



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

May 11, 2016

Ann Edwards, Director
Sacramento County Department of
Human Assistance
2433 Marconi Avenue
Sacramento, CA 92503

Dear Ms. Edwards:

I want to take this opportunity to thank you and your staff for the cooperation and assistance provided to the reviewer from our office during the course of the Civil Rights Compliance Review of September 21, 2015 through September 25, 2015. Enclosed is the final report on the review.

There are some compliance issues (deficiencies) identified in the report, which will require the development of a Corrective Action Plan (CAP). Please submit your CAP within 60 days of this letter. Please address each deficiency and include steps and time lines for the completion of all corrective actions and recommendations listed in the enclosed report.

Please submit your CAP in both hardcopy and, in an effort to comply with ADA website accessibility, we also require the CAP to be submitted electronically as a Word document via email at crb@dss.ca.gov.

We will provide a copy of your report to any individual who makes a valid Public Records Act (PRA) request. Our reports are considered public documents under the PRA. Once we approve your CAP, it becomes a public document as well. In addition, these documents are published on our website at <http://www.cdss.ca.gov/civilrights/PG2890.htm>.

If you need technical assistance in the development of your CAP, please feel free to contact Jaime Urquizo at (916) 654-2101. You may also contact him by e-mail at james.urquizo@dss.ca.gov.

Sincerely,

Original signed by Bureau Chief

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

Enclosure

c: Dawn Mason, 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

**CIVIL RIGHTS COMPLIANCE REVIEW REPORT
FOR
SACRAMENTO COUNTY DEPARTMENT OF
HUMAN ASSISTANCE**

**Conducted on
September 21 through September 25, 2015**

**California Department of Social Services
Human Rights and Community Services Division
Civil Rights Bureau
744 P Street, M.S. 8-16-70
Sacramento, CA 95814
(916) 654-2107**

Reviewer: Jaime Urquizo

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CIVIL RIGHTS COMPLIANCE REVIEW REPORT

I. INTRODUCTION

The purpose of this review by the California Department of Social Services (CDSS) Civil Rights Bureau (CRB) staff was to assess Sacramento County Department of Human Assistance with regard to its compliance with CDSS Manual of Policies and Procedures (MPP) Division 21 Regulations, and other applicable state and federal civil rights laws.

An on-site compliance review was conducted on September 21 through September 25, 2015. An exit interview was held on September 25, 2015, to review the preliminary findings.

The review was conducted in the following locations:

| Name of Facility | Address | Programs | Non-English languages spoken by a substantial number of clients (5% or more) |
|--|--------------------------|---|--|
| Sacramento County Department of Human Assistance | 2700 Fulton Ave. , Sac | Calworks, (Cash Aid/Employment) Calfresh | Spanish |
| Sacramento County Department of Human Assistance | 10013 Folsom Blvd, Sac | Calworks, (Cash Aid/Employment) Calfresh | Spanish |
| Sacramento County Department of Human Assistance | 210 N. Lincoln Way, Galt | Calworks, Calfresh | Spanish |
| Sacramento County Department of Human Assistance | 5747 Watt Ave. , Sac | Calworks, (Cash Aid/Employment) Calfresh | Spanish |

II. SUMMARY OF METHODOLOGY

In preparing for this review, CDSS staff completed the following tasks:

- Reviewed the 2015 Civil Rights Compliance Plan submitted by the County.
- Reviewed the civil rights discrimination complaint database for a complete listing of complaints filed against the County for the last year.
- Reviewed the previous Compliance Reviews and Corrective Action Plans submitted by the county.

Headquarters and on-site review procedures included:

- Interviews of public contact staff
- Survey of program managers
- Case file reviews
- Facility inspections
- Discussion with a community advocate group. In this review the following organization(s) were contacted for feedback. The following organizations responded to our request:
- NOTE: This organization did not have any observations.

