



CDSS

WILL LIGHTBOURNE
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STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES

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EDMUND G. BROWN JR.
GOVERNOR

July 11, 2012

Michael Noda, Director
Siskiyou County Human Services Department
818 South Main Street
Yreka, CA 96097

Dear Mr. Noda:

I want to take this opportunity to thank you and your staff for the cooperation and assistance provided to the reviewer from our office, Claudia Cabrera, during the course of the Civil Rights Compliance Review of August 2011. Enclosed is the final report on the review. We apologize for the delay.

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 sixty 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 attached report.

We will provide a copy of our 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, they 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 the Civil Rights Bureau at (916) 654-2107. You may also contact us by e-mail at crb@dss.ca.gov.

Sincerely,

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

Enclosure

c: Debbie Walsh, 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
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CIVIL RIGHTS COMPLIANCE REVIEW REPORT
FOR
SISKIYOU COUNTY HUMAN SERVICES AGENCY
Conducted on August 29-31, 2011

California Department of Social Services
Human Rights and Community Services Division
Civil Rights Bureau
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Reviewer

Claudia Cabrera

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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 Siskiyou County Human Services Agency 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 August 29-30, 2011. An exit interview was held on August 31, 2011 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)
Siskiyou Human Services Agency	818 South Main Street Yreka, CA 96097	CalFresh, CalWORKs	None
Siskiyou Human Services Agency	1215 South Main Street Yreka, CA 96097	Adult and Children's Services	None

II. SUMMARY OF METHODOLOGY

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

- Reviewed the 2011 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
Eligibility Workers	4	
Children Social Workers	2	
Adult Program Workers	2	
Receptionist/Screeners	2	
Total	10	

Program Manager Surveys

Number of surveys distributed	2
Number of surveys received	2

Reviewed Case Files

English speakers' case files reviewed	11
Non-English or limited-English speakers' case files reviewed	13
Languages of clients' cases	Japanese, Spanish, Lao, Korean, Hindi, ASL

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 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	Comments
Does the county accommodate working clients by flexing their hours or allowing applications to be mailed in?	X		Normal office hours are M-F, 8:00-5:00 pm. Appointments are scheduled after hours upon request. Applications for Food Stamps may also be mailed in.
Does the county have extended hours to accommodate clients?		X	Extended hours are by appointment only and must be approved by supervisor.
Can applicants access services when they cannot go to the office?	X		Clients can apply online via the integrated response system, See for Yourself, they can submit applications for Food Stamps through e mail, and in some situations over-the-phone interviews may be scheduled.
Does the county ensure the awareness of available services for individuals in remote areas?	X		County information is distributed at the local library, College of the Siskiyou, county fairs, local hospital health fairs, and at family resource centers.

Signage, posters, pamphlets	Yes	No	Comments
Does the county use the CDSS pamphlet "Your Rights Under California Welfare Programs" (Pub 13 – 6/11)?	X		Pamphlet is given to clients during initial application, redetermination/re-certification and renewal.
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		X	Printed copies of the PUB 13 were only available in English and Spanish. Copies in any other language will be made available

Signage, posters, pamphlets	Yes	No	Comments
Mien, Portuguese, Punjabi, Russian Spanish, Tagalog, Ukranian, Vietnamese?			upon request.
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	The receptionist at 818 S. Main Street office was unaware of the location of the PUB 13 Braille, Large Print and Audio. It was later determined that these materials are kept in the "resource room."
Were the current versions of the required posters present in the lobbies?		X	The office at 818 S. Main Street had an outdated PUB 86 poster.
Did the workers know the location of the required posters with the Civil Rights Coordinator's name and address?		X	One out of six staff interviewed was not aware of the location of the required poster, PUB 86, with the CRC's contact info.
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

Informational Element	Corrective Action Required
Translated Pub 13	Siskiyou County shall ensure that the current version of the Pub 13 is available in all languages translated by CDSS and that the available translated versions are given to the clients in their primary language. Div. 21-115.2
Auxiliary aids	Siskiyou County shall ensure the availability of large print, Braille, and auditory aids for participants in all of the programs for which CDSS has oversight responsibility. Div. 21-115.4

Informational Element	Corrective Action Required
Posters	Siskiyou County shall ensure that the most current version of posters on nondiscrimination provided by CDSS and USDA are prominently displayed in all waiting areas and reception rooms. Div. 21-107.211

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

Contact the Civil Rights Bureau to receive the most recent versions, or download the Pub 13 from the CRB website http://www.dss.cahwnet.gov/civilrights/YourRights_498.htm.

