



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

October 23, 2013

Mr. Joseph Chelli, Director  
San Joaquin County Human Services Agency  
102 San Joaquin Street  
P. O. Box 201056  
Stockton, CA 95201-3006

Dear Mr. Chelli:

This letter is to advise you that the Corrective Action Plan your office submitted on September 27, 2013, in response to the results of our 2013 Civil Rights Compliance Review is approved.

We will be monitoring the implementation of your corrective action items through your Civil Rights Coordinator. Please have your Civil Rights Coordinator provide our office with an update on the corrective actions by December 31, 2013.

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](mailto:Daniel.Cervantes@dss.ca.gov).

Sincerely,

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

c: Melissa Sangalang, Civil Rights Coordinator

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

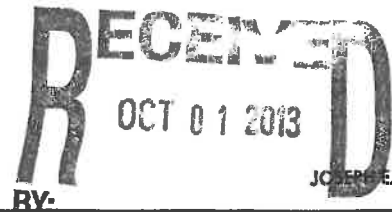
Dominic Pagano, Office of Civil Rights  
USDA Food and Nutrition Services  
Supplemental Nutrition Assistance Program (SNAP)  
Western Region

Hope Rios,  
USDA Food and Nutrition Services  
Supplemental Nutrition Assistance Program (SNAP)  
Western Region

Jodie Berger, Regional Counsel  
Legal Services of Northern California



SAN JOAQUIN COUNTY



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*CalWORKs  
Head Start  
First 5 San Joaquin  
Children's Services  
Aging and Community Services  
Mary Graham Children's Shelter*

September 27, 2013

Mr. Jim Tashima, Chief  
Civil Rights Bureau  
Human Rights and Community Services Division  
Department of Social Services  
744 P Street  
Sacramento, CA 95814

Dear Mr. Tashima:

Attached you will find the Corrective Action Plan addressing the compliance issues as identified in the Civil Rights Compliance Review of May 20-24, 2013.

While many of the issues have already been corrected, we believe the remaining issues identified can be corrected through additional training and communication with staff.

If you have questions about the Corrective Action Plan please contact our Civil Rights Coordinator, Melissa Sangalang at 209-468-2027.

Sincerely,

Joseph E. Chelli, Director

Enclosure

c: Melissa Sangalang, Civil Rights Coordinator



CIVIL RIGHTS COMPLIANCE REVIEW  
May 2013

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CORRECTIVE ACTION PLAN  
September 2013

Upon reviewing the cited deficiencies and the items requiring corrective action, we have determined that a significant number are fully covered by HSA handbooks and/or other guidance. This has led to the conclusion that refresher training, covering some of the fundamentals of the Civil Rights requirements, is needed.

Listed below are the items identified in the Civil Rights Compliance Review Report as requiring corrective action.

**III. DISSEMINATION OF INFORMATION**

**Posters:** San Joaquin HSA shall ensure that the most recent version of posters on nondiscrimination provided by CDSS and USDA are prominently displayed in all waiting areas and reception rooms.

**Corrective Action:** Pub 13 has been provided in alternate formats to the Reception area for use by clients as necessary. Large print Pub 13's are available to all employees through the internet and printed copies have specifically been provided to Adult Services Workers. The HSA Civil Rights Coordinator maintains Braille copies of Pub 13, as well as a cd version (English and Spanish). Workers can contact the Coordinator when these are needed. Copies of Braille, and an English/Spanish CD have been requested and will be provided to staff at all locations upon receipt. Form AD 475B has been provided to all areas.

All HSA workers have access to the internet and, hence to large print or otherwise modified material available through CDSS. The alternate format publications are also available in Personnel.

#### **IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES**

**Location: 900 East Oak Street, 2<sup>nd</sup> Floor, Stockton, CA**  
**CalWORKs Employment Services Center**

*ok* **Parking:** No additional signage or additional language below the symbol of accessibility "Minimum Fine \$250."