Disability Action Advocates
1420 Howe Avenue Suite 8
Sacramento, CA 95825
Ph. (916) 568-1100

Each site/program was reviewed for compliance in the following areas:

- Dissemination of Information
- Facility Accessibility for Individuals with Disabilities
- Bilingual Staffing/Services for Non-English-Speaking Clients
- Accessibility for Clients with Visual or Hearing Impairments
- Documentation of Client Case Records
- Staff Development and Training
- Discrimination Complaint Procedures

Here is a summary of the sources of information used for the review:

Interviews Conducted of Public Contact Staff

| Classifications | Total | Bilingual |
|------------------------|--------------|------------------|
| Calworks | 16 | 10 |
| Calfresh | 16 | 10 |
| Receptionist/Screeners | 8 | 4 |
| Total | 40 | 24 |

Program Manager Surveys

| | |
|-------------------------------|---|
| Number of surveys distributed | 4 |
| Number of surveys received | 4 |

Reviewed Case Files

| | |
|--|---------------------|
| English speakers' case files reviewed | 24 |
| Non-English or limited-English speakers' case files reviewed | 96 |
| Languages of clients' cases | English and Spanish |

Sections III through VIII of this report contain specific Division 21 civil rights requirements and present field review findings regarding the county's compliance with each requirement. The report format first summarizes each requirement, then the actual review team findings, including appropriate comparisons. This format is an effort to validate the application of policies and procedures contained in the annual plan. Required corrective actions are stated at the end of each section.

Section IX reviews the county's compliance plan, and provides either approval of the plan as submitted, or lays out additional information to be submitted to gain approval.

Section X highlights issues pointed out by Community Input and summarizes Reviewer Observations.

Section XI of the report is reserved for a declaration of overall compliance.

III. DISSEMINATION OF INFORMATION

Counties are required to disseminate information about program or program changes and about how applicants and recipients are protected by the CDSS regulations (Division 21). This dissemination should occur through outreach and information to all applicants, recipients, community organizations, and other interested persons, including non- and limited-English speakers and those with impaired hearing or vision or other disabling conditions.

A. Findings

| Access to Services, Information and Outreach | Yes | No | Some-times | Comments |
|--|------------|-----------|-------------------|-----------------|
| Does the county accommodate working clients by flexing their hours or allowing applications to be mailed in? | X | | | |
| Does the county have extended hours to accommodate clients? | X | | | |
| Can applicants access services when they cannot go to the office? | X | | | |
| Does the county ensure the awareness of available services for individuals in remote areas? | X | | | |

| Signage, posters, pamphlets | Yes | No | Some-times | Comments |
|--|------------|-----------|-------------------|-----------------|
| Does the county use the CDSS pamphlet "Your Rights Under California Welfare Programs" (Pub 13 – 6/11)? | X | | | |
| Is the pamphlet distributed and explained to each client at intake and re-certification? | X | | | |

| Signage, posters, pamphlets | Yes | No | Some- times | Comments |
|---|------------|-----------|------------------------|-----------------|
| Is the current version of Pub 13 available in Arabic, Armenian Cambodian, Chinese, English, Farsi Hmong, Japanese, Korean, Lao Mien, Portuguese, Punjabi, Russian Spanish, Tagalog, Ukranian, Vietnamese? | X | | | |
| If the PUB 13 is not displayed in all the languages available, is there a poster that indicates that the Pub 13 is available in all 18 languages? | X | | | |
| Was the Pub 13 available in large print (English and Spanish), audiocassette and Braille? | X | | | |
| Were the current versions of the required posters present in the lobbies? | X | | | |
| Did the workers know the location of the required posters with the Civil Rights Coordinator's name and address? | X | | | |
| Were there instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking clients translated into appropriate languages? | X | | | |

B. Corrective Actions

None

C. Recommendations

None

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

The Americans with Disabilities Act (ADA) requires public accommodations to provide goods and services to people with disabilities on an equal basis with the rest of the general public. The goal is to afford every individual the opportunity to benefit from the services available. The federal regulations require that architectural and communication barriers that are structural must be removed in public areas of existing facilities when their removal is readily achievable; in other words, easily accomplished and able to be carried out without much difficulty or expense.

The facility review is based on four priorities supported by the ADA regulations for planning achievable barrier removal projects. The priorities include ensuring accessible approach and entrance to the facility, access to goods and services, access to restrooms, and any other measures necessary.

Note that the references to the Americans with Disabilities Act Accessibility Guidelines (ADAAG) in the Corrective Action column refer to the federal Standards for Design. Title 24 of California Code and Regulations (T24 CCR) is also cited because there are instances when California state law is stricter than ADAAG specifications.

The county must ensure that programs and activities are readily accessible to individuals with disabilities. This includes building accessibility and availability of accessible parking as well as accessibility of public telephones and restrooms.

Regulations cited are from the Title 24, California Code of Regulations (T24 CCR) and ADAAG.