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

Facility Location: 1215 South Main Street, Yreka

Facility Element	Findings	Corrective Action
Parking	The words "No Parking" are painted in yellow, same color as access aisle. Lettering shall be in contrasting color.	The words "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) p 135
Main entrance	Door pressure excessive at 15lbs. There is no smooth, uninterrupted surface located at the bottom of the door to allow the door to be opened by a wheelchair footrest.	Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)) p 207 The bottom 10" of all doors except automatic and sliding shall have a smooth, uninterrupted surface to allow the door to be opened by a wheelchair footrest without creating a trap or hazardous condition. (CA T24 1133B.2.6) p 203
Client lobby	Counter at receptionist window is not accessible, measuring 41" high.	Height of accessible tables or counters is between 28" – 34" from floor finish. (CA T24 1122B.4, ADA 4.32.4) p 388
Interview room	Desk located in client interview room measured 26 5/8" and does not have enough knee clearance. There is no turnaround clearance.	Minimum seating knee space is 27" high, 30" wide and 19" deep. (CA T24 1122B.3, ADA 4.32.3) p 388 Wheelchair Turning Space is a minimum space for a wheelchair to turn 180 degrees in a 60" diameter or T-shaped space. (CA T24 1118B.3, ADA 4.2.3) p 236
Unisex Restroom	Sign on door is low at 55 ½" and there is no sign on the wall.	Door sign and wall sign shall be 60" above the floor to the center line of sign.

	<p>Door pressure excessive at 9lbs.</p> <p>Paper towel dispenser is located high at 47".</p>	<p>For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6) p 281</p> <p>Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p 282</p> <p>Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b)) p 201</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>
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B. Recommendation

It was noted, although rarely do clients enter through the front door, that there was an access aisle created leading clients to the back entrance. It is recommended that a sign be placed somewhere visible informing clients that there is an accessible entrance located towards the back of the office. The words "No Parking" shall also be painted in the access aisle.

C. Facility Location: 818 South Main Street, Yreka

Facility Element	Findings	Corrective Action
Parking	There is no additional language posted below the accessible symbol 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
Outside signage	There is no visible directional sign posted at the main entrance indicating accessible entrance located at south end of building.	A sign with the international symbol of accessibility shall be at every primary entrance and every major junction indicating the direction along or to accessible features. (CA T24 1127B.3, ADA 4.1.3(16B), CA T24 1117B.5.1) pp 186, 394
Restrooms	<p>Unisex:</p> <p>Door pressure is excessive at 9lbs.</p> <p>Women's:</p> <p>Door pressure is excessive at 9lbs.</p> <p>Men's:</p> <p>Door pressure is excessive at 7lbs.</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 207</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 207</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 207</p>

D. Recommendation

None

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	Comments
Does the county identify a client's language need upon first contact? How?	X		Staff will use a language card for clients to self identify their language if other than English. There is also a poster on the lobby window where clients can point to their preferred language.
Does the county use a primary language form?	X		Primary Language Form, 129G. Children's Services and IHSS do not use Form 129G. Staff interviewed were unaware of the Primary Language Form and it was determined that filling out this form was not a practice followed in these two offices.
Does the client self-declare on this form?	X		Client fills out the form.
Are non-English- or limited- English-speaking	X		Spanish-Speaking interpreters are available for Spanish-speaking clients.

Question	Yes	No	Comments
clients provided bilingual services?			All other languages, staff will contact Gail Taylor, to request and set-up an appointment with an interpreter or use an over-the-phone interpreter.
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		Use bilingual staff, access a county interpreter list, use language line, or get a volunteer interpreter from the College of the Siskiyous.
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		Language Line provider with ATT and Norcal Center on Deafness for ASL interpreters.
Are county interpreters determined to be competent?	X		All county interpreters are certified.
Does the county have adequate interpreter services?	X		
Does the county allow minors to be interpreters? If so, under what circumstances?	X		Only during an emergency situation and only to relay important information such as date of appointment when an interpreter will be available.
Does the county allow the client to provide his or her own interpreter?	X		Client provided interpreters must be over the age of 18 and are required to fill out form 129A, Certification of Confidentiality for a Non-County Interpreter.
Does the county ensure that the client-provided interpreter understands what is being interpreted for the client?	X		
Does the county use the CDSS-translated forms in the clients' primary languages?	X		
Is the information that is to be inserted into NOA translated into the client's primary language?	X		

Question	Yes	No	Comments
Does the county provide auxiliary aids and services, TDD's and 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)?	X		For hearing impaired clients, staff contact Norcal for an ASL interpreter, will write back and forth, or use CA Relay. For clients with a visual impairment, staff will assist by reading out loud, help fill out documents, or use larger print. This is all documented in the case narrative/journal.
Does the county identify and assist the client who has learning disabilities or a client who cannot read or write?	X		
Does the county offer screening for learning disabilities?	X		Screening for learning disabilities is available. It consists of a questionnaire, Learning Needs Screening, WTW 19, that clients are to answer to determine their level of disability.
Is there an established process for offering screening?	X		Screening is available in WTW.
Is the client identified as having a learning disability referred for evaluation?	X		Clients are referred to behavioral health for further evaluation.