**Corrective Action:** Corrected signage has been posted in the parking area.

*ok* **Exterior entrance:** No ISA sign designating building is wheelchair accessible.

**Corrective Action:** ISA signage has been posted at exterior entrance.

**Restrooms-2<sup>nd</sup> Floor:** The door pressure in the *Men's* restroom is excessive at 12 lbs. In the *Women's* restroom, the toilet protector dispenser is too high at 46 inches. The door pressure is excessive at 12 lbs.

*ok* **Corrective Action:** The facilities management company responsible for building maintenance, Cort, has made these corrections.

**Restrooms-3<sup>rd</sup> Floor:** The door pressure in the *Men's* restroom is excessive at 9 lbs. The door pressure in the *Women's* restroom is excessive at 11 lbs.

*ok* **Corrective Action:** The facilities management company responsible for building maintenance, Cort, has made these corrections.

**Human Services Agency**  
**Location: 102 S. San Joaquin St. Stockton, CA**

**Parking:** Parking is located across the street from the facility under the freeway. The words NO PARKING are either missing or no longer visible in the access aisles.

*ok* **Corrective Action:** HSA staff is working with the City of Stockton to ensure that the access aisles in the city-owned lot are brought into compliance. Expected date of completion: October 31, 2013

Restrooms (Men & Women's): Door pressure excessive at 8 lbs. in the men's restroom and 9 lbs. in the women's rest room.

*gh* **Corrective Action:** Door pressure has been re-adjusted to 5 lbs.

Exterior entrance: No ISA sign designating building is wheelchair accessible.

*gh* **Corrective Action:** ISA signage will be placed at exterior entrance.  
Expected date of completion: October 31, 2013

**Tracy Family Panning**  
**Location: 730 N. Central Tracy, CA**

*Exterior Entrance:* No ISA sign designating building accessibility. Door pressure to enter building is excessive at 13 lbs. Bottom 10 inches of door is glass which can possibly shatter if attempted to be opened by a wheelchair footrest.

*gh* **Corrective Action:** The landlord at this non-County owned facility has been notified regarding the corrections. Expected date of completion is unknown at this time.

*Restroom (Unisex):* No signage on door indicating building is wheelchair accessible.

*gh* **Corrective Action:** The landlord at this non-County owned facility has been contacted regarding the corrections. Expected date of completion is unknown at this time because this is leased space in a non-County owned facility.

**Channel Medical Center**  
**Location: 701 E. Channel St. Stockton, CA**

*Parking:* No additional signage or additional language below the symbol of accessibility "Minimum Fine \$250."

*gh* **Corrective Action:** The landlord at this non-County owned facility has been notified regarding the corrections. Outside signage will be installed.


Expected date of completion is unknown at this time because this is leased space in a non-County owned facility.

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


*Written Materials: San Joaquin County will continue to use and provide translated forms, to include translated notice of action forms, in the clients' primary language when translated by CDSS.*

**VII. STAFF DEVELOPMENT AND TRAINING**

*Division 21, Civil Rights Training:* The County shall ensure that employees receive Division 21 civil rights training at the time of orientation, as well as ongoing training to ensure the public contact staff has knowledge of Division 21, including familiarization with the discrimination complaint process. Div. 21-117.1

 **Corrective Action:** HSA's Staff Development Division provides Civil Rights Training to public contact personnel. New eligibility workers receive the training during a required 16 week induction training session. Other classes are held for new workers from other functions and for refresher training for experienced workers. Refresher training is required every four years. This is being monitored by the Staff Development Division. HSA implemented mandatory online training in January 2012. All staff are required to complete the online course.

*Cultural Awareness Training:* The County shall ensure that all public contact employees receive cultural awareness training to ensure that public contact staff has an understanding of and sensitivity to the various cultural groups in the county's population. Div. 21-117.2

 **Corrective Action:** As of January 2003, all San Joaquin County employees were required to attend mandatory Diversity Training. Additionally, they must attend a refresher course every two-years. We will continue to monitor employee attendance and schedule as needed.