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EDMUND G. BROWN JR.
GOVERNOR

December 19, 2013

Philip L. Browning, Director
Los Angeles County Department of
Children & Family Services
425 Shatto Place, Room 600
Los Angeles, CA 90020

Dear Mr. Browning:

I want to take this opportunity to thank you and your staff for the cooperation and assistance provided to the reviewer from our office during the course of the Civil Rights Compliance Review of August 16 to August 19, 2013. Enclosed is the final report on the review.

There are some compliance issues (deficiencies) identified in the report, which will require the development of a Corrective Action Plan (CAP). Please submit your CAP within 60 days of this letter. Please address each deficiency and include steps and time lines for the completion of all corrective actions and recommendations listed in the enclosed report.

Please submit your CAP in both hardcopy and, in an effort to comply with ADA website accessibility, we also require the CAP to be submitted electronically as a Word document via email at crb@dss.ca.gov.

We will provide a copy of your report to any individual who makes a valid Public Records Act (PRA) request. Our reports are considered public documents under the PRA. Once we approve your CAP, it becomes a public document as well. In addition, these documents are published on our website at <http://www.cdss.ca.gov/civilrights/PG2890.htm>.

If you need technical assistance in the development of your CAP, please feel free to contact Mr. James Urquizo at (916) 654-2101. You may also contact us by e-mail at crb@dss.ca.gov.

Sincerely,

Original signed by Civil Rights Bureau Chief

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

Enclosure

c: Lynne Bowles Condon, Civil Rights Coordinator

Mike Papin, Chief
CalFresh Policy Bureau

Marlene Fleming, Chief
Field Operations Bureau

Sysvanh Kabkeo, Chief
CalFresh Management Operations Section

Paul Gardes
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Jodie Berger, Regional Counsel
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**CIVIL RIGHTS COMPLIANCE REVIEW REPORT
FOR
SACRAMENTO COUNTY DEPARTMENT
OF HUMAN ASSISTANCE**

**Conducted on
August 16 – August 19, 2013**

**California Department of Social Services
Human Rights and Community Services Division
Civil Rights Bureau
744 P Street, M.S. 8-16-70
Sacramento, CA 95814
(916) 654-2107**

**Reviewer
James Urquizo**

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I. CIVIL RIGHTS COMPLIANCE REVIEW REPORT

I. INTRODUCTION

The purpose of this review by the California Department of Social Services (CDSS) Civil Rights Bureau (CRB) staff was to assess the Los Angeles County Department of Children and Family Services with regard to its compliance with CDSS Manual of Policies and Procedures (MPP) Division 21 Regulations, and other applicable state and federal civil rights laws.

An on-site compliance review was conducted on August 16 through August 19, 2013. An exit interview was held to review the preliminary findings.

The review was conducted in the following locations:

Name of Facility	Address	Programs Reviewed	Non-English languages spoken by a substantial number of clients (5% or more)
LA Department of Children and Family Services	725 S. Grand Ave, Glendora, CA	Adoptions, KinGap, ER, CPS	Spanish
LA Department of Children and Family Services	300 East Ave, Lancaster Ave, CA	Children's Services	Spanish
LA Department of Children and Family Services	801 Corporate Center Dr., Pomona, CA	Children's Services	Spanish
LA Department of Children and Family Services	20151 Nordhoff Street, Chatsworth, CA	Children's Services	Spanish

II. SUMMARY OF METHODOLOGY

In preparing for this review, CDSS staff completed the following tasks:

- Reviewed the 2010 Civil Rights Compliance Plan submitted by the County.
- Reviewed the civil rights discrimination complaint database for a complete listing

- of complaints filed against the County for the last year.
- Reviewed the previous Compliance Reviews and Corrective Action Plans submitted by the county.
- Contacted the following community advocate groups for their inputs :

First 5 LA www.FirstLA.org

750 North Alameda Street, Suite 300

Los Angeles, CA 90012

Phone:213-482-5902

Fax:213-482-5903

Headquarters and on-site review procedures included:

- Interviews of public contact staff
- Survey of program managers
- Case file reviews
- Facility inspections

Each site/program was reviewed for compliance in the following areas:

- Dissemination of Information
- Facility Accessibility for Individuals with Disabilities
- Bilingual Staffing/Services for Non-English-Speaking Clients
- Accessibility for Clients with Visual or Hearing Impairments
- Documentation of Client Case Records
- Staff Development and Training
- Discrimination Complaint Procedures

