



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

April 11, 2012

Jeffrey Brown, Director  
Nevada County Human Services Agency  
950 Maidu Avenue  
P.O. Box 1210  
Nevada City, CA 95959

Dear Mr. Brown:

This letter is to advise you that the Corrective Action Plan you submitted on September 23, 2011, in response to the results of our April 26-28, 2010, Civil Rights Compliance Review, is approved. We applaud your continued efforts and apologize for the late approval.

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

If you have any questions, please contact Elsa Garcia at (916) 654-2107. You may also contact us by e-mail at [crb@dss.ca.gov](mailto:crb@dss.ca.gov).

Sincerely,

JIM TASHIMA, Chief

Civil Rights Bureau  
Human Rights and Community Services Division

c: Darlene King, 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



NEVADA COUNTY  
HEALTH & HUMAN SERVICES  
AGENCY

Jeffrey S. Brown, MPH, MSW  
Agency Director

Department of Social Services

Alison J. Lehman  
Department of Social Services  
Director

950 Maidu Ave., PO Box 1210  
10075 Levone Ave., Ste 207

Nevada City, CA 95959  
Truckee, CA 96161

Telephone (530) 265-1340 FAX (530) 265-9860  
Telephone (530) 582-7803 FAX (530) 582-7729

September 22, 2011

SEP 23 2011

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,

It was a pleasure having your staff on-site at our 3 Social Services offices from April 26 – 28, 2010. The following Corrective Action Plan has been prepared in response to the findings that resulted from your visit.

III. B. Dissemination of Information – Corrective Actions (Pg 5)

Auxiliary aids

Response: This is complete

A complete package including the Pub 13 in large print, on audio CD and in Braille was sent to each office. In addition, each office was contacted to confirm that these packages were received and that the items were stored in well-identified locations for staff.

Posters

Response: This is complete

The Pub 475 poster has been prominently posted in all Social Services lobbies. The Civil Rights Coordinator contact information has been added to the Pub 86 poster in all Social Services waiting areas and reception rooms. All Eligibility staff have been notified of where these posters are located and the name and address of the Civil Rights Coordinator.

#### IV. Facility Accessibility for Individuals with Disabilities – Corrective Actions

##### **Facility Location: 715 Maltman Drive, Grass Valley (Pg 7)**

1. Main Entrance - No International Symbol of Accessibility (ISA) signage on main entrance.

Response: This is complete. An ISA sign has been placed at each primary entrance and junction.

2. Main Entrance - No directional signage to accessible entrance.

Response: This is complete. Directional signage to accessible entrances has been placed.

3. Main – Entrance - Force to open door is excessive at 10 lbs.

Response: This is complete. The interior door has been adjusted and measured to ensure that it does not exceed 5 pounds of pressure.

4. Client Interview Rooms - Interview rooms do not have minimum turning space.

Response: This is complete. The Yuba River room meets the minimum turning space requirements and has been designated for interviews that require accessibility. An ISA sign has been placed at the entrance to this room.

5. Unisex Restroom - No "ISA" signage on wall.

Response: This is complete. ISA signage has been placed at the proper height and location adjacent to the latch outside the door.

##### **Facility Location: 10075 Levone Avenue, Truckee (Pg 8)**

1. Parking – No "Unauthorized Parking signage" at entrance from off street.

Response: This is complete. "Unauthorized Parking signage" has been placed at the proper height in a conspicuous place at the entrances to the off-street parking.

2. Parking - Freestanding disabled parking sign(s) are below the height requirement (80"), at 73", 76", and 73".

Response: This is complete. Freestanding disabled parking signs have been moved to the proper height.

3. Parking - No "Minimum Fine \$250" signage below the ISA sign.

Response: This is complete. A "Minimum Fine \$250" sign has been added below the ISA signage.

4. Parking – Van access aisle is too narrow at 7 ½”.

Response: This is complete. The van access aisle has been re-striped and widened to 8 feet.

5. Parking – Signage on pavement does not clearly depict a wheelchair.

Response: This is complete. The parking spaces have been re-painted to clearly display a wheelchair.

