



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

September 16, 2013

Ms. Linda Haugan, Assistant County Administrator
San Bernardino County Human Services System
385 N. Arrowhead Drive, 5th Floor
San Bernardino, CA 92415-0140

Dear Ms. Haugan:

This letter is to advise you that the Corrective Action Plan you submitted on September 9, 2013, in response to the results of our July 30, 2013 Civil Rights Compliance Review has been approved.

We applaud your continued efforts regarding civil rights. 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 her by e-mail at cindy.guzman@dss.ca.gov.

Sincerely,

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

c: Denise Shefchik, Civil Rights Coordinator

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 Rios,
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
Western Region

Jodie Berger, Regional Counsel
Legal Services of Northern California

SAN BERNARDINO COUNTY

Human Services

APPEALS UNIT - PID

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SEP 11 2013
BY:



TDD: Telephone Services for the Hearing Impaired
(909) 252-4703

Linda Haugan
Assistant County Administrator

September 9, 2013

California Department of Social Services
Civil Rights Bureau
744 P St., MS 8-16-70
Sacramento, CA 95814

Re: 2013 Civil Rights Compliance Review Report

Dear Mr. Tashima:

San Bernardino County received the Civil Rights Compliance Review Report on July 30, 2013 resulting from the review conducted in May 2013. The following outlines the planned actions to address each area of Corrective Action cited in the report:

IV. Facility Accessibility for Individuals with Disabilities (Title 24 CCR & ADAAG)

Fontana TAD/ESP – 7977 Sierra Ave. –All corrections including parking signage, exterior signage, men's & women's restroom signage, emergency alarm and door pressure adjustments have been completed as of 9/03/2013.

CFS Placement Resources – 412 Hospitality Lane –Corrective action requiring parking lot signage will be in place within 60 days.

Program Integrity/Hearings – 1111 E. Mill St. – Landlord was notified on 8/15/2013 of the corrective actions identified including all parking lot signage, dispenser placement in the unisex restroom and door pressure adjustments. All actions will be completed within 60 days.

ASD/Contracts – 150 S. Lena Rd. – Required Corrective Action: "Contractors should use the assurance of compliance form with the correct wording and it should be signed and placed in the actual case file."

County action: With regard to the identified deficiency, the county has implemented the following effective immediately:

- Assurance of Compliance has been added to the HS annual Contract Monitoring Questionnaire.
- Assurance of Compliance will be included at Pre and Post Award Conferences and Proposal Conferences.
- Ensure all Contractors sign the Assurance of Compliance forms on an annual basis.

- The signed Assurance of Compliance forms will be filed in respective Contractors' files immediately upon receipt.
- No Contractor shall be exempt from signing the Assurance of Compliance Form.
- Assurance and Compliance training/reminders will be conducted at monthly staff meetings as needed and will be included in training of new hires.

San Bernardino County Human Services remains committed to providing excellence in the area of Civil Rights. Feel free to contact me if you have any questions.

Sincerely,



Denise Shefchik

Civil Rights Coordinator
(909) 252-4377