



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](http://www.cdss.ca.gov)



EDMUND G. BROWN JR.  
GOVERNOR

June 7, 2016

Mike F. Ryan, Director  
Orange County Social Services Agency  
888 N. Main Street  
Santa Ana, CA 92701

Dear Mr. Ryan:

This letter is to advise you that the Corrective Action Plan you submitted on April 7, 2016 in response to the results of our August 10-14, 2015 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 your consultant at (916) 654-2107. You may also contact your consultant by e-mail at [james.urquizo@dss.ca.gov](mailto:james.urquizo@dss.ca.gov).

Sincerely,

*Original signed by Jim Tashima*

JIM TASHIMA, Chief  
Civil Rights Unit  
Welfare to Work Division

c: Carol Taylor, Civil Rights Coordinator

Kim McCoy Wade, Chief  
CalFresh Policy Bureau

Carlos Ocampo, Chief  
Field Operations Bureau

Sysvanh Kabkeo, Chief  
CalFresh Management Operations Section

Taadhimeda Haynes  
Staff Services Manager I

Paul Gardes  
CalFresh Policy Bureau

Jacqueline Hom  
State Refugee Coordinator

Joe Torres, Office of Civil Rights  
USDA Food and Nutrition Services  
Supplemental Nutrition Assistance Program (SNAP)  
Western Region

Andrew Riesenber  
USDA Food and Nutrition Services  
Supplemental Nutrition Assistance Program (SNAP)  
Western Region

Kevin Aslanian  
Coalition of California Welfare Rights Organizations, Inc.

Antoinette Dozier  
Western Center on Law and Poverty



**County of Orange**  
**SOCIAL SERVICES AGENCY**

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ORANGE, CA 92868-1673

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**MICHAEL F. RYAN**  
DIRECTOR

CAROL WISEMAN  
CHIEF DEPUTY DIRECTOR

AN TRAN  
DIVISION DIRECTOR  
ADMINISTRATIVE SERVICES

WENDY AQUIN  
DIVISION DIRECTOR

April 7, 2016

Jim Tashima, Chief  
Civil Rights Bureau  
Department of Social Services  
744 P Street, MS 8-16-70  
Sacramento, CA 95814

Dear Mr. Tashima:

The information attached is Orange County Social Service Agency's response to the California Department of Social Services (CDSS) Civil Rights Bureau (CRB) final report dated February 12, 2016. The report is a result of the review conducted August 10 through August 14, 2015 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 provide our response. We also understand that our Corrective Action Plan (CAP) may be distributed in accordance with the Public Records Act once it is approved. If you have any questions or need additional information, please contact Carol Taylor, Civil Rights Coordinator at (714) 438-8877.

Sincerely,

*Original signed by Michael F. Ryan*

Michael F. Ryan  
Director  
Orange County Social Services Agency

/cj

Attachment

cc:

Carol Wiseman, Chief Deputy Director  
An Tran, Administrative Services Division Director  
John Hendrickson, Deputy Director  
Carol Taylor, Civil Rights Coordinator

**COUNTY RESPONSE TO  
CIVIL RIGHTS COMPLIANCE REVIEW REPORT  
FOR  
Orange County Social Services Agency**

**Conducted on  
August 10-14, 2015**

**County of Orange**  
**Social Services Agency**  
**500 North State College Boulevard**  
**Orange, CA. 92868**

**Carol Taylor, Administrative Manager II**  
**Civil Rights Coordinator**  
**714-438-8877**

**A. Findings and Corrective Actions**

- 1. Facility Location: ( Monday -1<sup>st</sup> of 3 buildings checked – 1928 S. Grand Avenue (BUILDING A)**

Facility Element	Findings	Corrective Actions	County Response
Parking	Disable parking signs short of 80” were at 74” to the bottom of the first sign.	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 on dark blue background.	Disabled parking signage has been relocated to meet the specified height requirement.

		<p><b>(CA T24 1129B.4) (ADA 4.6.4) p 134</b></p> <p>When in a path of travel, sign shall be posted at a height of <b>80"</b> min. from the bottom of the sign to the finished grade. <b>(CA T24 1129B.4) (ADA 4.6.4) p 134</b></p>	
Parking	Unauthorized parking sign needed at entry to parking lot from cul-de-sac entry.	<p>An additional sign shall be posted in a conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space.</p> <p>The sign shall be 17" by 22" min. in size with lettering 1" min high, stating:</p> <p>"Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or license plates issued for persons with disabilities may be towed away at owner's expense. Towed vehicles may be reclaimed at __ or by telephoning__."</p> <p>Blank spaces are to be filled in with appropriate information as a permanent part of the sign. <b>(CA T24 1129B.4) p134</b></p>	<p>An additional unauthorized parking sign has been ordered and will be installed per the regulation once received.</p> <p>The sign is estimated to arrive on April 12, 2016 and will be installed the same day.</p>
Outside signage	Directional signs needed at corner of building A – guiding clients to the front	Signs shall indicate the direction to accessible building entrances and facilities. <b>(CA T24</b>	Directional signage has been ordered and will be posted per the regulation once