Here is a summary of the sources of information used for the review:

Interviews Conducted of Public Contact Staff

Classifications	Total	Bilingual
Children Social Workers	20	18
Receptionist/Screeners	4	4
Total	24	22

Program Manager Surveys

Number of surveys distributed	4
Number of surveys received	4

Reviewed Case Files

English speakers' case files reviewed	10
Non-English or limited-English speakers' case files reviewed	70
Languages of clients' cases	Spanish

Sections III through VIII of this report contain specific Division 21 civil rights requirements and present field review findings regarding the county's compliance with each requirement. The report format first summarizes each requirement, then the actual review team findings, including appropriate comparisons. This format is an effort to validate the application of policies and procedures contained in the annual plan. Required corrective actions are stated at the end of each section.

Section IX summarizes findings from discussions with community organizations, including advocate groups.

Section X reviews the county's compliance plan, and provides either approval of the plan as submitted, or lays out additional information to be submitted to gain approval.

Section XI of the report is reserved for a declaration of overall compliance.

III. DISSEMINATION OF INFORMATION

Counties are required to disseminate information about program or program changes and about how applicants and recipients are protected by the CDSS regulations (Division 21). This dissemination should occur through outreach and information to all applicants, recipients, community organizations, and other interested persons, including non- and limited-English speakers and those with impaired hearing or vision or other disabling conditions.

A. Findings

Access to Services, Information and Outreach	Yes	No	Some-times	Comments
Does the county accommodate working clients by flexing their hours or allowing applications to be mailed in?	X			
Does the county have extended hours to accommodate clients?	X			

Can applicants access services when they cannot go to the office?	X			
Does the county ensure the awareness of available services for individuals in remote areas?	X			

Signage, posters, pamphlets	Yes	No	Some-times	Comments
Does the county use the CDSS pamphlet "Your Rights Under California Welfare Programs" (Pub 13 – 6/11)?	X			
Is the pamphlet distributed and explained to each client at intake and re-certification?	X			
Is the current version of Pub 13 available in Arabic, Armenian Cambodian, Chinese, English, Farsi Hmong, Japanese, Korean, Lao Mien, Portuguese, Punjabi, Russian Spanish, Tagalog, Ukranian, Vietnamese?	X			Threshold Pub 13's <u>are</u> on display in the lobby. Other Languages are being kept by lobby receptionists.
If the PUB 13 is not displayed in all the languages available, is there a poster that indicates that the Pub 13 is available in all 18 languages?	X			
Was the Pub 13 available in large print (English and Spanish), audiocassette and Braille?	X			
Were the current versions of the required posters present in the lobbies?	X			
Did the workers know the location of the required posters with the Civil Rights Coordinator's name and address?	X			

Signage, posters, pamphlets	Yes	No	Some-times	Comments
Were there instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking clients translated into appropriate languages?	X			

B. Corrective Actions

None

C. Recommendation

None

The county is required to use the latest version of each of the referenced documents. For your information, the most recent version for each of the above referenced documents is:

Pub 13	"Your Rights under California Welfare Programs"	06/11
Pub 86	"Everyone is Different, but Equal Under the Law"	03/07
Form AD 475B	"And Justice for All"	12/99

Contact the Civil Rights Bureau to receive the most recent versions, or download the Pub 13 from the CRB website

<http://www.cdss.ca.gov/civilrights/entres/forms/English/pub13.pdf>.

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

The Americans with Disabilities Act (ADA) requires public accommodations to provide goods and services to people with disabilities on an equal basis with the rest of the general public. The goal is to afford every individual the opportunity to benefit from the services available. The federal regulations require that architectural and communication barriers that are structural must be removed in public areas of existing facilities when their removal is readily achievable; in other words, easily accomplished and able to be carried out without much difficulty or expense.

The facility review is based on four priorities supported by the ADA regulations for planning achievable barrier removal projects. The priorities include ensuring accessible approach and entrance to the facility, access to goods and services, access to restrooms, and any other measures necessary.

Note that the references to the Americans with Disabilities Act Accessibility Guidelines (ADAAG) in the Corrective Action column refer to the federal Standards for Design. Title 24 of California Code and Regulations (T24 CCR) is also cited because there are instances when California state law is stricter than ADAAG specifications.

