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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

June 10, 2013

Eric Nielson, Director  
Lassen County Welfare Department  
720 Richmond Road  
P.O. Box 1359  
Susanville, CA 96130

Attention: Dana Crobarger

Dear Mr. Nielson:

Thank you for submitting your agency's Corrective Action Plan on April 29, 2013 which responded to our Civil Rights Compliance Review of October 12, 2011. We are requesting the following additional information:

1. 720 Richmond Road: Please provide the anticipated date of moving to a new facility. Continue to post "no public access" to restroom as the restroom remains out of compliance.
2. 1616 Chestnut Street: Remains out of compliance.
3. 1445 Paul Bunyan Road: Remains out of compliance.

At this time we are unable to approve your correction action plan. Your county remains out of compliance.

If you have any questions, please contact Cindy Guzman at (916) 654-2117. You may also contact her by e-mail at [cindy.guzman@dss.ca.gov](mailto:cindy.guzman@dss.ca.gov)

Sincerely,

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

c: Dana Crobarger, Program Analyst, Lassen Works & community Social Services  
Bill Jost, Civil Rights Coordinator

# Corrective Action Plan – Civil Rights Compliance Review

**County Name:** Lassen  
**Review Type:** Compliance  
**Review Period:** October 12-14, 2011  
**Audit Findings:** <http://www.cdss.ca.gov/civilrights/res/2011110LassenCRR.pdf>  
**Physical Locations:** 720 Richmond Road; 1616 Chestnut Street; 1445 Paul Bunyan Road

## Corrective Action Plan:

**CAP created by:** Dana Crobarger – Program Analyst LassenWORKS and Community Social Services  
**CAP created date:** April 29, 2013  
**CAP Approved by:** Eric Nielson – Director LassenWORKS and Community Social Services

## Corrective Action Plan for Physical Location: 720 Richmond Road, Susanville, CA 96130

Element	Corrective Action Required	Action to be Taken	Date Action Completed
Facility: Parking	Repeat Finding: There is no “unauthorized parking” signage 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 issues for persons with disabilities may be towed away at the owner’s expense. Towed vehicles may be reclaimed at _____ or by telephoning _____.” (CA T24 1129B.5) p.133	Lassen Public Works will post required signage no later than October 1, 2013	
Facility: Parking	Repeat Finding: Length of Van-Accessible parking space too short at 16”.  Length of parking space shall be at least 18’ long, 9’ wide. (CA T24 1129B.3.1, ADA 4.6.3) p 135	Lassen Public Works will create and implement a new parking lot layout that will meet the CA and ADA requirements no later than October 1, 2013	

**Corrective Action Plan for Physical Location: 720 Richmond Road, Susanville, CA 96130 (continued)**

<p>Facility: Parking</p>	<p>There is no Van Access Aisle.</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>Lassen Public Works will create and implement a new parking lot layout that will meet the CA and ADA requirements no later than October 1, 2013</p>	
<p>Facility: Parking</p>	<p>Repeat Finding: There is no clearance access aisle on passenger side of van space.</p> <p>One in every 8 accessible spaces (p 136) and no less than 1 shall be served by an access aisle 96" wide minimum placed opposite the driver's side and shall be designated Van-Accessible (CA T24 1129.B.3.2, ADA 4.1.2(5)(b)) p. 136</p>	<p>Lassen Public Works will create and implement a new parking lot layout that will meet the CA and ADA requirements no later than October 1, 2013</p>	
<p>Facility: Parking</p>	<p>Repeat Finding: There is no 'No Parking' painted on pavement in access aisle (letters min. 12" high)</p> <p>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</p>	<p>Lassen Public Works will paint required pavement signage no later than October 1, 2013</p>	
<p>Facility: Parking</p>	<p>Signage on pavement is not clearly depicting a wheelchair w/occupant, and needs re-painting</p> <p>The surface of each accessible parking stall or space must have a surface identification duplicating either of the following schemes:</p> <ul style="list-style-type: none"> <li>By outlining or painting the stall or space in blue and outlining on the ground in the stall or space in white or suitable contrasting color a profile view depicting a wheelchair with occupant; OR</li> <li>By outlining a profile view or a wheelchair with occupant in white on blue background. The profile view shall be located so that it is visible to a traffic enforcement officer when a vehicle is properly parked in the space and shall be 36" by 36".</li> </ul> <p>Pavement signage shall be 36" x 36" minimum, white on blue in color, visible and centered. (CA T24 1139B.4.1 &amp; 2) p. 133.</p>	<p>Lassen Public Works will paint required pavement signage no later than October 1, 2013</p>	