A. Findings and Corrective Actions

1A. Facility Location: Monday – 2700 Fulton Ave. , Sac

| Facility Element | Findings | Corrective Action |
|-------------------------|---|---|
| Parking | The Disabled Parking Area had Eight (8) parking access aisles that had ramps intruding into the asphalt parking area. | Access aisles shall not overlap the vehicular way. (CA T24 11B-502.3.4) (ADA 502.3.4) pg. 176 Curb ramps and the flared sides of curb ramps shall be located so that they do not |

| | | |
|----------------|--|---|
| | | project into vehicular traffic lanes, parking spaces or parking access aisles. Fig. 5 (CA T24 11B-406.5.1) (ADA 406.5) pg. 196 |
| Signage | Signage at Entry to Building – Hours of Operation not in Threshold language | <p>All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants/recipients may request aid or services in their primary language. (Div. 21-107.212)</p> <p>Installation height above finished floor shall be 40” max. Please see Table 57-5. (CA T24 11B-703.5) (ADA 703.5) pg. 379</p> |
| Men’s Restroom | Bathroom Entry Disabled sign on the wall was not at appropriate height. It was at 55” at center of sign. | <p>Where a tactile sign is provided at a door, the sign shall be located alongside the door at the latch side. (CA T24 11B-703.4.2) (ADA 703.4.2) pg. 311</p> <p>Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. (CA T24 11B-703.4.2) (ADA 703.4.2) pg. 311</p> |

1B. Facility Location: Monday – 2700 Fulton Ave., Sac (Hearings)

| Facility Element | Findings | Corrective Action |
|------------------|--|---|
| Men's Bathroom | Water Basin pipes underneath were not wrapped with correct protective layer. | Water supply and drain pipes under lavatories and sinks shall be insulated or otherwise configured to protect against contact. (CA T24 11B-606.5) (ADA 606.5) pg. 330 There shall be no sharp or abrasive surfaces under lavatories and sinks. (CA T24 11B-606.5) (ADA 606.5) pg. 330 |
| Women's Bathroom | Water Basin pipes underneath were not wrapped with correct protective layer. | Water supply and drain pipes under lavatories and sinks shall be insulated or otherwise configured to protect against contact. (CA T24 11B-606.5) (ADA 606.5) pg. 330 There shall be no sharp or abrasive surfaces under lavatories and sinks. (CA T24 11B-606.5) (ADA 606.5) pg. 330 |

2. Facility Location: Tuesday – 10013 Folsom Blvd, Sac, CA

| Facility Element | Findings | Corrective Action |
|------------------|--|--|
| Parking | There was no unauthorized parking signage at entrance to off-street accessible parking? (west side | An additional sign shall be posted either in a conspicuous place at each entrance to an off-street parking facility OR immediately adjacent to on-site |

| | | |
|---------|--|---|
| | location) | <p>accessible parking and visible from each parking space. (CA T24 11B-502.8) pg.170</p> <p>The additional sign shall not be less than 17" wide x 22" high. Fig. 4 (CA T24 11B-502.8.1) pg. 170</p> <p>The additional sign shall clearly state in letters with a min. height of 1" the following: "Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or special license plates issued for persons with disabilities will be towed away at the owner's expense. Towed vehicles may be reclaimed at: _____ or by telephoning _____." (CA T24 11B-502.8.2) pg. 170</p> <p>Blank spaces shall be filled in with appropriate information as a permanent part of the sign. (CA T24 11B-502.8.2) pg. 170</p> |
| Parking | Four (4) out of Five (5) Disabled Parking signs were missing additional sign stating: "Minimum Fine \$250" | Additional language or an additional sign below the International Symbol of Accessibility shall state " Minimum Fine \$250 ". (CA T24 11B-502.6.2) pg. 169 |

3. Facility Location: Wednesday - 210 N. Lincoln Way, Galt

- No facility Write-ups at this Building – Good Job!

