



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

May 13, 2011

Michael L. Riley, Ph.D., Director
Orange County Social Services Agency
888 N. Main Street
Santa Ana, CA 92701

Dear Dr. Riley:

This letter is to advise you that the Corrective Action Plan you submitted on April 8, 2011, in response to the results of our May 24 – 28, 2010 Civil Rights Compliance Review is approved. We applaud your continued efforts.

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.

Sincerely,

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

c: Patty Figueredo, Civil Rights Coordinator

Linda Patterson, Branch Chief
CDSS CalFresh Program M.S. 8-9-32

Mike Papin, Chief
CalFresh Policy Bureau M.S. 8-9-32

Richard Trujillo, Chief
Field Operations Bureau M.S. 8-9-32

Brian Tam, Chief
CalFresh Management Operations Section M.S. 8-9-32

Paul Gardes
CalFresh Policy Bureau M.S. 8-9-32

Thuan Nguyen
Refugee Programs Bureau, M.S. 8-8-46

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



County of Orange
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MICHAEL L. RILEY, Ph.D.
DIRECTOR

MIKE RYAN
CHIEF DEPUTY DIRECTOR

MIKE RYAN
ACTING DIVISION DIRECTOR
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WENDY AQUIN
DIVISION DIRECTOR
ADULT SERVICES &
ASSISTANCE PROGRAMS

GARY TAYLOR
DIVISION DIRECTOR
CHILDREN & FAMILY SERVICES

MARITZA RODRIGUEZ FARR
DIVISION DIRECTOR
FAMILY SELF-SUFFICIENCY

April 4, 2011

Jim Tashima, Acting Chief
Civil Rights Bureau
Department of Social Services
744 P Street, MS 15-70
Sacramento, CA 95814

APR 08 2011

Dear Mr. Tashima:

The information attached is Orange County Social Services Agency's response to the California Department of Social Services (CDSS) Civil Rights Bureau (CRB) final report dated January 31, 2011 which includes actions taken and planned. The report is a result of the review conducted May 24-28, 2010 that assessed Orange County Social Services Agency's compliance with CDSS Manual of Policies and Procedures Division 21 Regulations and other applicable state and Federal civil rights laws.

Thank you for the opportunity to comment and we understand that our response may be distributed in accordance with the Public Records Act. If you have any questions or need additional information, please contact Patricia Figueredo, Civil Rights Coordinator at (714) 438-8877.

Sincerely,

Michael L. Riley, Ph.D.
Director

/jb

Attachment

cc:

Mike Ryan, Chief Deputy Director
Jan Taraszkievicz, Deputy Director
Patricia Figueredo, Civil Rights Coordinator

Division 21 Element: Facility Accessibility for Individuals with Disabilities

CDSS CRB Findings:

Corrective Action

Facility Location: 3320 E. La Palma, Anaheim

Orange County Social Services Agency Response:

Parking:

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

Parking:

A requisition has been submitted to make/install 10 H/C parking signs that include "Minimum Fine \$250"

For both posted and wall-mounted signage, additional language on symbol sign and an additional sign below the symbol sign shall state "minimum Fine \$250.00." (CA T24 1129B.4.1) p 133

Van-accessible sign is too low at 79".

The sign has been adjusted to 80" from the bottom of the sign to finished grade

Each parking space for persons with disabilities shall be identified by a reflectorized sign permanently posted adjacent to and visible from each stall or space, consisting of the International Symbol of Accessibility in white on dark blue background.

The sign shall be 70 sp. in. min. and, when in a path of travel, shall be posted at a height of 80" min. from the bottom of the sign to the finished grade. (CA T24 1129B.) (ADA4.6.4) p133

In the unloading access aisle to the left of the entrance the words "NO PARKING" needs to be repainted on pavement.

The property manager has agreed to repaint the "No Parking" signage on the pavement

"NO PARKING" shall be painted on the ground in each 5' or 8' loading and unloading access aisle in white letters no smaller than 12". (CA T24 1129B.3.2) p135