**Corrective Action Plan for Physical Location: 720 Richmond Road, Susanville, CA 96130 (continued)**

<p>Facility: Parking</p>	<p>There is no additional signage below the symbol sign stating the 'minimum Fine \$250.00'</p> <p>For both posted and wall-mounted signage, additional language or 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>Lassen Public Works will post required signage no later than October 1, 2013</p>	
<p>Facility: Main Entrance/Outside signage</p>	<p>No international symbol of accessibility (ISA) signage at primary entrance.</p> <p>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</p> <p>Characters, symbols and their backgrounds have a non-glare finish. Characters and symbols contrast with their background, either light characters on a dark background or dark characters on a light background. (CA T24 1117B.5.2, ADA 4.30.5) p 396</p>	<p>Lassen Public Works will post required signage no later than October 1, 2013</p>	<p>4/22/13</p>
<p>Facility: Client Lobby</p>	<p>No Poster 'And Justice for All' (#475B)</p> <p>And Justice for All – Current: 12/99 (Div 21-107.211)</p> <p>Repeat Finding on Unisex Restroom Not Accessible:</p> <p>No international symbol of accessibility (ISA) signage on door or wall.</p> <p>Door sign and wall sign shall be 60" above the floor to the center line of the sign.</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 the 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 Grad 2 Braille. (CA T24 1117B.5.5.1, ADA 4.13.9) p. 205</p>	<p>Current 'And Justice for All' poster <a href="http://www.fns.usda.gov/cr/justice-translations/475B.pdf">http://www.fns.usda.gov/cr/justice-translations/475B.pdf</a> posted in Lobby</p> <p>ISA signage is inappropriate as this unisex restroom is not accessible by wheelchair.</p> <p>This deficiency will not be corrected at this time as the cost of remodeling is prohibitive and there are plans to move to a new facility in the future.</p> <p>LassenWORKS has a sign posted that informs clients that fully accessible services are available at the alternative location (see <a href="#">Appendix</a>).</p>	<p>N/A</p>

Corrective Action Plan for Physical Location: 720 Richmond Road, Susanville, CA 96130 (continued)

<p>Facility: Unisex Restroom/Not Accessible</p>	<p>Door knob hand operated, and not operable with a single effort of lever, push/pull.  Locking/Latching Doors: If hand-operated, to be operable with a single effort (e.g: lever, panic bar, push/pull). (CA T24 1133B.2.5.2, ADA 4.13.9) p. 205</p>	<p>This deficiency will not be corrected at this time as the cost of remodeling is prohibitive and there are plans to move to a new facility in the future.  LassenWORKS has a sign posted that informs clients that fully accessible services are available at the alternative location (see Appendix).</p>	<p>N/A</p>
<p>Facility: Unisex Restroom/Not Accessible</p>	<p>Door width small at 30" across  Clear Width: Minimum clearance width of exit way must be 32". (CA T24 1133B.2.2) p. 198</p>	<p>This deficiency will not be corrected at this time as the cost of remodeling is prohibitive and there are plans to move to a new facility in the future.  LassenWORKS has a sign posted that informs clients that fully accessible services are available at the alternative location (see Appendix).</p>	<p>N/A</p>
<p>Facility: Unisex Restroom/Not Accessible</p>	<p>Not adequate turning space. Measured at 35" circular turning diameter.  There shall be a 60" minimum circular turning diameter. (CA T24 1118B.3, ADA 4.2.3) p. 236</p>	<p>This deficiency will not be corrected at this time as the cost of remodeling is prohibitive and there are plans to move to a new facility in the future.  LassenWORKS has a sign posted that informs clients that fully accessible services are available at the alternative location (see Appendix).</p>	<p>N/A</p>
<p>Facility: Unisex Restroom/Not Accessible</p>	<p>Soap dispenser too high at 49"  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>This deficiency will not be corrected at this time as the cost of remodeling is prohibitive and there are plans to move to a new facility in the future.  LassenWORKS has a sign posted that informs clients that fully accessible services are available at the alternative location (see Appendix).</p>	<p>N/A</p>

