



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

March 27, 2012

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 October 21, 2011, in response to the results of our May 2011 Civil Rights Compliance Review has been approved with the exception of the following items on page 3:

- 6100 Chip Avenue, Cypress, CA 90630 – water fountain.
 - The height of the knee space measured too low at 26".

The clear knee space between the bottom of the apron and the floor or ground shall not be less than 27" in height, 30" in width, and 8" in depth. (CA T24 1117B.1.2, ADA 4.15.5(1)) p. 231.

Controls and operating mechanisms shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate controls shall be no greater than 5 lbs. (CA T24 1117B.6.4, ADA 4.15.4, 4.27.4) p. 233.

In your corrective action plan it was stated the representative from the State said a paper cup dispenser next to the drinking fountain was an acceptable alternative. Neither I nor the State agrees this is an acceptable alternative. The water fountain is out of compliance and needs a corrective action other than the paper cup dispenser. If you find language in regulation, code or law that allows a different height or the use of cups, please let us know.

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 Cindy Guzman at (916) 654-2117. 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

c: Ms. Lisa Tamres, Civil Rights Coordinator



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October 21, 2011

Jim Tashima, 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 August 30, 2011. The report is a result of the review conducted May 23-27, 2011 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. Our response includes actions taken and planned.

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 Lisa Tamres, Civil Rights Coordinator at (714) 438-8877.

Sincerely,

Michael L. Riley, Ph.D.
Director

/jb

Attachment

cc:

Mike Ryan, Chief Deputy Director
Jan Taraszkiewicz, Deputy Director
Lisa Tamres, Civil Rights Coordinator

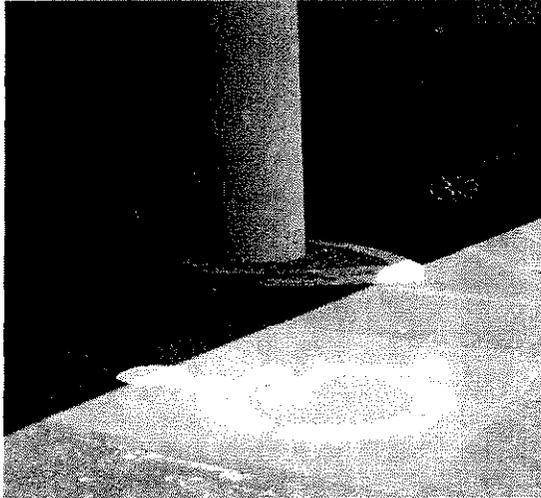
Findings, Corrective Actions, and Orange County Response

A. Facility Location: **12912 Brookhurst Street
Garden Grove, CA 92840**

Facility Element	Findings	Corrective Action	Orange County Response
Parking	The 4 Accessible Parking spaces in front of building are too short at 17'.	Length of parking space shall be at least 18' long, 9' wide. (CA T24 1129B.3.1, ADA 4.6.3) p. 135	Concur. SSA has notified the Landlord to evaluate and extend the lengths of the parking spaces if feasible by November 1, 2011.
Men's Restroom	Door pressure too high (Front entrance from lobby too high at 8 lbs, back entrance from hallway too high at 10 lbs.	Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b)) p. 201	Concur. The Landlord has adjusted the door to 5 pounds of pressure.

B. Facility Location: **1505 E. Warner Avenue
Santa Ana, CA 92705**

Facility Element	Findings	Corrective Action	Orange County Response
Parking	Clearance access aisle on passenger side of van space is blocked by a building structural column. (Van-Accessible parking space on left side of entrance). (REPEAT FINDING) Please see Picture (Fig. 1) below.	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	Concur. The County has requested that the landlord have the space restriped to meet the van accessible space requirement by November 14, 2011.
Men's Restroom	Door pressure too high at 8 lbs.	Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b)) p. 201	Concur. The door pressure has been adjusted to 5 pounds.



(Fig. 1)

Recommendation: Due to structural column blocking access aisle on passenger side of Van-Accessible parking, it is recommended Van Accessible parking be moved to a space where there is room for the Van-Accessible access aisle.

C. Facility Location: **6100 Chip Avenue
Cypress, CA 90630**

Facility Element	Findings	Corrective Action	Orange County Response
Parking	Six accessible parking spaces in front of building freestanding signs height is too low at 74" from bottom of sign to top of finish grade.	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	Concur. The County has raised the signs to 80".
	Two accessible parking spaces across from the front of building are short at 8 ½ 'wide.	Length of parking space shall be at least 18' long, 9' wide. (CA T24 1129B.3.1, ADA 4.6.3) p. 135	Concur. The Landlord has completed the recommended changes.
Water fountain	Knee space from the floor is too low at 26".	The clear knee space between the bottom of the apron and the floor or ground not less than 27" in height, 30"	Concur. The County has installed a paper cup dispenser next to the drinking fountain, which the representative from the State said was an

		in width, and 8" in depth. (CA T24 1117B.1.2, ADA 4.15.5(1)) p. 231	acceptable alternative.
Women's Restroom	Door pressure too high at 7 lbs.	Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b)) p. 201	Concur. The door pressure has been adjusted to 5 pounds.

D. Facility Location: **115 Columbia, Aliso Viejo, CA 92656**

Facility Element	Findings	Corrective Action	Orange County Response
Parking	Van Accessible space needs the additional symbol sign "Minimum Fine \$250.00".	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	Concur. The County has installed the new van accessible parking sign.
	Van and Four accessible spaces freestanding signs height too low at 78", 78", 68" and 75".	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	Concur. The County has raised the signs to 80".
	A van accessible access aisle is on the wrong side (the driver's side).	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)	Concur. Because there are three van accessible spaces, and only one is needed, the County has eliminated one van accessible space, thereby eliminating the need for the 8' wide aisle. The van accessible signage has been replaced with standard handicap parking signage.

	Van-Accessible space is too short at 16 ½.	Length of parking space shall be at least 18' long, 9' wide. (CA T24 1129B.3.1, ADA 4.6.3) p 135	Concur. The County has lengthened this parking space to be 18' long.
Elevator	Elevator entrance not marked accessible.	Entrances that are accessible to and usable by persons with disabilities are identified with at least 1 International Symbol of Accessibility. Additional directional signs using the symbol are visible along approaching pedestrian ways. (CA T24 1117.B.5.8.1.2) p. 251	Concur. The County has installed accessible signage at the elevator entrances.
Public Pay Telephone	Public pay telephone is not equipped with volume control.	At least one in each telephone bank and a minimum of 25% of the total number of public telephones shall be equipped with a volume control and shall be hearing aid compatible. (CA T24 1117B.2.8, ADA 4.1.3.17(b)) p. 273	Concur. The County has requested the vendor to replace the pay telephone with one having clearly labeled volume control as soon as possible but no later than November 1, 2011.
Men's Restroom	Door pressure too high at 18 lbs.	Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b)) p. 201	Concur. The Landlord replaced and adjusted the door closer pressure to achieve the requirement.
Women's Restroom	Door pressure too high at 14 lbs.	Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b)) p. 201	Concur. The Landlord replaced and adjusted the door closer pressure to achieve the requirement.