B. Recommendation

None

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	IHSS	CalWORKs	CalFresh

Documented Item	Children's Services	IHSS	CalWORKs	CalFresh
Ethnic origin documentation	CMS-CWS Summary Page	SOC 295	DFA 285,	C-IV Individual Demographics, E-App Summary Page
Primary language documentation	Emergency Referral Info Sheet, CMS-CWS ID Page	SOC 295	SHSD 129G, C-IV Case Summary	SHSD 129G, C-IV Case Summary
Method of providing bilingual services and documentation	Case Notes	Case Narrative	C-IV Journal	C-IV Journal
Client provided own interpreter	Case Notes	Case Narrative	SHSD 129G	SHSD 129G
Method to inform client of potential problem using own interpreter	None found in cases reviewed	None found in cases reviewed	SHSD 129G	SHSD 129G
Release of information to Interpreter	Case Notes	None found in cases reviewed	SHSD 129G	SHSD 129G
Individual's acceptance or refusal of written material offered in primary language	None found in cases reviewed	None found in cases reviewed	None found in cases reviewed	None found in cases reviewed
Documentation of minor used as interpreter	Case Notes	None found in cases reviewed	None found in cases reviewed	None found in cases reviewed
Documentation of circumstances for using minor interpreter temporarily	Case Notes	None found in cases reviewed	None found in cases reviewed	None found in cases reviewed
Translated notice of actions (NOA) contain translated inserts	Case record	Case record	Case record	Case record
Method of identifying client's disability	Detention Summary	Re-Assessment	SOF	SOF
Method of documenting a client's request for auxiliary aids and services	Case Notes	Case Narrative	None found in cases reviewed	None found in cases reviewed

B. Corrective Actions

It was noted in one of the CalWORKs cases reviewed that a client whose primary language was Japanese was not provided interpretive services because "no Japanese interpreter available at the College of Siskiyou at time of orientation/appraisal." This is in violation of Division 21 regulations. Under Division 21-115 "County welfare departments shall ensure that effective bilingual/interpretive services are provided to serve the needs of the non-English speaking population and individuals with disabilities. The provision of bilingual/interpretive services shall be prompt without undue delays." Interpretive services must be provided to clients whose primary language is other than English. This can be done with the use of bilingual workers, county volunteers, or over the phone interpretation. Staff must be reminded of the requirement to provide interpretive services to clients who request an interpreter.

There were also inconsistencies with documentation when a family member was used as an interpreter in IHSS. Often, there was no signed consent for release of information and no documentation noted that the client was informed of the potential for ineffective communication using his/her own interpreter. Refer to ACL 08-65 for requirements on documentation of case records.

Areas of Action	Corrective Action
Documentation if client provided own interpreter	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. Div. 21-116.23
Documentation of interpreter signed confidentiality statement	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. Div. 21-116.24
Documentation of primary language	Each agency shall ensure that case record identification shows the applicants/recipients ethnic origin and primary language. Div. 21-201.21
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

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	Comments
Do employees receive continued Division 21 Training?	X		Staff receives DIV 21 training annually.
Do employees understand the county policy regarding a client's rights and procedure to file a discrimination complaint?	X		All staff interviewed was able to clearly identify the policy and procedure for filing a discrimination complaint.
Does the county provide employees Cultural Awareness Training?	X		Included with DIV 21 training.
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.

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	Findings
Can the employees easily identify the difference between a program, discrimination, and a personnel complaint?	X		All staff interviewed knew the differences between a program, personnel and discrimination complaint.
Did the employees know who the Civil Rights Coordinator is?	X		All staff identified Debbie Walsh as the CRC.
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.

IX. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL

The Siskiyou County Human Services Department's Civil Rights Compliance Plan for the August 1, 2011 through July 31, 2014, was received on July 28, 2011. It is approved as submitted.

X. CONCLUSION

The CDSS reviewer found the Siskiyou County Human Services Agency staff warm, welcoming, informative and very supportive. Particular thanks to Debbie Walsh, Civil Rights Coordinator, for organizing the details of the review, and thanks to all staff who assisted in each of the facility reviews along with case reviews and computer assistance.

The CDSS found the Siskiyou County Human Services Agency 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 Siskiyou County Human Services Agency 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.