<p>Facility: Unisex Restroom/Not Accessible</p>	<p>Mirror too high at 47"</p>	<p>This deficiency will not be corrected at this time as the cost of remodeling is prohibitive and there are plans to move to a new facility in the future.</p> <p>LassenWORKS has a sign posted that informs clients that fully accessible services are available at the alternative location (see Appendix).</p>	<p>N/A</p>
<p>Facility: Unisex Restroom/Not Accessible</p>	<p>Paper Towel Dispenser too high at 59"</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>This deficiency will not be corrected at this time as the cost of remodeling is prohibitive and there are plans to move to a new facility in the future.</p> <p>LassenWORKS has a sign posted that informs clients that fully accessible services are available at the alternative location (see Appendix).</p>	<p>N/A</p>

**Corrective Action Plan for Physical Location: 1616 Chestnut Street, Susanville, CA 96130**

Element	Corrective Action Required	Action to be Taken	Date Action Completed
Facility: Parking	<p>There is no additional signage below the symbol sign stating the 'minimum Fine \$250.00'</p> <p>For both posted and wall-mounted signage, additional language or 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>This property is leased from a private owner by the County of Lassen. The property owner will be made aware of these requirements. Corrective actions are at the <u>discretion</u> of the <u>property owner</u>.</p>	N/A
Facility: Parking	<p>Freestanding sign height too low at 61" on all handicapped parking</p> <p>Sign height shall be 80" minimum from bottom of sign to top of finish grade. (CA T24 1129B.4.1, ADA 4.6.5) p. 134</p> <p>Wall signage shall be centered 36" minimum above grade, ground, or sidewalk at the interior end of space (CA T24 1129B.3.1) p. 134</p>	<p>This property is leased from a private owner by the County of Lassen. The property owner will be made aware of these requirements. Corrective actions are at the discretion of the property owner.</p>	N/A
Facility: Main Entrance	<p>Main entrance door pressure too high at 10 lbs.</p> <p>Force to open doors, exterior and interior is 5 pounds maximum (CA T24 1133B.2.5, ADA 4.13.11(2)(a) &amp; (b)) p. 201.</p> <p>Force to open fire door, minimum allowable not to exceed 15 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(1)) p. 201.</p>	<p>This property is leased from a private owner by the County of Lassen. The property owner will be made aware of these requirements. Corrective actions are at the discretion of the property owner.</p>	N/A
Facility: Client Lobby	<p>No Poster 'And Justice for All' (#475B)</p> <p>And Justice for All – Current: 12/99 (Div 21-107.211)</p>	<p>Current 'And Justice for All' poster <a href="http://www.fns.usda.gov/cr/justice-translations/475B.pdf">http://www.fns.usda.gov/cr/justice-translations/475B.pdf</a> posted in Lobby</p>	4/29/13
Facility: Women's Restroom	<p>Door pressure too high at 10 lbs.</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>This property is leased from a private owner by the County of Lassen. The property owner will be made aware of these requirements. Corrective actions are at the discretion of the property owner.</p>	N/A
Facility: Women's Restroom	<p>Soap dispenser too high at 49"</p>	<p>This property is leased from a private owner by the County of Lassen. The property owner will be made aware of these requirements. Corrective actions are at the discretion of the property owner.</p>	N/A

**Corrective Action Plan for Physical Location: 1445 Paul Bunyan Road, Susanville, CA 96130**

Element	Corrective Action Required	Action to be Taken	Date Action Completed
<p>Facility: Parking</p>	<p>Repeat Finding: There is no "unauthorized parking" signage at entrance to off street accessible parking.</p> <p>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 issues for persons with disabilities may be towed away at the owner's expense. Towed vehicles may be reclaimed at _____ or by telephoning _____." (CA T24 1129B.5) p.133</p>	<p>This property is leased from a private owner by the County of Lassen. The property owner will be made aware of these requirements. Corrective actions are at the <u>discretion</u> of the property owner.</p>	<p>N/A</p>
<p>Facility: Parking</p>	<p>One handicapped parking space without sign, without access aisle, and no Van Accessible space:</p> <p>No Van-Accessible space.</p> <p>One in every 8 accessible spaces (no fewer than 1) shall be designated van accessible. (CA T24 1129B.3.2, ADA 4.1.2(5)(b)) p. 136.</p>	<p>This property is leased from a private owner by the County of Lassen. The property owner will be made aware of these requirements. Corrective actions are at the discretion of the property owner.</p>	<p>N/A</p>
<p>Facility: Parking</p>	<p>No Van-Accessible space.</p> <p>Length of parking space shall be at least 18' long, 9' wide. (CA T24 1129B.3.2, ADA 4.1.2(5)(b)) p. 136.</p>	<p>This property is leased from a private owner by the County of Lassen. The property owner will be made aware of these requirements. Corrective actions are at the discretion of the property owner.</p>	<p>N/A</p>
<p>Facility: Parking</p>	<p>No Van-Access Aisle.</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>This property is leased from a private owner by the County of Lassen. The property owner will be made aware of these requirements. Corrective actions are at the discretion of the property owner.</p>	<p>N/A</p>

