



CDSS

VILL 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

June 5, 2012

Rhonda Grandi, Director  
Sierra County Department of Human Services  
P.O. Box 1019  
Loyalton, CA 96118

Dear Ms. Grandi:

This letter is to advise you that the Corrective Action Plan dated May 3, 2012, in response to the results of our 2011 Civil Rights Compliance Review. This approval is provisional contingent upon completion of several action items listed in the plan.

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

If you have any questions, please contact Claudia Cabrera at (916) 654-1047. You may also contact her by e-mail at [Claudia.Cabrera@dss.ca.gov](mailto:Claudia.Cabrera@dss.ca.gov).

Sincerely,

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

c: Jean Fletcher, 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

**ASSURANCE OF COMPLIANCE WITH  
THE CALIFORNIA DEPARTMENT OF SOCIAL SERVICES**

**NONDISCRIMINATION IN STATE  
AND FEDERALLY ASSISTED PROGRAMS**

MAY 07 2012

**SIERRA COUNTY HEALTH AND HUMAN SERVICES**  
**NAME OF COUNTY WELFARE DEPARTMENT**  
**(HEREINAFTER CALLED THE "AGENCY")**

HEREBY AGREES THAT it will comply with Title VI of the Civil Rights Act of 1964 as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975 as amended; the Food Stamp Act of 1977, as amended, and in particular Section 272.6; Title II of the Americans with Disabilities Act of 1990; Government Code (GC) Section 11135, as amended; California Code of Regulations (CCR) Title 22 Section 98000 – 98413; Title 24 of the California Code of Regulations, Section 3105A(e); the Dymally-Alatorre Bilingual Services Act; Section 1808 Removal of Barriers to Inter Ethnic Adoption Act of 1996 and other applicable federal and state laws, as well as their implementing regulations [including 45 Code of Federal Regulations (CFR) Parts 80, 84, and 91, 7 CFR Part 15, and 28 CFR Part 42], by ensuring that employment practices and the administration of public assistance and social services programs are nondiscriminatory, to the effect that no person shall because of race, color, national origin, political affiliation, religion, marital status, sex, age, or disability be excluded from participation in or be denied the benefits of, or be otherwise subject to discrimination under any program or activity receiving federal or state assistance; and HEREBY GIVE ASSURANCE THAT it will immediately take any measures necessary to effectuate this agreement.

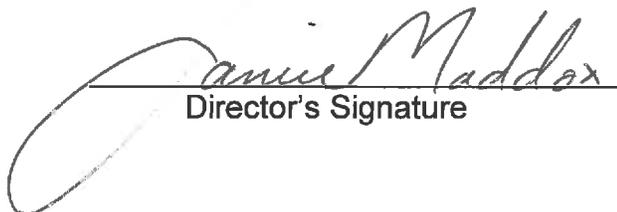
THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal and state assistance; and THE AGENCY HEREBY GIVES ASSURANCE THAT administrative methods/procedures which have the effect of subjecting individuals to discrimination or defeating the objectives of the California Department of Social Services (CDSS) Manual of Policies and Procedures (MPP) Chapter 21, will be prohibited.

BY ACCEPTING THIS ASSURANCE, the agency agrees to compile data, maintain records and submit reports as required, to permit effective enforcement of the aforementioned laws, rules and regulations and permit authorized CDSS and/or federal government personnel, during normal working hours, to review such records, books and accounts as needed to ascertain compliance. If there are any violations of this assurance, CDSS shall have the right to invoke fiscal sanctions or other legal remedies in accordance with Welfare and Institutions Code Section 10605, or Government Code Section 11135-39, or any other laws, or the issue may be referred to the appropriate federal agency for further compliance action and enforcement of this assurance.

THIS ASSURANCE is binding on the agency directly or through contract, license, or other provider services, as long as it receives federal or state assistance; and shall be submitted with the required Civil Rights Plan Update.

May 3, 2012  
Date

P. O. Box 1019, Loyalton, CA 96118  
Address of Agency

  
Director's Signature



**CIVIL RIGHTS COMPLIANCE REVIEW CORRECTIVE ACTION PLAN**

**SIERRA COUNTY HEALTH AND HUMAN SERVICES**

**Department of Social Services**

**P.O. Box 1019  
Loyalton, CA 96118**

**(530) 993-6720**

**Contact: Rhonda Grandi  
Assistant Director, Human Services**

**P.O. Box 1019  
Loyalton, CA 96118**

**(530) 993 -6709**

## **SIERRA COUNTY CIVIL RIGHTS CORRECTIVE ACTION PLAN**

**MAY 2012**

---

### **I. DISSEMINATION OF INFORMATION**

#### **A. DOES THE COUNTY ENSURE THE AWARENESS OF AVAILABLE SERVICES FOR INDIVIDUALS IN REMOTE AREAS?**

Inasmuch as Sierra County does not have any local radio or television stations, and the two newspapers published are available in English only, the best method for dissemination of information regarding services for individuals in remote areas of the county is by word of mouth. This primarily consists of current and former client direct referrals, as well as county employees who live in or near these areas of the county. Information can also be posted on public bulletin boards located at the post offices in each community.

