minimum requirement @ 26". The knee space from bottom of apron to the ground should be no less than 27" in heighth. (raise about 1")
Contact Information		
Name: Georgina Espino Phone/Email: 624-7377		
Scheduling		
Schedule: N/A Assigned To: not assigned yet		
Attachments <input type="button" value="Attach a File"/>		
Invoice		

Announcement

The Corrigo System is to request general building maintenance only.

Custom Links

		▼ Notes		 Add Note
<u>Date ▼</u>	<u>From</u>	<u>Note</u>		
11/19/2012 10:46 AM	Georgina Espino	Please have work completed by 11/30/12, pic will be sent to Mike Dickerson.		
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Visalia Adoptions/Pub Gu

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<div>▼ Announcement</div> <p>The Corrigo System is to request repairs and general <u>building maintenance only.</u></p> <div>▶ Custom Links</div>	Service Request - 380000247			
	<div>Status: Completed</div>			
	Status Comments: Submitted: 10/31/2012			
	<div>▼ Work Description - H&HS - Public Guardian/APS</div>			
	Location H&HS - Public Guardian/APS	Item Miscellaneous	Symptom Other	Additional Info mens restroom-wall signage is too low 55" door signage is too high at 64" at center-line
	<div>▼ Contact Information</div>			
	Name: dickerson Phone/Email: (559)623-0673			
	<div>▼ Scheduling</div>			
	Schedule: N/A Assigned To: Curtis Russell			
	<div>▶ Attachments</div>			
<div>▶ Invoice</div>				
<div>▼ Notes</div>				
Date ▼ 11/15/2012 7:13 AM 10/31/2012 4:04 PM 10/31/2012 12:18 PM 10/31/2012 10:37 AM 10/31/2012 9:02 AM	From Curtis Russell Bertha Cervantes Bertha Cervantes Mike Dickerson Kristie Pena	Note Sign was removed and replaced at 60 ins of sign wall sign was place also 60 in at c sign. owner permission received / infor to Mike leased site -- owner permission requested This is in Suite A only. door sign and wall sign shall be 60" above to the center-line of sign		



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▼ Announcement		Service Request - 380000248		Cancel	
The Corrigo System is to request repairs and general building maintenance only.		Status: Open:Paused Status Comments: Stopped Submitted: 10/31/2012			
▶ Custom Links		▼ Work Description - H&HS - Public Guardian/APS			
		Location H&HS - Public Guardian/APS	Item Doors-Locks	Symptom Other:	Additional Info mens restroom-force to open door is excessive at 15lbs
		▼ Contact Information			
		Name: dickerson			
		Phone/Email: (559)623-0673			
		▼ Scheduling			
		Schedule: N/A			
		Assigned To: Curtis Russell			
		▶ Attachments		Attach a File	
		▶ Invoice			
		▼ Notes		Add Note	
		Date ▼	From	Note	
		11/15/2012 7:10 AM	Curtis Russell	gauge is being used by another tech, will be done by nov 30th.	
		10/31/2012 4:05 PM	Bertha Cervantes	owner permission received / info to Mike D.	
		10/31/2012 12:23 PM	Bertha Cervantes	leased site -- owner permission requested.	
		10/31/2012 10:36 AM	Mike Dickerson	This is in Suite A only.	
		10/31/2012 9:07 AM	Kristie Pena	interior door will have 5lbs pounds maximum pressure	



Visalia Adoptions/Pub Gu:

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Service Request - 380000249

Status: Completed**Status Comments:****Submitted:** 10/31/2012

▼ Work Description - H&HS - Public Guardian/APS

Location	Item	Symptom	Additional Info
H&HS - Public Guardian/APS	Miscellaneous	Other	womens restroom-wall signage is too low at 56" door sinage is too high at 66" at center-line

▼ Contact Information

Name: dickerson**Phone/Email:** (559)623-0673

▼ Scheduling

Schedule: N/A**Assigned To:** Curtis Russell

► Attachments

Att:

► Invoice

▼ Notes



Date ▼	From	Note
11/15/2012 7:16 AM	Curtis Russell	Sign was removed and placed 60 in at ce of sign wall sign was placed at 60 in at ce sign.
10/31/2012 4:06 PM	Bertha Cervantes	owner permission received / info to Mike l
10/31/2012 12:25 PM	Bertha Cervantes	leased site -- owner permission requeste
10/31/2012 10:39 AM	Mike Dickerson	This is in Suite A only.
10/31/2012 9:09 AM	Kristie Pena	door sign and wall sign shall be 60 " abov center line of sign