4. Facility Location: Thursday - 5747 Watt Ave. , Sac

| Facility Element | Findings | Corrective Action |
|------------------|--|--|
| Parking | Two (2) Disabled parking signs missing | <p>Parking identification signs shall be reflectorized with a min. area of 70 square inches. (CA T24 11B-502.6.1) pg. 169</p> <p>Signs shall be 60” min. above the finish floor or ground surface measured to the bottom of the sign. (CA T24 11B-502.6) (ADA 502.6) pg. 169</p> <p>Additional language or an additional sign below the International Symbol of Accessibility shall state “Minimum Fine \$250”. (CA T24 11B-502.6.2) pg. 169</p> |
| Parking | All Disabled parking and access aisle lines are not readily visible. | <p>The parking space shall be marked with an International Symbol of Accessibility...in white on a blue background - a minimum 36” wide x 36” high. (CA T24 11B-502.6.4.1) pg. 169</p> <p>The parking space shall be marked with an International Symbol of Accessibility ...in white or a suitable contrasting color (CA T24 11B-502.6.4.2) pg. 169</p> |

| | | |
|---------|--|---|
| | | <p>The centerline of the International Symbol of Accessibility shall be a max. of 6" from the centerline of the parking space, its sides parallel to the length of the parking space and its lower corner at, or lower side aligned with, the end of the parking space length.</p> <p>(CA T24 11B-502.6.4.2) pg. 169</p> |
| Parking | <p>Parking lot needs to be repaved. Numerous broken asphalt areas in the path of travel to building.</p> | <p>The parking space shall be marked with an International Symbol of Accessibility...in white on a blue background - a minimum 36" wide x 36" high.</p> <p>(CA T24 11B-502.6.4.1) pg. 169</p> <p>The parking space shall be marked with an International Symbol of Accessibility ...in white or a suitable contrasting color</p> <p>(CA T24 11B-502.6.4.2) pg. 169</p> <p>The centerline of the International Symbol of Accessibility shall be a max. of 6" from the centerline of the parking space, its sides parallel to the length of the parking space and its lower corner at, or lower side aligned with, the end of the parking space length.</p> <p>(CA T24 11B-502.6.4.2) pg. 169</p> |
| Parking | <p>There was no unauthorized parking signage at entrance to</p> | <p>An additional sign shall be posted either in a conspicuous place at each entrance to an</p> |

| | | |
|---------|--|--|
| | off-street accessible parking? | <p>off-street parking facility OR immediately adjacent to on-site accessible parking and visible from each parking space. (CA T24 11B-502.8) pg.170</p> <p>The additional sign shall not be less than 17" wide x 22" high. Fig. 4 (CA T24 11B-502.8.1) pg. 170</p> <p>The additional sign shall clearly state in letters with a min. height of 1" the following: "Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or special license plates issued for persons with disabilities will be towed away at the owner's expense. Towed vehicles may be reclaimed at: _____ or by telephoning _____." (CA T24 11B-502.8.2) pg. 170</p> <p>Blank spaces shall be filled in with appropriate information as a permanent part of the sign. (CA T24 11B-502.8.2) pg. 170</p> |
| Signage | Orientation room does not have a disabled sign at door entrance. | Installation height above finished floor shall be 40" max. Please see Table 57-5. (CA T24 11B-703.5) (ADA 703.5) pg. 379 |
| Signage | Job Search Room does not have a disabled sign at door entrance. | Installation height above finished floor shall be 40" max. Please see Table 57-5. |

| | | |
|------------------|---|---|
| | | (CA T24 11B-703.5) (ADA 703.5) pg. 379 |
| Signage | Job Club Room does not have a disabled sign at door entrance. | Installation height above finished floor shall be 40" max. Please see Table 57-5. (CA T24 11B-703.5) (ADA 703.5) pg. 379 |
| Signage | Computer Room does not have a disabled sign at door entrance. | Installation height above finished floor shall be 40" max. Please see Table 57-5. (CA T24 11B-703.5) (ADA 703.5) pg. 379 |
| Signage | Finger Print Room does not have a disabled sign at door entrance. | Installation height above finished floor shall be 40" max. Please see Table 57-5. (CA T24 11B-703.5) (ADA 703.5) pg. 379 |
| Women's Bathroom | Water basin pipes are wrapped but wrapping is torn and open. | Water supply and drain pipes under lavatories and sinks shall be insulated or otherwise configured to protect against contact. (CA T24 11B-606.5) (ADA 606.5) pg. 330 There shall be no sharp or abrasive surfaces under lavatories and sinks. (CA T24 11B-606.5) (ADA 606.5) pg. 330 |

V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES

Counties are required by Division 21 to ensure that effective bilingual/interpretive services are provided to serve the needs of the non-English-speaking population and individuals with disabilities without undue delays. Counties are required to collect data on primary language and ethnic origin of applicants/recipients (identification of primary language must be done by the applicant/recipient).