The county must ensure that programs and activities are readily accessible to individuals with disabilities. This includes building accessibility and availability of accessible parking as well as accessibility of public telephones and restrooms.

Regulations cited are from the Title 24, California Code of Regulations (T24 CCR) and ADAAG.

A. Findings and Corrective Actions

1. Facility Location: 725 South Grand Avenue, Glendora, CA

No findings.

2. Facility Location: 300 East Ave, Lancaster Ave, CA

No findings.

3. Facility Location: 801 Corporate Center Dr., Pomona, CA

Facility Element	Findings	Corrective Action
Parking	Three Disabled Parking signs at a height lower than the required 80" (70.5", 65.2 and the third sign at 75.0)	When mounted on a post and in a path of travel, sign shall be posted at a minimum height of 80" min. from the bottom of the sign to the finished grade. (CA T24 1129B. 4) (ADA 4.6.4) p 134
Parking	Disabled Client parking spots are located in an area where clients must travel across traffic from disabled parking spots to the sidewalk next to the building. No crosswalk with hash marks is available.	The parking access aisles shall be part of an accessible route of travel to the building or facility entrance. (CA T24 1129B.3.1)

Parking	One parking entry sign does not have specific agency to call to collect car if towed.	<p>An additional sign shall be posted in conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space.</p> <p>Sign shall be 17" by 22" min. in size with lettering 1" min. high, stating:</p> <p>"Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or license plates issued for persons with disabilities may be towed away at owner's expense."</p> <p>"Towed vehicles may be reclaimed at _____ or by telephoning _____."</p> <p>Blank spaces are to be filled in with appropriate information as a permanent part of the sign.</p> <p>(CA T24 1129B.4) p 134</p>
Exterior entrance	Front door pressures are excessive with one door at 12 lbs. and the other door at 8 lbs.	<p>Force to open doors, exterior and interior is 5 pounds maximum.</p> <p>(CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)) p 201</p>
Outside signage	Directional Signs were not visible – guiding disabled clients to the front entrance.	<p>Signs shall indicate the direction to accessible building entrances and facilities, (CA T24 1117B.3) p 191, 400</p> <p>Characters, symbols and their backgrounds have a non-glare finish. Characters and symbols</p>

		contrast with their background, either light characters on a dark background or dark characters on a light background. (CA T24 1117B.5.2) (ADA 4.30.5) p 403
Directional and Informational Signage Available in threshold languages?	Front entry to the building does not have specified hours of operation for the LADCFS services.	All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants/recipients may request aid or services in their primary language. (Div 21-107.212)

4. Facility Location: 20151 Nordhoff Street, Chatsworth, CA

Facility Element	Findings	Corrective Action
Parking	Access pathway from the street needs repainting	The loading and unloading access aisle shall be marked by a border painted blue. (CA T24 1129B.3.1) Within the blue border, hatched lines a maximum of 36" on center shall be painted a color contrasting with the parking surface preferably blue or white (CA T24 1129B.3.1)

Parking	Disabled access aisles lines and hash marks need to be repainted.	<p>The loading and unloading access aisle shall be marked by a border painted blue.</p> <p>(CA T24 1129B.3.1)</p> <p>Within the blue border, hatched lines a maximum of 36" on center shall be painted a color contrasting with the parking surface preferably blue or white</p> <p>(CA T24 1129B.3.1)</p>
Exterior entrance	Front lobby door pressure is excessive with one door at 8 lbs.	<p>Force to open doors, exterior and interior is 5 pounds maximum.</p> <p>(CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)) p 201</p>

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

Counties are required by Division 21 to ensure that effective bilingual/interpretive services are provided to serve the needs of the non-English-speaking population and individuals with disabilities without undue delays. Counties are required to collect data on primary language and ethnic origin of applicants/recipients (identification of primary language must be done by the applicant/recipient).

Using this information, a county may determine 1) the number of public contact staff necessary to provide bilingual services, 2) the manner in which they can best provide interpreter services without bilingual staff and 3) the language needs of individual applicants/recipients. Counties must employ an appropriate number of certified bilingual public contact employees in each program and/or location that serves a substantial number of non-English-speaking persons. In offices where bilingual staff are not required because non-English-speaking persons do not represent a substantial number, counties must provide effective bilingual services through interpreter or other means.