#### **B. WAS THE PUB 13 AVAILABLE IN LARGE PRINT (ENGLISH AND SPANISH), AUDIOCASSETTE AND BRAILLE?**

PUB 13 was, in fact, displayed in large print within both office locations. However, there was no audio version available at the Loyalton office. This CD has been ordered from the Civil Rights Bureau as of March 27, 2012 to ensure the availability of large print, Braille, and auditory aids for participants in all of the programs for which CDSS has oversight and responsibility.

### **II. FACILITY ACCESSIBILITY: 22 Maiden Lane, Downieville, CA**

#### **A. PARKING**

As indicated in our previous CAP, it was discovered that the location of the septic system was prohibitive to the planned reconstruction of the parking area at this facility. Therefore, modification of the parking space cannot be made. Technical assistance to conduct an assessment of possible options to address each of these facility's parking deficiencies is being explored at the present time, which will require approval of a contractor for this purpose by our county Board of Supervisors. Depending on the cost and availability of funding to deal with the required modifications, we are hopeful that we can begin the necessary repairs by December 31, 2012.

In regard to the required signage, this is being taken care of by our Plant Manager and should be fully addressed by December 31, 2012.

**B. ROUTE TO ALTERNATE ENTRANCE & CLIENT LOBBY**

As stated above, technical assistance to conduct an assessment of possible options to address this facility's deficiencies is being explored at the present time with the aforementioned conditions.

**C. UNIXEX RESTROOM**

The required signage is being taken care of by our Plant Manager and should be fully addressed by December 31, 2012.

In regard to the adequate turning space due to the C-IV servers being housed in the restroom, again, as stated above, technical assistance to conduct an assessment of possible options to address this facility's deficiencies is being explored at the present time with the aforementioned conditions.

**II. FACILITY ACCESSIBILITY: 202 Front Street, Loyalton, CA**

**A. PARKING**

The required signage is being taken care of at this facility by our Plant Manager and should be fully addressed by December 31, 2012.

In regard to the van-accessible parking space and safe, accessible path of travel, this will also require technical assistance to conduct an assessment of possible options, as stated above, as this has been a recurring deficiency in previous reviews that are not adequately being addressed per our interpretation of the requirements for compliance.

**C. MEN'S/WOMEN'S RESTROOMS**

The identified signage deficiencies and excessive door pressure have already been taken care of by our Plant Manager. The urinal height is planned to be moved to be in compliance within the next 12 months.

In regard to the toilet tissue dispenser, our Plant Manager is not clear as to where this needs to be repositioned to, as he has a different interpretation as to where the measurement is actually taken from-to. Upon verification by the Civil Rights Bureau as to where it should actually be repositioned, he will gladly rectify this issue.

**III. PROVISION FOR SERVICES**

**A. SCREENING FOR LEARNING DISABILITIES**

Staff have been retrained as to this requirement and compliance is now being monitored through first and second level reviews.

**B. USE OF A MINOR INTERPRETER**

Sierra County affirms that we shall only allow the use of a minor (under the age of 18 years) to temporarily act as an interpreter under extenuating circumstances or at the specific request of the applicant/recipient. Care will be taken to assure that appropriate interpreter services are available.

**C. AUXILIARY AIDS**

Sierra County has taken steps to ensure the availability of auxiliary aids and services to persons who are deaf or hearing impaired, or persons with impaired speech, vision or manual skills, where necessary, to afford such persons an equal opportunity to access program services.

**IV. DOCUMENTATION OF CASE RECORDS**

**A. DOCUMENTATION WHEN CLIENT PROVIDES INTERPRETER**

A second level review of all files has been implemented to assure that all requirements are met and related documentation is in case files as specified.

**B. DOCUMENTATION OF INTERPRETER SIGNED CONFIDENTIALITY STATEMENT**

Sierra County affirms that consent for the release of information shall be obtained from applicants/recipients when individuals other than CWD employees are used as interpreters and the case record shall be so documented. Staff will be reminded of this requirement during the annual Division 21 training and annual training on confidentiality requirements.

Staff have been informed of this requirement and compliance is being monitored through ongoing file reviews.

**C. DOCUMENTATION THAT BILINGUAL SERVICES WERE PROVIDED**

Staff have been retrained to this requirement and compliance is now being monitored through first and second level reviews.

**V. STAFF DEVELOPMENT AND TRAINING**

**A. STAFF UNDERSTANDING OF MEPA**

It has been determined that MEPA training is available through the UC Davis Northern Training Academy. Staff that are not familiar or who have not had this training will be required to attend within the next 6-12 months accordingly.