Using this information, a county may determine 1) the number of public contact staff necessary to provide bilingual services, 2) the manner in which they can best provide interpreter services without bilingual staff and 3) the language needs of individual applicants/recipients. Counties must employ an appropriate number of certified bilingual public contact employees in each program and/or location that serves a substantial number of non-English-speaking persons. In offices where bilingual staff are not required because non-English-speaking persons do not represent a substantial number, counties must provide effective bilingual services through interpreter or other means.

Counties must also provide auxiliary aids and services, including Braille material, taped text, qualified interpreters, large print materials, telecommunication devices for the deaf (TDD's), and other effective aids and services for persons with impaired hearing, speech, vision or manual skills. In addition, they must ensure that written materials be available in individuals' primary languages when the forms and materials are provided by CDSS, and that information inserted in notices of action (NOA) be in the individuals' primary language.

A. Findings from Program Manager Surveys, Staff Interviews and Case File Reviews

| Question | Yes | No | Some-times | Comments |
|--|------------|-----------|-------------------|---|
| Does the county identify a client's language need upon first contact? How? | X | | | The County uses a language needs requirement sheet at intake. |
| Does the county use a primary language form? | X | | | |
| Does the client self-declare on this form? | X | | | |
| Are non-English- or limited- English-speaking | X | | | |

| Question | Yes | No | Some-times | Comments |
|--|----------|----------|------------|---|
| clients provided bilingual services? | | | | |
| After it has been determined that the client is limited-English or non-English speaking, is there a county process for procuring an interpreter? | X | | | |
| Is there a delay in providing services? | | X | | |
| Does the county have a language line provider, a county interpreter list, or any other interpreter process? | X | | | |
| Are county interpreters determined to be competent? | X | | | |
| Does the county have adequate interpreter services? | X | | | |
| Does the county allow minors to be interpreters? If so, under what circumstances? | X | | | |
| Does the county allow the client to provide his or her own interpreter? | X | | | The County will allow and documentation is evident. |
| Does the county ensure that the client-provided interpreter understands what is being interpreted for the client? | X | | | |
| Does the county use the | X | | | |

| Question | Yes | No | Some- times | Comments |
|--|----------|----|----------------|----------|
| CDSS-translated forms in the clients' primary languages? | | | | |
| Is the information that is to be inserted into NOA translated into the client's primary language? | X | | | |
| Does the county provide auxiliary aids and services, TDD's and other effective aids and services for persons with impaired hearing, speech, vision or manual skills, including Braille material, taped text, large print materials (besides the Pub 13)? | X | | | |
| Does the county identify a client with a disability (physical, mental, or learning)? | X | | | |
| Does the county provide reasonable accommodations to clients with a disability (physical, mental, or learning)? | X | | | |
| Does the county identify and assist the client who has learning disabilities or a client who cannot read or write? | X | | | |

| Question | Yes | No | Some-times | Comments |
|---|-----|----|------------|----------|
| Does the county offer screening for learning disabilities? | X | | | |
| Is there an established process for offering screening? | X | | | |
| Is the client identified as having a learning disability referred for evaluation? | X | | | |

B. Corrective Actions

None

VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

Counties are required to ensure that case records document applicant's/recipient's ethnic origin and primary language, the method used to provide bilingual services, information that identifies an applicant/recipient as disabled, and an applicant's/recipient's request for auxiliary aids and services.

A. Findings from Case File Reviews and Staff Interviews

| Documented Item | CalWorks | Calfresh |
|--------------------------------|---|---|
| Ethnic origin documentation | Sacramento County Department of Human Assistance (SAC DHA) is clearly identifying a clients Ethnic Original on record | Sacramento County Department of Human Assistance (SAC DHA) is clearly identifying a clients Ethnic Original on record |
| Primary language documentation | SAC DHA is clearly identifying a clients Primary Language on record | SAC DHA is clearly identifying a clients Primary Language on record |

