



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

December 6, 2016

Sherri Z. Heller, Director
Sacramento County Department of Health & Human Services
7001-A East Parkway, Ste. 1000
Sacramento, CA 95823

Dear Ms. Zeller:

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 July 11-15, 2016. 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 Elsa Vazquez at (916) 654-2110. You may also contact us by e-mail at crb@dss.ca.gov.

Sincerely,

Original signed by Jim Tashima

JIM TASHIMA, Chief
Civil Rights Unit
Welfare to Work Division

Enclosure

c: Susan Anderson, Ombudsman/Civil Rights Coordinator

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**CIVIL RIGHTS COMPLIANCE REVIEW
FOR
SACRAMENTO COUNTY HEALTH & HUMAN SERVICES**

**Conducted on
July 11-15, 2016**

**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: Elsa Vazquez

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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 Sacramento County Department of Health & Human Services (DHHS) 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 July 11 -15, 2016. An exit interview was held on July 15, 2016, to review the preliminary findings.

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)
OB3 Branch Center	3701 Branch Center, Sacramento	Senior Adult Services (SAS), Child Protective Services (CPS)	None
Granite Park Office	3331 Power Inn Road, Sacramento	CPS, Kinship	Spanish, Vietnamese, Laotian
Watt Avenue	6045 Watt Avenue, North Highlands	CPS	Spanish
Business Park	9750 Business Park Drive, Sacramento	SAS - IHSS	Spanish, Russian

II. SUMMARY OF METHODOLOGY

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

- Reviewed the 2016-2017 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.

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	12	7
Adult Program Workers	3	4
Receptionist/Screeners	3	1
Total	18	12

Program Manager Surveys

Number of surveys distributed	7
Number of surveys received	7

Reviewed Case Files

English speakers' case files reviewed	11
Non-English or limited-English speakers' case files reviewed	88
Languages of clients' cases	Armenian, Arabic, Cantonese, Chinese, Dari, Farsi, Hmong, Ilocano, Laotian,

	Mandarin, Punjabi, Russian, Spanish, Tagalog, Vietnamese, and Yugoslavian.
Total cases	97

Sections III through IX 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 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 X 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 clients by flexing/extending their hours or allowing applications to be mailed in?	Yes			IHSS applications are accepted between 9:00a.m. – 4:00 p.m. Clients can also fax in application anytime by fax or mail.
Can applicants access services when unable to go to the office?	Yes			IHSS applications are accepted between 9:00a.m. – 4:00 p.m. Clients can submit application anytime by fax or mail. IHSS assessments are

Access to Services, Information and Outreach	Yes	No	Some-times	Comments
				conducted in clients home.
Does the county ensure the awareness of available services for individuals in remote areas?	Yes			IHSS information is available on the DHHS Website. Hospital staff and healthcare workers often refer clients to IHSS. DHHS attends health fairs and other community events.

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)?	Yes			
Is the pamphlet distributed and explained to each client at intake and re-certification?	Yes			Staff provides the Pub 13 to clients at initial visit, or assessment and reassessment.
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, Ukrainian, and Vietnamese?	Yes			
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?	N/A			
Was the Pub 13 available in large print (English and Spanish), CD, audiocassette and Braille?	Yes			

Signage, posters, pamphlets	Yes	No	Some-times	Comments
Were the current versions of the required posters present in the lobbies?	Yes			
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?	Yes			

C. Recommendation

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

*A newer version of Form AD 475B dated 12/2015 is currently available and will be replacing the old version from 12/99 in the coming weeks. All outdated versions of this poster shall be replaced upon receipt of the newer version from CDSS.

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: OB3 Branch Center, Sacramento

Facility Element	Findings	Corrective Action
Parking Lot	Parking space #8, the signage on pavement does not clearly depict a wheelchair w/occupant due to fading - needs repainting.	The parking space shall be marked with an International Symbol of Accessibility...in white on a blue background - a minimum 36" wide x 36" high.(CA T24 11B-502.6.4.1) pg. 169
Main Entrance	No directional signage to accessible main entrance.	Directional signs complying with "Visual Characters" heading in Section 57, Signs & Identification), including the International Symbol of Accessibility complying with "International Symbol of Accessibility" heading in Section 57, Signs & Identification, indicating the accessible route to the nearest accessible entrance shall be provided at junctions when the accessible route diverges from the regular circulation path. (CA T24 11B-216.6) pg. 28