<p><u>Water Fountain:</u></p> <p>Fountain does not have either a prescribed mat or wing walls as identified in code.</p> <p>Protruding objects in alcoves can not project more than 4" into walls, corridors, passageways, or aisles. (CA T24 1117B.1.3) p232</p> <p><u>Men's Restroom:</u></p> <p>Force to open door is excessive at 23lbs.</p> <p>Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b) p 201</p> <p>Soap dispenser is too high at 48"</p> <p>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 T24 1115B.8.3, ADA 4.23.7) p 294</p> <p><u>Women's Restroom:</u></p> <p>Wall sign is too high at 68"</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) p281</p> <p>Force to open door is excessive at 16lbs.</p> <p>Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b) p 201</p> <p>Soap dispenser is too high at 46"</p> <p>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 T24 1115B.8.3, ADA 4.23.7) p 294</p>	<p>Water Fountain:</p> <p>The property manager has ordered a wing wall to be installed at the water fountain. It will be installed as soon as it is received</p> <p>Men's Restroom:</p> <p>The door pressure has been adjusted to 5 lbs</p> <p>The dispenser has been lowered to 40"</p> <p>Women's Restroom:</p> <p>The wall sign has been lowered to 60"</p> <p>The door pressure has been adjusted to 5 lbs</p> <p>The dispenser has been lowered to 40"</p>
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<p>Facility Location: 800 N. Eckhoff, Orange</p> <p><u>Parking:</u> Freestanding signs are too low at 77", 79", 76", 75" and 75"</p> <p>Sign height shall be at 80" minimum from bottom of sign to top of finish grade. Freestanding sign measured 75". (CA T24 1129B.5, ADA4.6.5) p.133</p> <p>No "Minimum Fine \$250" signage below the ISA sign.</p> <p>For both posted and wall-mounted signage, additional language on symbol sign and an additional sign below the symbol sign shall state "minimum Fine \$250.00." (CA T24 1129B.4.1) p 133</p> <p><u>Men's Restroom:</u> Door Sign is too high at 64" Wall sign is too low at 59"</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) p281</p> <p><u>Women's Restroom:</u> Wall sign is too low at 58"</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) p281</p> <p>Pipes under sink need to be rewrapped</p> <p>Hot water and drain pipes are insulated or covered. No sharp or abrasive surfaces under lavatories (CA T24 1115B.4.7.1, ADA 4.24.6) p 343</p>	<p><u>Orange County Social Services Agency Response:</u></p> <p>Parking: Sign heights have been adjusted to the proper heights</p> <p>"Minimum Fine \$250" signs have been added</p> <p>Men's Restroom: Door sign has been lowered to 60" Wall sign has been raised to 60"</p> <p>Women's Restroom: Wall sign has been raised to 60"</p> <p>Hot water pipe has been rewrapped</p>
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<p>Sanitary dispenser is too high at 52"</p> <p>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 T24 1115B.8.3, ADA 4.23.7) p 294</p>	<p>Sanitary dispenser has been lowered; coin slot is now at 40"</p>
<p>Facility Location: 1928 S. Grand Ave., Santa Ana</p> <p><u>Parking:</u></p> <p>Accessible and Van-accessible spaces are too short in length at 17'</p> <p>Length of parking space shall be at least 18' long and 9' wide (CA T24 1129B.3.1, ADA 4.6.3) p 135</p> <p>Access aisles should be located on the passenger side of a space, and should be a min. of 18' long by 5' wide for aisles, serving car accessible spaces, and a min. 18' by 8' wide for aisles serving van accessible spaces. (CA T24 1129B.3.1) (ADA 4.6.3)</p> <p>No "Minimum Fine \$250" signage below the ISA sign.</p> <p>For both posted and wall-mounted signage, additional language on symbol sign and an additional sign below the symbol sign shall state "minimum Fine \$250.00." (CA T24 1129B.4.1) p 133</p> <p><u>Women's Restroom:</u></p> <p>Force to open door is excessive at 8lbs.</p> <p>Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b) p 201</p>	<p><u>Orange County Social Services Agency Response:</u></p> <p>Parking:</p> <p>Pavement signage has been repainted to reflect the correct length and width</p> <p>"Minimum Fine \$250" signage had been ordered and will be installed once it is received</p> <p>Women's Restroom:</p> <p>Door Pressure has been adjusted to 5 lbs</p>

Facility Location: 2020 W. Walnut Ave., Santa Ana

Parking:

There was no "Unauthorized Parking" sign at entrance to off-street accessible parking

Additional sign shall be posted in conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space. Sign shall be 17" by 22" min. in size with lettering 1" min. high, stating: "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. Towed vehicles may be reclaimed at ____ or by telephoning ____." (CA T24 1129B.5) p 133

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

For both posted and wall-mounted signage, additional language on symbol sign and an additional sign below the symbol sign shall state "minimum Fine \$250.00." (CA T24 1129B.4.1) p 133

Accessible space is too short in length at 17' 1/2".

Length of parking space shall be at least 18' long, 9' wide. (CA T24 1129B.3.1, ADA 4.6.3) p 135

Van-accessible space is too short in length at 16' 4".

Length of parking space shall be at least 18' long, 9' wide. (CA T24 1129B.3.1, ADA 4.6.3) p 135

Van-accessible access aisle is too short in length at 16'4" and too narrow in width at 6'6 1/2".