Counties must also provide auxiliary aids and services, including Braille material, taped text, qualified interpreters, large print materials, telecommunication devices for the deaf (TDD's), and other effective aids and services for persons with impaired hearing,

speech, vision or manual skills. In addition, they must ensure that written materials be available in individuals' primary languages when the forms and materials are provided by CDSS, and that information inserted in notices of action (NOA) be in the individuals' primary language.

A. Findings from Program Manager Surveys, Staff Interviews and Case File Reviews

Question	Yes	No	Some-times	Comments
Does the county identify a client's language need upon first contact? How?	X			Yes, at intake any special needs are identified and documented in a SOC 295 and a 8072 Language form.
Does the county use a primary language form?	X			Yes, the County uses a SOC 295 and a 8072 Language form.
Does the client self-declare on this form?	X			
Are non-English- or limited- English-speaking clients provided bilingual services?	X			County LADCFS Certified Translators and contracted telephonic Language Line services are utilized when needed.
After it has been determined that the client is limited-English or non-English speaking, is there a county process for procuring an interpreter?	X			County LADCFS Certified Translators and contracted telephonic Language Line services are utilized when needed.
Is there a delay in providing services?		X		
Does the county have a language line provider, a county interpreter list, or any other interpreter process?	X			County LADCFS Certified Translators and contracted telephonic Language Line services are utilized when needed.

Question	Yes	No	Some-times	Comments
Are county interpreters determined to be competent?	X			LADCFS certifies its interpreters.
Does the county have adequate interpreter services?	X			Yes, LADCFS has very adequate interpreter services. In House interpreters are competent and certified, as seen by references in every case comment. Language Line services are used also.
Does the county allow minors to be interpreters? If so, under what circumstances?		X		There is a current County policy to <u>not</u> allow minors under 18 to interpret for a client.
Does the county allow the client to provide his or her own interpreter?	X			If a client strongly wants to provide his/her own interpreter, it is allowed, but they are advised of the possible loss of information by using a non-certified translator.
Does the county ensure that the client-provided interpreter understands what is being interpreted for the client?	X			The County does its best to insure information is delivered as clearly as possible.
Does the county use the CDSS-translated forms in the clients' primary languages?	X			The county uses CDSS provided translated forms regularly in client's primary language, as seen online.
Is the information that is to be inserted into NOA translated into the client's primary language?	X			Yes, workers are insuring that NOAs are translated and inserted into the NOAs when necessary.
Does the county provide auxiliary aids and services, TDD's and	X			LADCFS has outstanding auxiliary aids and services, like font enlargement screens, dual

Question	Yes	No	Some-times	Comments
other effective aids and services for persons with impaired hearing, speech, vision or manual skills, including Braille material, taped text, large print materials (besides the Pub 13)?				telephonic translation lines, braille and height rising desktops.
Does the county identify and assist the client who has learning disabilities or a client who cannot read or write?	X			Based on telephone interviews and personal on-site questions, workers are making efforts to insure clients are assisted when they cannot read or write.
Does the county offer screening for learning disabilities?	X			There is a management understanding of the need to refer clients to Community Mental Health services and to local behavioral providers.
Is there an established process for offering screening?	X			Management has an understanding of the need to offer screening but staff needs to be appraised regularly of this process.
Is the client identified as having a learning disability referred for evaluation?		X		No clear and concise program is visible that offers screen for a learning disability.

B. Corrective Actions

LADCFS needs to develop and implement a clear and decisive program to assist all clients with any possible learning disability needs, in accordance with Division 21 21-104 1 (2) (A) 2 and 21-115.

C. Recommendation

Staff needs to be regularly trained on this requirement and where to specifically refer clients to if a learning disability is detected.

VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

Counties are required to ensure that case records document applicant's/recipient's ethnic origin and primary language, the method used to provide bilingual services, information that identifies an applicant/recipient as disabled, and an applicant's/recipient's request for auxiliary aids and services.