Lindsay Ti

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Service Request - 175000362**Status:** Completed**Status Comments:****Submitted:** 10/31/2012

▼ Work Description - HHSA

<u>Location</u>	<u>Item</u>	<u>Symptom</u>	<u>Additional Info</u>
HHSA	Miscellaneous	Other	mens restroom-wall signage is too low at 55" door signane is too low at 53" at center-line

▼ Contact Information

Name: dickerson**Phone/Email:** (559)562-7454

▼ Scheduling

Schedule: N/A**Assigned To:** Ben Huerta

► Attachments

Att:

► Invoice

▼ Notes



<u>Date</u> ▼	<u>From</u>	<u>Note</u>
10/31/2012 9:12 AM	Kristie Pena	door sign and wall sign shall be 60" above to the center-line of sign



Lindsay T

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Announcement The Corrigo System is to request repairs and general <u>building maintenance only.</u> Custom Links	Service Request - 175000363			
	Status: Completed			
	Status Comments:			
	Submitted: 10/31/2012			
	Work Description - HHSA			
	Location HHSA	Item Doors-Locks	Symptom Other:	Additional Info mens restroom-force to open door is excessive at 10lbs
	Contact Information			
	Name: dickerson			
	Phone/Email: (559)562-7454			
	Scheduling			
Schedule: N/A				
Assigned To: Ben Huerta				
Attachments  Att:				
Invoice				
Notes 				
Date 10/31/2012 9:14 AM	From Kristie Pena	Note interior door will have 5lbs maximum pres		



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▼ Announcement The Corrigo System is to request repairs and general building maintenance only. ► Custom Links	Service Request - 175000364		
	Status: Completed		
	Status Comments:		
	Submitted: 10/31/2012		
	▼ Work Description - HHSA		
	<u>Location</u> HHSA	<u>Item</u> Miscellaneous	<u>Symptom</u> Other
	<u>Additional Info</u> womens restroom-wall signage is too low at 55" door signage is too low at 54" at center-line		
	▼ Contact Information		
Name: dickerson			
Phone/Email: (559)562-7454			
▼ Scheduling			
Schedule: N/A			
Assigned To: Ben Huerta			
► Attachments 			
► Invoice			
▼ Notes 			
<u>Date</u> ▼ 10/31/2012 9:16 AM	<u>From</u> Kristie Pena	<u>Note</u> door sign and wall sign shall be 60" above the center line of sign	



Lindsay Ti

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The Corrigo System is to request repairs and general building maintenance only.

▶ Custom Links

Service Request - 175000365

Status: Completed

Status Comments:

Submitted: 10/31/2012

▼ Work Description - HHSA

Location	Item	Symptom	Additional Info
HHSA	Doors-Locks	Other:	womens restroom-force to open both doors is excessive at 10lbs

▼ Contact Information

Name: dickerson

Phone/Email: (559)562-7454

▼ Scheduling

Schedule: N/A

Assigned To: Ben Huerta

▶ Attachments

Attachments

▶ Invoice

▼ Notes



Date ▼	From	Note
10/31/2012 9:18 AM	Kristie Pena	interior door will have 5lbs maximum pres



Tulare CWS

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Service Request - 252000063			<input type="button" value="Cancel"/>
Status: New			
Status Comments: Created			
Submitted: 11/19/2012			
Work Description - H&HS-CWS			
Location H&HS-CWS	Item Parking Lot Maintenance	Symptom Re-paint parking striping	Additional Info ADA: Findings: Van Accessible Parking stall measured @ 17'2" should be 18' minimum length. Please make corrections . GEspino will forward pic of area to be painted. Please completed work by 11/30/12.
Contact Information			
Name: Georgina Espino			
Phone/Email: 624-7377			
Scheduling			
Schedule: N/A			
Assigned To: not assigned yet			
Attachments			
Invoice			
Notes			
No Items			