	entrance.	<b>1117B.3) p 191,400</b>	received.  The signs are estimated to arrive on April 12, 2016 and will be installed the same day.
Men's Restroom	Door pressure was at 9 lbs.	Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5)(ADA 4.13.11(2)(b)) p207	Door pressure has been adjusted to meet the specification.
Men's Restroom	Men's toilet paper holder was too far from required distance at 22" from toilet.	Toilet tissues dispensers are located on the wall within 12" of front edge of toilet seat.  <b>(CA T24 1115B.8.4) pp 299, 305</b>  Toilet paper dispenser minimum height from floor is 19".  <b>(CA T24 1115B.8.4, ADA 4.16.6) pp299, 305</b>	This dispenser has been moved to meet the specification.
Women's Restroom	Women's toilet paper holder was too far from required distance at 25" from toilet	Toilet tissues dispensers are located on the wall within 12" of front edge of toilet seat.  <b>(CA T24 1115B.8.4) pp 229, 305</b>  Toilet paper dispenser minimum height from floor is 19".  <b>(CA T24 1115B.8.4, ADA 4.16.6) pp 299, 305</b>	This dispenser has been moved to meet the specification.

**2. Facility Location: (Monday – 2<sup>nd</sup> of 3 buildings checked – 1928 S, Grand Avenue (Building B)**

Facility Element	Findings	Corrective Action	County Response
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Parking	2 Disable parking signs short of 80" were at 74" to the bottom of the first sign.	<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 on dark blue background. <b>(CAT24 1129B.4) (ADA 4.6.4) p 134</b></p> <p>When in a path of travel, sign shall be posted at a height of <b>80"</b> min. from the bottom of the sign to the finished grade. <b>(CA T24 1129B. 4) ADA 4.6.4) p 134</b></p> <p>An additional sign or additional language below the symbol sign of accessibility shall state <b>"Minimum Fine \$250" (CA T241129B.4) p 134</b></p>	<p>Disabled parking signage has been relocated to meet the specified height requirement.</p> <p>An additional sign which states <b>"Minimum Fine \$250"</b> was added below the symbol signs.</p>
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**3. Facility Location: ( Monday – 3<sup>rd</sup> of 3 buildings checked – 1928 S, Grand Avenue (BUILDING C)**

Men's Restroom	Door pressure was at 10 lbs.	<p>Interior Door will have <b>5</b> pounds maximum pressure.</p> <p><b>(CA T24 1133B.2.5) (ADA 4.13.11(2)(b)) p 207</b></p>	Door pressure has been adjusted to meet the specification.
Women's Restroom	Door pressure was at 11 lbs.	<p>Interior Door will have <b>5</b> pounds maximum pressure.</p> <p><b>(CA T24 1133B.2.5)</b></p>	Door pressure has been adjusted to meet the specification.

		<b>(ADA 4.13.11(2)(b)) p 207</b>	
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**4. Facility Location: (Tuesday) – 1000 E. Santa Ana Blvd, Santa Ana**

<b>Facility Element</b>	<b>Findings</b>	<b>Corrective Action</b>	<b>County Response</b>
Elevator	Elevator 1 <sup>st</sup> floor – missing disabled signage and braille outside the elevator on the wall.	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.  <b>(CA T24 1117.B.5.8.1.2) p 256</b>  Where existing elevators do not comply with this section, elevators complying with this section shall be clearly identified with the International Symbol of Accessibility complying with section 57, Signs & identification.  <b>(CA T24 11B-216.7) (ADA 216.7)</b>	Sign was received. The sign will be installed on April 7, 2016.
Elevator	Elevator 3 <sup>rd</sup> floor – missing disabled signage and braille outside the elevator on the wall.	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.	Sign was received. The sign will be installed on April 7, 2016.

		<p><b>(CA T24 1117.B.5.8.1.2)</b> <b>p 256</b></p> <p>Where existing elevators do not comply with this section, elevators complying with this section shall be clearly identified with the International Symbol of Accessibility complying with section 57, Signs &amp; identification.</p> <p><b>(CA T24 11B-216.7)</b> <b>(ADA 216.7)</b></p>	
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5. Facility Location: (Wednesday) – 800 N. Eckhoff St, Orange  
A. Recommendation – No problems noted with this facility.

6. Facility Location: (Thursday) – 6100 Chip Ave, Cypress

Facility Element	Findings	Corrective Action	County Response
Outside signage	<b>Directional signage is needed at sides of bldg. leading clients to enter at the front entrance of the building.</b>	Signs shall indicate the direction to accessible building entrances and facilities.  <b>(CA T24 1117B.3) p 191, 400</b>	Additional required signage has been installed per the regulation.