



CDSS

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

February 20, 2013

Kathy Gallagher, Director
Contra Costa County Employment & Human Services Department
40 Douglas Drive
Martinez, CA 94553
Dear Mr./Ms.:

This letter is to advise you that the Corrective Action Plan you submitted on February 6, 2013, in response to the results of our Contra Costa County Civil Rights Compliance Review is approved.

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

If you have any questions, please contact Daniel Cervantes at (916) 654-0946. You may also contact the analyst by e-mail at Daniel.Cervantes@dss.ca.gov.

Sincerely,

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

c: Yrma Villareal, 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

Dominic Pagano, 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

Contra Costa County
Employment & Human Services

Aging & Adult • Children & Family • Community Services • Workforce Development Board • Workforce Services



February 6, 2013

FEB 06 2013

Jim Tashima, Chief
CDSS - Civil Rights Bureau
744 P. Street, M. S. 8-16-70
Sacramento, CA 95814

Dear Mr. Tashima,

In July 2012, a Civil Rights Compliance Review was completed in Contra Costa County. On November 29, 2012, Contra Costa County received the final report regarding the review. Some compliance deficiencies were identified in the report. We have developed a corrective action plan and it is attached.

Sincerely,

A handwritten signature in black ink, appearing to read "Kathy Gallagher".

Kathy Gallagher, Director
Contra Costa County
Employment & Human Services Department

KG/yzv

Enclosures

In partnership
with the
community,
we provide
services
that support
and protect
adults,
children,
families,
and the elderly,
and promote
personal
responsibility,
independence and
self-sufficiency.

Kathy Gallagher
Director

**CORRECTIVE ACTION PLAN – 2013
CONTRA COSTA COUNTY**

Signage, Posters, Pamphlets (Page 5)

Informational Element	Corrective Action Required	Correction Action Taken
<p>Distribution of CDSS' Pub 13</p> <p>Contra Costa County shall ensure that the Pub 13 pamphlet "Your Rights Under California Welfare Programs" is both given and explained to program participants in all of the programs for which CDSS has oversight responsibility.</p>	<p>The pamphlet shall be given <i>and explained</i> at recertification to remind clients of their rights and responsibilities.</p>	<p>An All Staff Memo to be released on February 6, 2013 will instruct staff of said requirement.</p> <p>The requirement is being incorporated into the Department-wide Civil Rights Training.</p>

Facility Accessibility for Individuals With Disabilities (Page 8) 151 Linus Pauling, Hercules

Facility Element Deficiency	Corrective Action Required	Correction Action Taken
<p>Parking -</p> <p>Accessible signage does not display the "Minimum Fine \$250.00" sign.</p>	<p>Add the additional signs or additional language below the symbol sign of accessibility that states "Minimum Fine \$250."</p>	<p>A work order has been submitted via the Department's Facility Division for procurement of the additional signs. It is anticipated that the corrective action will be completed within 60 days if not sooner.</p>
<p>Parking -</p> <p>The words "No Parking" were not painted in the access aisles.</p>	<p>The words "No Parking" shall be painted on the ground in each 5' or 8' loading and unloading access aisles in white letters no smaller than 12"</p>	<p>A work order has been submitted via the Department's Facility Division to complete the needed painting. It is anticipated that the corrective action will be completed within 60 days if not sooner.</p>
<p>Restroom -</p> <p>Men's Restroom- The door pressure was excessive at 11 lbs.</p> <p>Women's Restroom - The door pressure was excessive at 9 lbs.</p>	<p>The interior doors are to be at 5 lbs maximum pressure.</p>	<p>A work order has been submitted via the Department's Facility Division to have the door pressure for both the Men's and Women's bathrooms adjusted. It is anticipated that the corrective action will be completed within 60 days if not sooner.</p>

Facility Accessibility for Individuals With Disabilities (Page 9) 4545 Delta Fair, Antioch

Facility Element Deficiency	Corrective Action Required	Correction Action Taken
Parking - Accessible signage does not display the "Minimum Fine \$250.00" sign.	Add the additional signs or additional language below the symbol sign of accessibility that states "Minimum Fine \$250."	A work order has been submitted via the Department's Facility Division for procurement of the additional signs. It is anticipated that the corrective action will be completed within 60 days if not sooner.
Exterior Door - The facility has automatic doors but upon entering into the foyer, there are entrances into two "sub offices." The door pressure to enter at the second door is excessive at 11 lbs.	The second entrance beyond the automatic doors must be at 5 lbs maximum pressure.	The needed adjustment to the door pressure has been completed.
Restroom - Men's Restroom- The door pressure was excessive at 9 lbs. Women's Restroom - The door pressure was excessive at 10 lbs.	The interior doors are to be at 5 lbs maximum pressure.	The door pressure for both the Men's and Women's bathrooms has been adjusted. The work is completed.

Facility Accessibility for Individuals With Disabilities (Page 9) 4549 Delta Fair, Antioch

Facility Element Deficiency	Corrective Action Required	Correction Action Taken
Parking - Accessible signage does not display the "Minimum Fine \$250.00" sign.	Add the additional signs or additional language below the symbol sign of accessibility that states "Minimum Fine \$250."	A work order has been submitted via the Department's Facility Division for procurement of the additional signs. It is anticipated that the corrective action will be completed within 60 days if not sooner.
Parking - The words "No Parking" were not painted in the access aisles.	The words "No Parking" shall be painted on the ground in each 5' or 8' loading and unloading access aisles in white letters no smaller than 12"	A work order has been submitted via the Department's Facility Division to complete the needed painting. It is anticipated that the corrective action will be completed within 60 days if not sooner.
Restroom - Men's Restroom- The door pressure was excessive at 8 lbs. Women's Restroom - The door pressure was excessive at 10 lbs.	The interior doors are to be at 5 lbs maximum pressure.	A work order has been submitted via the Department's Facility Division to have the door pressure for both the Men's and Women's bathrooms adjusted. It is anticipated that the corrective action will be completed within 60 days if not sooner.

Documentation of Applicant/Recipient Records (Page 13)

Areas of Action	Corrective Action Required	Correction Action Taken
Documentation when client provides their 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.	An All Staff Memo to be released on February 6, 2013 will instruct staff of said requirement. The requirement is being incorporated into the Department-wide Civil Rights Training.
Documentation of signed Confidentiality Statement.	A Consent For The Release of Information form must be obtained when a non-county employee provides language services. The form must be included in the case record.	An All Staff Memo to be released on February 6, 2013 will instruct staff of said requirement. The requirement is being incorporated into the Department-wide Civil Rights Training.
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.	An All Staff Memo to be released on February 6, 2013 will instruct staff of said requirement. The requirement is being incorporated into the Department-wide Civil Rights Training.
General	Contra Costa County must ensure that proper documentation is kept in the case file that identifies all the required elements to ensure compliance.	An All Staff Memo to be released on February 6, 2013 will instruct staff of said requirement. The requirement is being incorporated into the Department-wide Civil Rights Training.

Findings from Staff Interviews and Program Manager Surveys (Page 17)

Interviews and Review Areas	Corrective Action Required	Correction Action Taken
Did the employees know the location of the Civil Rights Poster showing where the clients can file a discrimination complaint? 4 of the employees interviewed by the State Civil Rights Analyst did not know of the poster in the lobby.	Contra Costa County shall ensure that staff is knowledgeable regarding contact information for the Civil Rights Coordinator.	An All Staff Memo to be released on February 6, 2013 will instruct staff of said requirement. The requirement is being incorporated into the Department-wide Civil Rights Training.