



CDSS

WILL LIGHTBOURNE
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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 18, 2012

Suzanne Nobles, Director
Yuba County Health & Human Services Department
5730 Packard Avenue
P.O. Box 2320
Marysville, CA 95901

Dear Ms. Nobles:

This letter is to advise you that the Corrective Action Plan you submitted on May 10, 2012 in response to the results of our September 23 – 30, 2011 Civil Rights Compliance Review is approved. Your plan for more training on documentation in Children's Services case files is also approved.

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, consultant at (916) 654-2117. You may also contact your consultant by e-mail at cindy.guzman@dss.ca.gov. Thank you for your continued efforts.

Sincerely,

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

c: Erma Thurman, 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 Ríos,
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
Western Region

Jodie Berger, Regional Counsel
Legal Services of Northern California

The County of Yuba



HEALTH & HUMAN SERVICES DEPARTMENT

Suzanne Nobles, Director

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**Joseph W. Cassady, D.O.,
Health Officer**
Phone: (530) 749-6366

May 2, 2012

Jim Tashima, Chief
Civil Rights Bureau, Human Rights and Community Services Division
California Department of Social Services
744 P Street
Sacramento, California 95814

Dear Mr. Tashima:

SUBJECT: YUBA COUNTY CIVIL RIGHTS CORRECTIVE ACTION PLAN

Enclosed is Yuba County's Corrective Action Plan (CAP) which is written in response to the Civil Rights Compliance Review conducted in September 28 – 30, 2011 at the Yuba County Health and Human Services Department (YCHHSD).

In the Corrective Action Plan, YCHHSD responds to compliance deficiencies requiring corrective action as outlined in the Civil Rights Bureau's Compliance Review Report dated March 9, 2012.

Please let me know if you need more information or have questions about the Corrective Action Plan.

Sincerely,

A handwritten signature in cursive script that reads "Suzanne Nobles".

Suzanne Nobles, Director
Yuba County Health and Human Services Department

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Enclosure

cc: Cindy Guzman, Civil Rights Bureau Consultant

CIVIL RIGHTS CORRECTIVE ACTION PLAN
FOR
YUBA COUNTY
HEALTH AND HUMAN SERVICES DEPARTMENT
May 2, 2012



Yuba County Health and Human Services Director: Suzanne Nobles

Health and Human Services Civil Rights Coordinator: Erma Thurman

5730 Packard Avenue, Suite 100

P.O. Box 2320

Marysville, California 95901

In September 28 – 30, 2012, Cindy Guzman from the Civil Rights Bureau conducted a Civil Rights Compliance Review of the Yuba County Health and Human Services Department (HHSD) which included an inspection of the office building located at 5730 Packard Avenue in Marysville. The Civil Rights Bureau identified some compliance issues and reported them in the Civil Rights Compliance Review Report dated March 9, 2012. The compliance issues which require a corrective action are listed below by the report section and subject.

Section III. Dissemination of Information

Finding: Directional Signage - Not all instructional and directional signs posted near entrance were translated into appropriate languages. The signs were: Timesheets; Status Reports; No Food & Drink; No Pets Except Service Dogs.

Corrective Action: Yuba County Health and Human Services Department has purchased and installed new Timesheets and Status Reports signs which display in English, Spanish, and Hmong. New universal signs for No Food & Drink and No Pets Except Service Dogs were purchased and installed. These universal signs were moved from the sliding glass front entrance doors to the front entrance window for better visibility.

Section IV. Facility Accessibility for Individuals with Disabilities

1. Facility Location: 5730 Packard Avenue, Suite 100 (Main Lobby Entrance), Marysville, CA

Finding: Outside Signage - Not all Directional and Informational Signage available in threshold languages: Timesheets; Status Reports; No Food & Drink; No Pets Except service dogs.

Corrective Action: Yuba County Health and Human Services Department has purchased and installed new Timesheets and Status Reports signs which display in English, Spanish, and Hmong. New universal signs for the No Food & Drink and No Pets Except Service Dogs were purchased and installed. These universal signs were moved from the sliding glass front entrance doors to a front entrance window for better visibility.