| Documented Item | CalWorks | Calfresh |
|--|--|--|
| | record | |
| Method of providing bilingual services and documentation | At intake clients are queried on language preferences and assigned a bilingual worker. | At intake clients are queried on language preferences and assigned a bilingual worker. |
| Client provided own interpreter | A client is advised on providing their own interpreter. | A client is advised on providing their own interpreter. |
| Method to inform client of potential problem using own interpreter | As a client is processed at intake they are advise as to the potential problems with the proving their own interpreter and its documented. | As a client is processed at intake they are advise as to the potential problems with the proving their own interpreter and its documented. |
| Individual's acceptance or refusal of written material offered in primary language | When a client refuses written material offered in their language – it is documented. | When a client refuses written material offered in their language – it is documented. |
| Documentation of minor used as interpreter | If a minor is used as an interpreter – it is being documented. | If a minor is used as an interpreter – it is being documented. |
| Documentation of circumstances for using minor interpreter temporarily | If a minor is used as an interpreter – it is being documented. Circumstances why needed is also documented. | If a minor is used as an interpreter – it is being documented. Circumstances why needed is also documented. |
| Method of identifying client's disability | At intake a client is asking about any special accomodations. | At intake a client is asking about any special accomodations |

**B. Corrective Actions
None**

VII. STAFF DEVELOPMENT AND TRAINING

Counties are required to provide civil rights and cultural awareness training for all public contact employees, including familiarization with the discrimination complaint process and all other requirements of Division 21. The training should be included in orientation, as well as the continuing training programs.

A. Findings

| Interview questions | Yes | No | Some-times | Comments |
|---|-----|----|------------|--|
| Do employees receive continued Division 21 Training? | X | | | |
| Do employees understand the county policy regarding a client's rights and procedure to file a discrimination complaint? | X | | | All county employees are aware of a client's client to file a discrimination complaint and are aware of the procdures. |
| Does the county provide employees Cultural Awareness Training? | X | | | |
| Do the CSW's have an understanding of MEPA (Multi-Ethnic Placement Act)? | X | | | |
| Do the employees seem knowledgeable about the predominant cultural groups receiving services in their area? | X | | | |

A. Corrective Actions None

VIII. DISCRIMINATION COMPLAINT PROCEDURES

Counties are required to maintain a process for addressing all complaints of discrimination. They must track complaints of discrimination through the use of a control log in which all relevant information is kept, including when the complaint was received, the name of the complainant, identifying numbers and programs, basis of discrimination, and resolution. It is usually the Civil Rights Coordinator responsibility to maintain this log.

A. Findings from Staff Interviews and Program Manager Surveys

| Interview and review areas | Yes | No | Some-times | Findings |
|--|------------|-----------|-------------------|-----------------|
| Can the employees easily identify the difference between a program, discrimination, and a personnel complaint? | X | | | |
| Did the employees know who the Civil Rights Coordinator is? | X | | | |
| Did the employees know the location of the Civil Rights poster showing where the clients can file a discrimination complaint? | X | | | |
| When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date? | X | | | |
| Is the County utilizing correct correspondence to address the final results to the complainant after the investigation is completed? | X | | | |

C. Corrective Action
None

IX. COMMUNITY INPUT

As a part of this review, and as noted in Section II, feedback was sought from community and advocate groups. The following summarizes their observations, and will provide issues that the county management team can address to improve their operations from a civil rights perspective.

A. Observations included: No observations were submitted by the community organization that was contacted.

B. Corrective Actions
None

X. CIVIL RIGHTS COMPLIANCE PLAN REVIEW AND APPROVAL

The Sacramento County Department of Human Assistance Civil Rights Compliance Plan for the period September 1, 2015 through August 31, 2016, was received on October 30, 2015. It is approved as submitted.

XI. CONCLUSION

The CDSS reviewer found the Sacramento County Department of Human Assistance staff warm, welcoming, informative and very supportive. Particular thanks to Dawn Mason, Civil Rights Coordinator, for organizing the details of the review. In each District Office staff, were very helpful with the facility reviews, case reviews, and computer assistance.

The CDSS found the Sacramento County Department of Human Assistance is in substantial compliance with CDSS Division 21 Regulations, and other applicable state and federal laws. County staff continues to reflect a commitment similar to that expressed by management with respect to ensuring access, assistance, and compliance.

Additionally, The Sacramento County Department of Human Assistance must remedy the deficiencies identified in this report by taking corrective actions. A corrective action plan must be received by CDSS within 60 days of the date of the cover letter to this report; and the plan must include a schedule of all actions that will be taken to correct the deficiencies, and an indication of who will be responsible for implementing the corrective action.

It is our intent that this report be used to create a positive interaction between the county and CDSS in identifying and correcting compliance violations and to provide the county with an opportunity to implement corrective action to achieve compliance with Division 21 regulations. Civil Rights staff is available to provide technical assistance as requested.