A. Findings from Case File Reviews and Staff Interviews

Documented Item	Children's Services
Ethnic origin documentation	Ethnicity is being identified at intake
Primary language documentation	Primary Language is being identified at Intake
Method of providing bilingual services and documentation	Bilingual Services are identified at intake and documented in case comments CWS/CMS
Client provided own interpreter	As seen in case comments and in Language Preference forms, the County is clearly documenting when a client-provided interpreter is used.
Method to inform client of potential problem using own interpreter	As seen in documentation, County workers are informing clients of potential problems using their own interpreter as seen in case comments and in Language Preference forms the County is clearly having clients sign a release form.
Release of information to Interpreter	County workers are informing clients of the potential problems of using their own interpreter. As seen in case comments and in Language Preference forms, the County is having clients sign a release form.
Individual's acceptance or refusal of written material offered in primary language	County workers are documenting the acceptance or refusal of written material in their preferred language in case comments and on the Language Acceptance Form
Documentation of minor used as interpreter	Did not find references in documentation where minors were being used as interpreters

Documented Item	Children's Services
Translated notice of actions (NOA) contain translated inserts	NOA's translated into the client's language were found and visible in CWS/CMS.
Method of identifying client's disability	Clients disability was being identified at intake, documented in case file comments and online
Method of documenting a client's request for auxiliary aids and services	Clients request for auxiliary aids is being identified at intake, documented in case file comments and online

B. Corrective Actions

None

C. Recommendation

None

VII. STAFF DEVELOPMENT AND TRAINING

Counties are required to provide civil rights and cultural awareness training for all public contact employees, including familiarization with the discrimination complaint process and all other requirements of Division 21. The training should be included in orientation, as well as the continuing training programs.

A. Findings

Interview questions	Yes	No	Some-times	Comments
Do employees receive continued Division 21 Training?	X			From conducting and reviewing the staff interviews, it is observed that Civil Rights (CR) training is accomplished on a regular basis.
Do employees understand the county policy regarding a client's rights and procedure to file a discrimination complaint?	X			

Does the county provide employees Cultural Awareness Training?	X			
Do the CSW's have an understanding of MEPA (Multi-Ethnic Placement Act)?	X			
Do the employees seem knowledgeable about the predominant cultural groups receiving services in their area?	X			

B. Corrective Actions

None

C. Recommendation

None

VIII. DISCRIMINATION COMPLAINT PROCEDURES

Counties are required to maintain a process for addressing all complaints of discrimination. They must track complaints of discrimination through the use of a control log in which all relevant information is kept, including when the complaint was received, the name of the complainant, identifying numbers and programs, basis of discrimination, and resolution. It is usually the Civil Rights Coordinator responsibility to maintain this log.

A. Findings from Staff Interviews and Program Manager Surveys

Interview and review areas	Yes	No	Some-times	Findings
Can the employees easily identify the difference between a program, discrimination, and a personnel complaint?	X			

Interview and review areas	Yes	No	Some-times	Findings
Did the employees know who the Civil Rights Coordinator is?	X			
Did the employees know the location of the Civil Rights poster showing where the clients can file a discrimination complaint?	X			
When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date?	X			

B. Corrective Action

None

D. Recommendation

None

IX. COMMUNITY INPUT

As a part of this review, and as noted in Section II, feedback was sought from the following community and advocate group:

- First 5 LA www.FirstLA.org
750 North Alameda Street, Suite 300
Los Angeles, CA 90012
Phone:213-482-5902
Fax:213-482-5903

No response was received.

X. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL

The Los Angeles County Department of Children and Family Services Civil Rights Compliance Plan for the period August 1, 2013 through July 31, 2014 was received on October 21, 2013. It is approved as submitted.

XI. CONCLUSION

The CDSS reviewer found the Los Angeles County Department of Children and Family Services staff warm, welcoming, informative and very supportive. Particular thanks to Lynn Bowles Condon, Civil Rights Coordinator, and for Jose Rodriguez, ASM1, for organizing the details of the review, and assisting in each of the facility walk through reviews. In each District Office, staff were helpful with the facility reviews, case reviews, and computer assistance.

The CDSS found the Los Angeles County Department of Children and Family Services in substantial compliance with CDSS Division 21 Regulations, and other applicable state and federal laws. County staff continues to reflect a commitment similar to that expressed by management with respect to ensuring access, assistance, and compliance.

The Los Angeles County Department of Children and Family Services must remedy any deficiencies identified in this report by taking corrective actions. A corrective action plan must be received by CDSS within 60 days of the date of the cover letter to this report; and the plan must include a schedule of all actions that will be taken to correct the deficiencies, and an indication of who will be responsible for implementing the corrective action.

It is our intent that this report be used to create a positive interaction between the county and CDSS in identifying and correcting compliance violations and to provide the county with an opportunity to implement corrective action to achieve compliance with Division 21 regulations. Civil Rights staff is available to provide technical assistance as requested.