2. Facility Location: 6015 Watt Avenue Office, Sacramento

Facility Element	Findings	Corrective Action
Parking	Required signage on pavement is faded and needs repainting.	The parking space shall be marked with an International Symbol of Accessibility...in white on a blue background - a minimum 36" wide x 36" high.(CA T24 11B-502.6.4.1) pg. 169
Men's Restroom at 6015 Ste. 4	Door pressure was excessive at 10 lbs.	<p>The force for pushing or pulling open a door or gate other than fire doors shall be as follows:</p> <ol style="list-style-type: none"> 1. Interior hinged doors and gates: 5 lbs. max. 2. Sliding or folding doors: 5 lbs. max. 3. Required fire doors: the minimum opening force allowable by the appropriate administrative authority, not to exceed 15 lbs. Exterior hinged doors: 5 lbs. max. (CA T24 11B-404.2.9 (1 - 4)) (ADA 404.2.9 (1 & 2)) pg. 224
Women's Restroom	Door pressure was excessive at 10 lbs.	<p>The force for pushing or pulling open a door or gate other than fire doors shall be as follows:</p> <ol style="list-style-type: none"> 1. Interior hinged doors and gates: 5 lbs. max. 2. Sliding or folding doors: 5 lbs. max. 3. Required fire doors: the minimum opening force allowable by the appropriate administrative authority, not to exceed 15 lbs. Exterior hinged doors: 5 lbs. max. (CA T24 11B-404.2.9 (1 - 4)) (ADA 404.2.9 (1 & 2)) pg. 224

3. Facility Location: 3331 Power Inn Road, Sacramento

Facility Element	Findings	Corrective Action
Parking	Freestanding signage are located on accessible route and too low between 74" -78".	Signs located within an accessible route shall be a min. of 80" above the finish floor or ground surface measured to the bottom of the sign. (CA T24 11B-502.6 (Exc.)) pg. 169

B. Observation

DHHS has made it a priority to ensure facilities meet ADA requirements; and, the clients have access to services and resources necessary to meet their needs. Department staff and managers are commended for efforts made to ensure compliance. There were minimal findings in conducting the building inspection of the public areas.

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 if the forms and materials are provided by

CDSS in that language, 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?	Yes			
Does the county use a primary language form?	Yes			Special Skills Service Request Form CS106, Documentation of Free Language Services SAS 590, and Assessment Form 293A
Does the client self-declare on this form?	Yes			
Are non-English- or limited- English-speaking clients provided bilingual services?	Yes			
After it has been determined that the client is limited-English or non-English speaking, is there a county process for procuring an interpreter?	Yes			Clients can request to have a special skill worker. A special skill services worker who has been certified by the County as possessing special skills and knowledge of a language and/or culture.
Does the county have a language line provider, a county interpreter list, or any other interpreter process?	Yes			AT& T Language Line
Is there a delay in providing services?		No		
Are county interpreters determined to be competent?	Yes			Staff must pass a verbal and written test to be certified.

Question	Yes	No	Some-times	Comments
Does the county have adequate interpreter services?	Yes			Various staff interviewed mentioned they felt there is a need for more Special Skills Workers who speak Spanish and Russian.
Does the county allow minors to be interpreters? If so, under what circumstances?		No		Minors would only be used in an emergency and the circumstance must be documented.
Does the county allow the client to provide his or her own interpreter?	Yes			
Does the county ensure that the client-provided interpreter understands what is being interpreted for the client?	Yes			
Does the county use the CDSS-translated forms in the clients' primary languages?	Yes			In Children Programs not all forms are available in Spanish. Special Skills Worker must verbally translate and explain forms to clients.
Is the information that is to be inserted into NOA translated into the client's primary language?	Yes			
If language to be inserted into NOA is not available, is there a procedure to ensure information translated to client's primary language?	Yes			
Does the county provide auxiliary aids and services, TDD's and				

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)?	Yes			
Does the county identify a client with a disability (physical, mental, or learning)?	Yes			SAS clients are asked on form CS 107 Request for Accommodation of Disability Form and also CPS if they require a reasonable accommodation.
Does the county provide reasonable accommodations to clients with a disability (physical, mental, or learning)?	Yes			Staff interviewed stated they make accommodations to their clients as needed.
Does the county identify and assist the client who has learning disabilities or a client who cannot read or write?	Yes			Staff interviewed stated they will assist the client by reading and explaining the forms to them.