6. Parking – The words "No Parking" painted in access aisle are faded and not clearly visible.

Response: This is complete. The parking lot has been re-painted and the words "No Parking" are now clearly visible.

7. Main Entrance - No "ISA" signage at main entrance.

Response: This is complete. ISA signage has been placed at the main entrance.

8. Lobby - Pub 86, EVERYONE IS DIFFERENT, BUT EQUAL UNDER THE LAW, poster did not have current Civil Rights Coordinator contact information.

Response: This is complete. The Civil Rights Coordinator contact information has been added to the Pub 86 poster in the lobby. All Eligibility Workers have been notified of where these posters are located and the name and address of the Civil Rights Coordinator.

9. Lobby - No Pub 13 in Braille or audio format found at reception desk in lobby.

Response: This is complete. A complete package including the Pub 13 in large print, on audio CD and in Braille was sent to each office.

10. Client Interview Room - Tables too low at 24”.

Response: This is complete. "Interview Room 3" has been designated for interviews that require accessibility and an ISA sign has been placed at the entrance to this room. In addition, we have confirmed that the table in this room has a minimum of seating knee space of 27”.

11. Men's Restroom – 1<sup>st</sup> Floor restroom door pressure is excessive at 9 lbs.

Response: This is complete. The force required to open the Men's restroom door has been adjusted to less than 5 pounds of pressure.

12. Women's Restroom - 2<sup>nd</sup> Floor restroom, pipes under sink need to be rewrapped.

Response: This is complete. The hot water and drain pipes have been rewrapped.

13. Women's Restroom - Sanitary napkin dispenser is too high over 40".

Response: This is complete. The sanitary napkin dispenser has been lowered, no longer exceeding a maximum height of 40".

**Facility Location: 950 Maidu Avenue, Nevada City (Pg 12)**

1. Parking - No "Unauthorized Parking signage" at entrance from off street.

Response: This is complete. An "Unauthorized Parking" sign has been posted at the off-street entrance.

2. Parking - No directional signage to main entrance of Social Services.

Response: This is complete. An ISA directional sign has been posted at the main entrance of Social Services.

3. Parking - No "Minimum Fine \$250" signage below the ISA sign.

Response: This is complete. A "Minimum Fine \$250" sign has been added below the ISA sign.

4. Parking - Accessible space does not meet minimum measurement requirements. Length of spaces is too short at 16' and 17'.

Response: This is complete. The parking spaces have been re-stripped to a length of 18 feet.

5. Parking - The words "No Parking" painted in access aisle are faded and not visible.

Response: This is complete. The words "No Parking" have been re-painted and are now clearly visible.

6. Main Entrance - "ISA" signage at main entrance.

Response: This is complete. ISA signage has been placed at the main entrance.

7. Client Interview Room - Space in interview room is too small and does not allow for turning space.

Response: This is complete. Interview Booth A meets the 60" wheelchair turning space requirements and has been designated for interviews that require accessibility. An ISA sign has been placed at the entrance to this room.

8. Water Fountain - Does not have minimum knee space of 27" from floor.

Response: This is complete. The water fountain has been raised, allowing a minimum knee space of 27".

9. Public Telephone - No clear floor space in front of the telephone.

Response: This is complete. There is now 30" x 48" of clear floor space in front of the lobby telephone.

10. Men's Restroom - Door sign is too high at 66".

Response: This is complete. The Men's restroom door sign has been lowered to be compliant with the 60" from the floor at center line of sign regulation.

11. Men's Restroom - Force to open doors is excessive at 10 lbs.

Response: This is complete. The force required to open the Men's restroom door has been adjusted to less than 5 pounds of pressure.

12. Men's Restroom - Soap dispenser is too high at 42".

Response: This is complete. The soap dispenser in the Men's restroom has been lowered, no longer exceeding a maximum height of 40".

13. Women's Restroom - Door sign is too high at 65 1/2".

Response: This is complete. The Women's restroom door sign has been lowered to be compliant with the 60" from the floor at center line of sign regulation.