Orange County Social Services Agency Response:

Parking:

Additional unauthorized parking sign has been installed

"Minimum Fine \$250" signage has been ordered and will be installed as soon as it is received

Pavement signage has been repainted to reflect the correct length and width for the three identified areas

Access aisles should be located on the passenger side of a space, and should be a min. of 18' long by 5' wide for aisles, serving car accessible spaces, and a min. 18' by 8' wide for aisles serving van accessible spaces. (CA T24 1129B.3.1) (ADA 4.6.3)

Men's Restroom:

Wall sign is too high at 67"

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) p281

Women's Restroom:

Wall sign is too high at 65 1/2"

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) p281

Force to open door is excessive at 9lbs.

Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b) p 201

The toilet tissue dispenser is too far at 14 1/2"

Toilet tissues dispensers are located on the wall within 12" of front edge of toilet seat. (CA T24 1115B.8.4) pp295, 301

Toilet paper dispenser minimum height from floor is 19" (CA T24 1115B.8.4, ADA 4.16.6) pp 295, 301

Men's Restroom:

Sign lowered to 60"

Women's Restroom:

Sign lowered to 60"

Door pressure adjusted to 5 lbs

Toilet tissue dispenser moved to 12" of the front edge of the toilet

Division 21 Element: Staff Development and Training	
<i>CDSS CRB Findings</i>	<i>Corrective Action</i>
<p>MEPA Training for Children's Social Workers</p> <p>Orange County Social Services Agency 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</p> <p>42 U.S.C. 672, 674, and 1996(b)</p>	<p><u>Orange County Social Services Agency Response:</u></p> <p>Orange County will institute MEPA Refresher Training in order to ensure that CSW's are reminded about this act, along with properly applying the placement prohibitions</p>

Division 21 Element: Discrimination Complaint Procedures	
<i>CDSS CRB Findings</i>	<i>Corrective Action</i>
<p>Orange County Social Service Agency shall ensure staff have knowledge of the discrimination process and are able to differentiate it from other complaint processes.</p> <p>Div. 21-117 and 21-203</p>	<p><u>Orange County Social Services Agency Response:</u></p> <p>Orange County is currently already in compliance with this mandate by requiring all SSA staff to complete an annual Division 21 refresher training that specifically details the discrimination complaint process. In this training staff are made aware what constitutes discrimination and the protected categories are detailed out. Additionally, in our county, our business process is if any of our public contact staff are unsure or have a doubt if the complaint they received is discrimination they are instructed to forward it to the CR Coordinator for evaluation and an investigation if needed. Our plan is to continue this process so that potential discrimination complaints are not missed</p>



County of Orange
SOCIAL SERVICES AGENCY

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MIKE RYAN
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April 4, 2011

APR 08 2011

Jim Tashima, Acting Chief
Civil Rights Bureau
Department of Social Services
744 P Street, MS 15-70
Sacramento, CA 95814

Dear Mr. Tashima:

The information attached is Orange County Social Services Agency's response to the California Department of Social Services (CDSS) Civil Rights Bureau (CRB) final report dated January 31, 2011 which includes actions taken and planned. The report is a result of the review conducted May 24-28, 2010 that assessed Orange County Social Services Agency's compliance with CDSS Manual of Policies and Procedures Division 21 Regulations and other applicable state and Federal civil rights laws.

Thank you for the opportunity to comment and we understand that our response may be distributed in accordance with the Public Records Act. If you have any questions or need additional information, please contact Patricia Figueredo, Civil Rights Coordinator at (714) 438-8877.

Sincerely,

Michael L. Riley, Ph.D.
Director

/jb

Attachment

cc:

Mike Ryan, Chief Deputy Director
Jan Taraszkiwicz, Deputy Director
Patricia Figueredo, Civil Rights Coordinator

Division 21 Element: Facility Accessibility for Individuals with Disabilities	
CDSS CRB Findings:	Corrective Action
<p>Facility Location: 3320 E. La Palma, Anaheim</p> <p><u>Parking:</u> No "Minimum Fine \$250" signage below the ISA sign. For both posted and wall-mounted signage, additional language on symbol sign and an additional sign below the symbol sign shall state "minimum Fine \$250.00." (CA T24 1129B.4.1) p 133</p> <p>Van-accessible sign is too low at 79". Each parking space for persons with disabilities shall be identified by a reflectorized sign permanently posted adjacent to and visible from each stall or space, consisting of the International Symbol of Accessibility in white on dark blue background. The sign shall be 70 sp. in. min. and, when in a path of travel, shall be posted at a height of 80" min. from the bottom of the sign to the finished grade. (CA T24 1129B.) (ADA4.6.4) p133</p> <p>In the unloading access aisle to the left of the entrance the words "NO PARKING" needs to be repainted on pavement. "NO PARKING" shall be painted on the ground in each 5' or 8' loading and unloading access aisle in white letters no smaller than 12". (CA T24 1129B.3.2) p135</p>	<p><u>Orange County Social Services Agency Response:</u></p> <p>Parking: A requisition has been submitted to make/install 10 H/C parking signs that include "Minimum Fine \$250"</p> <p>The sign has been adjusted to 80" from the bottom of the sign to finished grade</p> <p>The property manager has agreed to repaint the "No Parking" signage on the pavement</p>