Announcement

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Tulare CWS

Welcome Georgina Espino

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Service Request - 252000064		<input type="button" value="Cancel"/>
Status: New		
Status Comments: Created		
Submitted: 11/19/2012		
Work Description - H&HS-CWS		
Location H&HS-CWS	Item Parking Lot Maintenance	Symptom Paint/Re-paint ADA markings
		Additional Info Need owner permission to re-paint Van Accessible Handicap stall to 18' see Corrigo #252000063.
Contact Information		
Name: Georgina Espino		
Phone/Email: 624-7377		
Scheduling		
Schedule: N/A		
Assigned To: not assigned yet		
Attachments		
Invoice		
Notes		
No Items		
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Service Request - 252000060

Status: Completed

Status Comments:

Submitted: 10/31/2012

▼ Work Description - H&HS-CWS

Location	Item	Symptom	Additional Info
H&HS-CWS	Miscellaneous	Other	mens restroom - door signage is too low at 58" at center-line

▼ Contact Information

Name: dickerson

Phone/Email:

▼ Scheduling

Schedule: N/A

Assigned To: Bill Wanmer

▶ Attachments

Att:

▶ Invoice

▼ Notes



Date ▼	From	Note
11/06/2012 8:01 AM	Steve Baker	Completed on 11-2-12
10/31/2012 1:48 PM	Bertha Cervantes	Owner permission received / okay to proc
10/31/2012 12:30 PM	Bertha Cervantes	leased site -- owner permission requeste
10/31/2012 9:23 AM	Kristie Pena	door sign and wall sign shall be 60" above to the center line of sign



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Status: Completed

Status Comments:

Submitted: 10/31/2012

Location
H&HS-CWS

Item
Doors-Locks

Symptom
Other:

Additional Info
mens restroom-
force to open door
is excessive at
10lbs

Contact Information

Name: dickerson

Phone/Email:

Scheduling

Schedule: N/A

Assigned To: Bill Wanmer

Attachments

 Att:

Invoice

Notes

Date

11/06/2012 7:59 AM

10/31/2012 1:49 PM

10/31/2012 12:33 PM

10/31/2012 9:24 AM

From

Steve Baker

Bertha Cervantes

Bertha Cervantes

Kristie Pena

Note

Completed 11-2-12

owner permission received / okay to proceed
leased site -- owner permission requested
interior door will have 5lbs maximum pressure



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Service Request - 58241

Status: Completed

Status Comments:

Submitted: 10/31/2012

▼ Work Description - H&HS-CWS

Location	Item	Symptom	Additional Info
H&HS-CWS	Doors-Locks	Other:	womens restroom force to open door is excessive at 8lbs

▼ Contact Information

Name: dickerson

Phone/Email:

▼ Scheduling

Schedule: N/A

Assigned To: Bill Wanmer

▶ Attachments

Att:

▶ Invoice

▼ Notes



Date ▼	From	Note
11/06/2012 8:01 AM	Steve Baker	Completed on 11-2-12
10/31/2012 1:50 PM	Bertha Cervantes	owner permission received / okay to proceed
10/31/2012 12:34 PM	Bertha Cervantes	leased site -- owner permission requested
10/31/2012 9:26 AM	Kristie Pena	interior door will have 5lbs maximum pressure



Visalia Medical Processing

Welcome Karen King

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Service Request - 316000240		Cancel
Status: Open		
Status Comments: Picked Up		
Submitted: 10/31/2012		
Work Description - H&HS-Medical Processing		
Location H&HS-Medical Processing	Item Doors-Locks	Symptom Other: Additional Info exterior entrance-force to open door is excessive at 13lbs
Contact Information		
Name: dickerson		
Phone/Email: (559)684-4603		
Scheduling		
Schedule: N/A		
Assigned To: David Billhimer		
Attachments		
Invoice		
Notes		
Date 11/20/2012 8:27 AM	From Steve Baker	Note Called Captiol Door, they said that they would have to order the door closers and it takes 5 - 7 days for delivery. If you approve this quote of \$586.00 I will take the quote to purchasing for signature to get the process going.