Finding: Men's Restroom – Door pressure too high at 9 pounds.

Corrective Action: HHSD has submitted a Yuba County Buildings and Grounds work order to have the door adjusted to the appropriate pressure which is not to exceed 5 pounds. The door is expected to be adjusted by May 18, 2012.

Finding: Women's Restroom – Door pressure too high at 9 pounds.

Corrective Action: HHSD has submitted a Yuba County Buildings and Grounds work order to have the door adjusted to the appropriate pressure which is not to exceed 5 pounds. The door is expected to be adjusted by May 18, 2012.

2. Facility Location: 5730 Packard Avenue, Suite 100 (Children's Lobby Entrance), Marysville, CA

Finding: Outside Signage - Not all Directional and Informational Signage available in threshold languages: Timesheets; Status Reports; No Food & Drink; No Pets Except Service Dogs.

Corrective Action: There is no signage for Timesheets, Status Reports, No Food & Drink, or No Pets Except Service Dogs located in the Children Services lobby entrance. Corrective action is not necessary.

Finding: Unisex (Left) Restroom – Door Pressure too high at 15 pounds.

Corrective Action: HHSD has submitted a Yuba County Buildings and Grounds work order to have the door adjusted to the appropriate pressure which is not to exceed 5 pounds. The door is expected to be adjusted by May 18, 2012.

Finding: Unisex (Right) Restroom – Door Pressure too high at 11 pounds.

Corrective Action: HHSD has submitted a Yuba County Buildings and Grounds work order to have the door adjusted to the appropriate pressure which is not to exceed 5 pounds. The door is expected to be adjusted by May 18, 2012.

Section VI. Documentation of Applicant/Recipient Case Records

A. Findings from Case File Reviews and Staff Interviews

Finding: Method of Providing Bilingual Services and Documentation - Children's Services case files had one case file where good documentation on an American Sign Language (ASL) interpreter was used. Bilingual interpreters noted on initial forms. Some cases were hard to find who the interpreter was, and how the bilingual services were met.

Corrective Action: Staff in all HHSD Divisions will be refreshed on documenting the method of providing bilingual services in the case records including a review of the HHSD Policy EXE-002-002 Principles and Protocols for Interpreters, Section III Provider Documentation which reads:

Case documentation will occur at case initiation, and at regular or ad hoc intervals, in order to facilitate the management of the case/service plan and according to client's needs. Documentation also occurs any time the client requests a change in either their written or oral language preference.

The following level of documentation is sufficient to allow a reviewer to determine that appropriate language services were provided to Limited English Proficiency (LEP) clients. As required by HHSD policy and State regulations, the provider's case documentation should indicate:

- Client was offered free language services in the client's primary language for written and oral communications.
- The LEP client's selected language for both written and oral communication.
- Client's acceptance or denial of language services offered.
- Who provided the interpretive services (department bilingual worker, telephone interpreter, client-provided interpreter, etc.).

All HHSD staff has been reminded of the method of providing bilingual services and documentation in the case records via an email from the HHSD Civil Rights Coordinator. The Civil Rights Coordinator has requested supervisors and managers to review and discuss documenting the method of providing bilingual services and the Policy EXE-002-002 Principles and Protocols for Interpreters during their staff meetings.

Finding: Method of documenting a client's request for auxiliary aids and services – None found in sample cases of all divisions.

Corrective Action: Staff in all HHSD Divisions will be refreshed on identifying a client's disability which could limit access, participation or require accommodation and documenting in the case file by completing the "Auxiliary Services/Disability Accommodations" form YCHHSD 379. This form lists all required accommodations so whoever handles the case will be aware of the client's needs.

All HHSD staff has been reminded of the method of documenting a client's request for auxiliary aids and services via an email from the HHSD Civil Rights Coordinator. The "Auxiliary Services/Disability Accommodations" form YCHHSD 379 was referenced and attached in the email. The HHSD Civil Rights Coordinator has requested supervisors and managers to review and discuss the process for documenting a client's request for auxiliary aids and services during their staff meetings.