Water Fountain:

Fountain does not have either a prescribed mat or wing walls as identified in code.

Protruding objects in alcoves can not project more than 4" into walls, corridors, passageways, or aisles. (CA T24 1117B.1.3) p232

Men's Restroom:

Force to open door is excessive at 23lbs.

Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b) p 201

Soap dispenser is too high at 48"

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 T24 1115B.8.3, ADA 4.23.7) p 294

Women's Restroom:

Wall sign is too high at 68"

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) p281

Force to open door is excessive at 16lbs.

Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b) p 201

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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 T24 1115B.8.3, ADA 4.23.7) p 294

Water Fountain:

The property manager has ordered a wing wall to be installed at the water fountain. It will be installed as soon as it is received

Men's Restroom:

The door pressure has been adjusted to 5 lbs

The dispenser has been lowered to 40"

Women's Restroom:

The wall sign has been lowered to 60"

The door pressure has been adjusted to 5 lbs

The dispenser has been lowered to 40"

Facility Location: **800 N. Eckhoff, Orange**

Parking:

Freestanding signs are too low at 77", 79", 76", 75" and 75"

Sign height shall be at 80" minimum from bottom of sign to top of finish grade. Freestanding sign measured 75". (CA T24 1129B.5, ADA4.6.5) p.133

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Wall sign is too low at 59"

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Wall sign is too low at 58"

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Pipes under sink need to be rewrapped

Hot water and drain pipes are insulated or covered. No sharp or abrasive surfaces under lavatories (CA T24 1115B.4.7.1, ADA 4.24.6) p 343

Orange County Social Services Agency Response:

Parking:

Sign heights have been adjusted to the proper heights

"Minimum Fine \$250" signs have been added

Men's Restroom:

Door sign has been lowered to 60"

Wall sign has been raised to 60"

Women's Restroom:

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Hot water pipe has been rewrapped

<p>Sanitary dispenser is too high at 52"</p> <p>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 T24 1115B.8.3, ADA 4.23.7) p 294</p>	<p>Sanitary dispenser has been lowered; coin slot is now at 40"</p>
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Facility Location: 2020 W. Walnut Ave., Santa Ana

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Additional sign shall be posted in conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space. Sign shall be 17" by 22" min. in size with lettering 1" min. high, stating: "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. Towed vehicles may be reclaimed at ____ or by telephoning ____." (CA T24 1129B.5) p 133

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Wall sign is too high at 65 ½"

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Sign lowered to 60"

Women's Restroom:

Sign lowered to 60"

Door pressure adjusted to 5 lbs

Toilet tissue dispenser moved to 12" of the front edge of the toilet

Division 21 Element: Staff Development and Training	
<i>CDSS CRB Findings</i>	<i>Corrective Action</i>
<p>MEPA Training for Children's Social Workers</p> <p>Orange County Social Services Agency 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</p> <p>42 U.S.C. 672, 674, and 1996(b)</p>	<p><u>Orange County Social Services Agency Response:</u></p> <p>Orange County will institute MEPA Refresher Training in order to ensure that CSW's are reminded about this act, along with properly applying the placement prohibitions</p>

Division 21 Element: Discrimination Complaint Procedures	
<i>CDSS CRB Findings</i>	<i>Corrective Action</i>
<p>Orange County Social Service Agency shall ensure staff have knowledge of the discrimination process and are able to differentiate it from other complaint processes.</p> <p>Div. 21-117 and 21-203</p>	<p><u>Orange County Social Services Agency Response:</u></p> <p>Orange County is currently already in compliance with this mandate by requiring all SSA staff to complete an annual Division 21 refresher training that specifically details the discrimination complaint process. In this training staff are made aware what constitutes discrimination and the protected categories are detailed out. Additionally, in our county, our business process is if any of our public contact staff are unsure or have a doubt if the complaint they received is discrimination they are instructed to forward it to the CR Coordinator for evaluation and an investigation if needed. Our plan is to continue this process so that potential discrimination complaints are not missed</p>