Corrective Action Plan for Physical Location: 1445 Paul Bunyan Road, Susanville, CA 96130 (continued)

<p>Facility: Parking</p>	<p>No Freestanding signs at height of 80" from bottom of sign to top of finish grade, or Wall-mounted sign at height 36" minimum.</p> <p>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 or dark blue background</p> <p>Sign height shall be 80" minimum from bottom of sign to top of finish grade. (CA T24 1129B.4.1, ADA 4.6.5) p. 134</p> <p>Wall signage shall be centered 36" minimum above grade, ground, or sidewalk at the interior end of space (CA T24 1129B.3.1) p. 134</p>	<p>This property is leased from a private owner by the County of Lassen. The property owner will be made aware of these requirements. Corrective actions are at the discretion of the property owner.</p>	<p>N/A</p>
<p>Facility: Parking</p>	<p>There is no additional signage below the symbol sign stating the "Minimum Fine \$250.00" (CA T24 1129B.4.1) p. 133</p> <p>For both posted and wall-mounted signage, additional language or 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>This property is leased from a private owner by the County of Lassen. The property owner will be made aware of these requirements. Corrective actions are at the discretion of the property owner.</p>	<p>N/A</p>
<p>Facility: Parking</p>	<p>No access aisle.</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>This property is leased from a private owner by the County of Lassen. The property owner will be made aware of these requirements. Corrective actions are at the discretion of the property owner.</p>	<p>N/A</p>
<p>Facility: Parking</p>	<p>No "No Parking" painted on pavement in access aisles (letters min. 12" high)</p> <p>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</p>	<p>This property is leased from a private owner by the County of Lassen. The property owner will be made aware of these requirements. Corrective actions are at the discretion of the property owner.</p>	<p>N/A</p>

**Corrective Action Plan for Physical Location: 1445 Paul Bunyan Road, Susanville, CA 96130 (continued)**

<p>Facility: Outside Signage</p>	<p>No Accessible signage at primary entrance – the international symbol of accessibility (ISA).  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  Characters, symbols and their backgrounds have a non-glare finish. Characters and symbols contrast with their background, either light characters on a dark background or dark characters on a light background. (CA T24 1117B.5.2, ADA 4.30.5) p 396</p>	<p>This property is leased from a private owner by the County of Lassen. The property owner will be made aware of these requirements. Corrective actions are at the discretion of the property owner.</p>	<p>N/A</p>
<p>Facility: Client Lobby</p>	<p>Double Door pressure at main entrance too high, left at 12 lbs. and right at 14 lbs.  Force to open doors, exterior and interior is 5 pounds maximum (CA T24 1133B.2.5, ADA 4.13.11(2)(a) &amp; (b)) p. 201.  Force to open fire door, minimum allowable not to exceed 15 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.11(1)) p. 201.</p>	<p>This property is leased from a private owner by the County of Lassen. The property owner will be made aware of these requirements. Corrective actions are at the discretion of the property owner.</p>	<p>N/A</p>
<p>Facility: Unisex Restroom</p>	<p>Toilet protector too high at 56"  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>This property is leased from a private owner by the County of Lassen. The property owner will be made aware of these requirements. Corrective actions are at the discretion of the property owner.</p>	<p>N/A</p>
<p>Facility: Unisex Restroom</p>	<p>Mirror base too high at 49"  Paper towel dispenser too high at 49"</p>	<p>This property is leased from a private owner by the County of Lassen. The property owner will be made aware of these requirements. Corrective actions are at the discretion of the property owner.</p>	<p>N/A</p>
<p>Facility: Unisex Restroom</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>This property is leased from a private owner by the County of Lassen. The property owner will be made aware of these requirements. Corrective actions are at the discretion of the property owner.</p>	<p>N/A</p>