B. Additional Comments

DHHS efforts to provide equal access to benefits and services, is reflected in their services. DHHS offers to their clients the option to choose through the Special Skills Service Request Form (CS 106). A special skill worker is a worker who has been certified by the County as possessing special skills and knowledge of a language and/or culture. DHHS currently have 12 different languages and cultures special skill workers available.

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	Adult Programs (IHSS & APS)	Children Services (CPS & Kinship)
Ethnic origin documentation	SOC 295 SOC 293	CS106
Primary language documentation	CS106 SAS 590	CS 106
Method of providing bilingual services and documentation	SAS 590 & Case comments	CS840 CR309R
Client provided own interpreter	Case comments and SAS 590	Case comments and SAS 590
Method to inform client of potential problem using own interpreter	SAS 590	SAS 590
Release of information to Interpreter	SAS 590	SAS 590
Individual's acceptance or refusal of written material offered in primary language	SAS 590	SAS 590
Documentation of minor used as interpreter	None found	None found

Documented Item	Adult Programs (IHSS & APS)	Children Services (CPS & Kinship)
Documentation of circumstances for using minor interpreter temporarily	None found	None found
Method of identifying client's disability	CS107	CS107
Method of providing reasonable accommodation to the client with disability	CS107	CS107

B. Corrective Actions

Areas of Action	Corrective Action
Documentation that bilingual services were provided	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
General	Sac County HHS must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance. Div. 21-116

C. Additional Comments

During the SAS IHSS case file review, the reviewer found there was exceptional consistency in the documentation of the language service needs in every case. The

narratives provided by workers were very thorough. Department staff and managers are commended for the effort to train staff and ensure ongoing casework includes required documentation.

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?	Yes			Civil Rights training are provided annually.
Do employees understand the county policy regarding a client's rights and procedure to file a discrimination complaint?	Yes			
Does the county provide employees Cultural Awareness Training?	Yes			
Do the CSW's have an understanding of Multi-Ethnic Placement Act (MEPA)?	Yes			
Do the employees seem knowledgeable about the predominant cultural groups receiving services in their area?	Yes			DHHS uses special skills workers who are knowledgeable and certified in language and culture.
Does the county provide training on how to interact with clients with disabilities (physical, mental & learning)?	Yes			

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?	Yes			
Did the employees know who the Civil Rights Coordinator is?	Yes			
Did the employees know the location of the Civil Rights poster with information as to how and where the clients can file a discrimination complaint?	Yes			
When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date?	Yes			
Is the County utilizing correct correspondence to address the final results to the complainant after the investigation is completed?	Yes			

IX. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL

The Sacramento County Health and Humans Services Civil Rights Compliance Plan for the period July 1, 2016 through June 30, 2017 was received on May 3, 2016. It is approved as submitted.

X. CONCLUSION

The CDSS reviewer found the Sacramento County Department of Health and Human Services staff warm, welcoming, informative and very supportive. Particular thanks to Janet Robinson, Civil Rights Coordinator, for organizing the details of the review, and to, Keith Holman, Teresa Heckley-Deak, and Mark Burstiner, Facilities Managers, who assisted in each of the facility reviews. In each District Office, staff was very helpful with the facility reviews, case reviews, and computer assistance.

Director, Sherri Z. Heller, attended the exit meeting and participated in the discussion of the review and findings. Given that the facility, casework documentation, and administrative practices were exceptional, the primary discussion focused on the concerns received from staff during the interviews. CPS workers² expressed the need for additional CPS forms to be translated in Spanish. During the interviews staff stated, they utilize forms available on CDSS and DHHS websites; however, there is a need for additional forms relating to Children's Welfare Services to be translated into Spanish. Staff shared that there is a large packet of forms required to be explained and translated to the parent and/or caregiver. This becomes a lengthy process due to forms not being available and must be verbally translated in Spanish. This would be an area to look into further.

The CDSS found Sac County HHS 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.

Sac County HHS must remedy the 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.