14. Women's Restroom - Force to open doors is excessive at 10 lbs.

Response: This is complete. The force required to open the Women's restroom door has been adjusted to less than 5 pounds of pressure.

15. Women's Restroom - Soap dispenser is too high at 43".

Response: This is complete. The soap dispenser in the Women's restroom has been lowered, no longer exceeding a maximum height of 40".

#### V. C. Provision for services to applicants and recipients who are non-English-speaking or who have disabilities - Corrective Actions (Pg 18)

1. It would be recommended to have refresher training on utilizing the County Form 29-Gen-70 Language Preference Form in all programs.

Response: The County will provide refresher training on County Form 29-Gen-70 Language Preference Form to all programs in the unit meetings by October 1, 2011.

#### VI. B. Documentation of applicant/recipient case records - Corrective Actions (Pg 20)

1. When applicants/recipients provide their own interpreter, the CWD shall ensure that the applicants/recipients are informed of the potential problems for ineffective communication. The CWD shall document in the case record that the applicants\recipients were so informed.

Response: The CWD Eligibility Workers will inform the applicants\recipients of the potential for ineffective communication when the applicants\recipients provide their own interpreter and document within the journal of the C-IV case that the applicants\recipients were so informed. To be updated in policies and procedures by November 4, 2011.

2. Consent for the release of information shall be obtained from the applicants\recipients when individuals other than CWD employees are used as interpreters and the case record shall be so documented.

Response: When the interpreter used is other than a CWD employee the CWD shall have the interpreter sign a confidentiality statement and scan and index the confidentiality statement in to the C-IV case as well as document that the confidentiality was signed, by whom and on what date to the journal in the C-IV case. To be updated in policies and procedures by November 4, 2011.

3. Each agency shall ensure that the case record identification shows the applicants\recipients ethnic origin and primary language.

Response: The CWD Eligibility Worker shall ensure that the applicants\recipients ethnic origin and primary language are entered into the individual demographics detail page in the C-IV system using information provided by the applicants\recipients and document in the journal of the C-IV case the CWD Eligibility Worker had done so. To be updated in policies and procedures by November 4, 2011.

4. 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.

Response: The CWD Eligibility Worker shall document in the journal of the C-IV case 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. To be updated in policies and procedures by November 4, 2011.

5. Nevada County Department of Social Services must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance.

Response: Nevada County Department of Social Services shall hold refresher training for all required elements to be documented to ensure compliance by October 1, 2011. To be updated in policies and procedures by November 4, 2011

VII. B. Staff Development and Training – Corrective Actions (Pg 22)

1. Nevada County Department of Social Services shall ensure that CSW's receive MEPA training to ensure that public contact staff has knowledge of, and properly apply the placement prohibitions contained in MEPA.

Response: Currently, new CSW's attend core training on MEPA through our existing UC Davis training contract. In addition, and in order to ensure that MEPA training is conveyed timely, the Program Manager will deliver focused MEPA training twice a year.

VIII. B. Discrimination Complaint Procedures – Corrective Actions (Pg 23)

1. Nevada County Department of Social Services shall ensure that staff is knowledgeable regarding contact information of the civil rights coordinator, at minimum, where the information can be located.

Response: The Civil Rights Coordinator contact information has been added to the Pub 86 poster in all Social Services waiting areas and reception rooms. All Eligibility staff have been notified of where these posters are located and the name and address of the Civil Rights Coordinator.

The Nevada County Department of Social Services found this review valuable to our continued commitment and ongoing efforts to remain compliant in the area of Civil Rights.

Sincerely,



Darlene King  
Civil Rights Coordinator  
County of Nevada

cc: Jeffrey Brown, Health and Human Services Agency Director, Nevada County  
Alison Lehman, Social Services Director, Nevada County  
Kevin Olson, Social Services Acting Program Manager, Nevada County  
Margaret Duffy, Child Protective Services Program Manager, Nevada County  
Mike Quintana, Facilities Project Manager, Nevada County