Announcement
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11/19/2012 2:26 PM	Georgina Espino	Per SBAKER: The bid for \$586.00 is for 2 manual door closers @ \$190.00 each and labor at 2 hours at \$75.00 per hour. Freight and taxes come to \$56.00 for a grand total of \$436.00 for material and \$150.00 for labor = 586.00
11/19/2012 2:23 PM	Georgina Espino	Per SBAKER: The bid for \$586.00 is for 2 manual door closers @ \$190.00 each and labor at 2 hours at \$75.00 per hour. Freight and taxes come to \$56.00 for a grand total of \$436.00 for material and \$150.00 for labor = 586.00
11/19/2012 2:21 PM	Georgina Espino	\$6895.00 consists of HORTON 2003 Automatic Bi-Parting door package. Surface mounted to exterior of building. Thresholds, glass and glazing. Additional costs would be for the electrician to provide power and a maintenance man to do whatever finish work
11/16/2012 9:52 AM	Georgina Espino	Steve can you please add note follow-up on quote receipt from vendor quote for door. Also, need to know if the owner will be willing to pay for this.
11/13/2012 3:31 PM	David Billhimer	re-communicated with Capitol Doors about a quote to automate the doors. They will be visiting to gather facts sometime this week.
11/08/2012 12:12 PM	David Billhimer	walked the site with Capitol Doors. They will give quotes on #1 = lighter closers that will comply but probably not close the doors on windy days and #2 = automating the doors with ADA push pads and an off/on switch for after hours security. On site Manager seems to prefer the automation option and these doors could be added to their existing door control swipe card system at a later date. Doors will not dial down to 5 lbs or less. I have Capitol Doors coming sometime this week to develop a quote to retrofit with closers that will come into compliance. Main entrance double doors to Building b. Soap dispenser is now in compliance.
11/06/2012 12:09 PM	David Billhimer	owner permission received / okay to proceed / info to Mike D
11/01/2012 7:48 AM	Bertha Cervantes	leased site -- owner permission requested
10/31/2012 11:45 AM	Bertha Cervantes	Check first to see if this is a fire rated door. If it is, do not make corrections. Fire rated doors can be up to 15 pounds. Make notes of your findings. If the closure needs to be replaced contact your supervisor with a quote.
10/31/2012 10:47 AM	Mike Dickerson	

	10/31/2012 9:28 AM	Kristie Pena	the maximum force required to push or pull open a door shall comply with the following--exter ior door 5lbs of force max pressure
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Visalia Medical

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	Status: Completed			
	Status Comments:			
	Submitted: 10/31/2012			
	▼ Work Description - H&HS-Medical Processing			
	<u>Location</u> H&HS-Medical Processing	<u>Item</u> Miscellaneous	<u>Symptom</u> Other	<u>Additional Info</u> restroom-soap dispenser is high at 41"
	▼ Contact Information			
	Name: dickerson			
	Phone/Email: (559)684-4603			
	▼ Scheduling			
Schedule: N/A				
Assigned To: David Billhimer				
► Attachments  Att:				
► Invoice				
▼ Notes 				
<u>Date ▼</u>	<u>From</u>	<u>Note</u>		
11/06/2012 12:10 PM	David Billhimer	dispenser is now in compliance.		
11/01/2012 7:48 AM	Bertha Cervantes	owner permission received / okay to proc to Mike D		
10/31/2012 11:52 AM	Bertha Cervantes	leased site -- owner permission requested		
10/31/2012 9:30 AM	Kristie Pena	at maximum height of 40"		



Tulare Tulare Works

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▼ Announcement The Corrigo System is to request repairs and general building maintenance only. ▼ Custom Links	Service Request - 253000765			
	Status: Completed			
	Status Comments: Submitted: 10/31/2012			
	▼ Work Description - HHSA			
	Location HHSA	Item Miscellaneous	Symptom Other	Additional Info mens restroom-wall signage is too low at 54" door signage is too low at 54" at center line
	▼ Contact Information			
	Name: dickerson Phone/Email: 559-6852104			
	▼ Scheduling			
	Schedule: N/A Assigned To: Nic Ledbetter			
	► Attachments  Att:			
► Invoice				
▼ Notes 				
Date ▼ 10/31/2012 9:33 AM	From Kristie Pena	Note door sign and wall sign shall be 60" above the center line of sign		



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Service Request - 253000766

Status: Completed

Status Comments:

Submitted: 10/31/2012

▼ Work Description - HHSA

Location	Item	Symptom	Additional Info
HHSA	Miscellaneous	Other	womens restroom-wall signage is too low at 55" door singage is toolow at 54" at center line

▼ Contact Information

Name: dickerson

Phone/Email: 559-6852104

▼ Scheduling

Schedule: N/A

Assigned To: Nic Ledbetter

▶ Attachments

Att:

▶ Invoice

▼ Notes



Date ▼	From	Note
10/31/2012 9:35 AM	Kristie Pena	door sign and wall sign shall be 60" above the center line of sign