Pat Cheadle
Director

September 8, 2007

SEP 1 1 2008

Cindy Guzman
Program Consultant/Investigator
Civil Rights Bureau
Human Rights and Community Services Division
744 P Street
Sacramento, CA 95814

Subject: Kern County 2008 Civil Rights Corrective Action Plan
Kern County Department of Human Services

Dear Mrs. Guzman:

Enclosed please find the Kern County 2008 Civil Rights Corrective Action Plan for the Kern County Department of Human Services.

In addition, we would ask that anytime a copy of our Civil Rights Plan Update for the period October 1, 2008 through September 30, 2009 is provided that you also provide a copy of the Kern County 2008 Civil Rights Corrective Action Plan.

If you have any questions please feel free to contact me.

Sincerely,

Pat Cheadle
Director – Department of Human Services

Enclosure – Kern County 2008 Civil Rights Corrective Action Plan

cc: Dena Brashear, Chief Deputy Director
Candis Gibson, Assistant Director
Pam Holiwell, Assistant Director
Ginny Krebs, Human Resources Manager
Kathy Lindsey, Facilities Manager

PC:cms

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Kern County 2008 Civil Rights Corrective Action Plan

Responsible Person(s)	Informational Element	Corrective Action Required	Corrective Action Taken	Time Line
Dissemination of Information				
None Required				
Facility Accessibility for Individuals with Disabilities				
Shafter District Office - 115 Central Valley Hwy., Shafter, CA 93263				
Shafter - Parking Lot				
Kathy Lindsey	There was no warning sign regarding "unauthorized parking" in the designated accessible spaces.	Additional signage shall be posted in a conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space. Signage shall be 17" by 22" minimum in size with lettering 1" minimum high, stating: "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 _____." (CA T24 1129B.5) p 133	Reported to Property Management who notified Owners. This is in process as owners are suppose to be redoing parking lot and the project has been put out to bid.	Follow-up every 30 days by DHS until completed, which should be no later than February 2009.
Kathy Lindsey	Existing ISA signage on the pavements is so faded that it does not meet the requirement of "visible."	The length of an accessible parking space shall be at least 18' long and 9' wide. (CA T24 1129B.4.1) p 135. The required access aisle for cars shall be a minimum of 18' long and 5' wide. The access aisle for each van accessible space shall be 18' long and 8' wide minimum on the passenger side. (CA T24 1129B.4.1, ADA 4.6.3) p135	Reported to Property Management who notified Owners. This is in process as owners are suppose to be redoing parking lot and the project has been put out to bid.	Follow-up every 30 days by DHS until completed, which should be no later than February 2009.

Responsible Person(s)	Informational Element	Corrective Action Required	Corrective Action Taken	Time Line
Shafter - Parking Lot Continued				
Kathy Lindsey	The words "NO PARKING" were not painted on the pavement in each access aisle with letters a minimum of 12" high.	The words "NO PARKING" shall be painted on the ground in each 5 feet or 8 feet loading and unloading access aisle in white letters no smaller than 12 inches. (CA T24 1129B.4.1 & 2)	Reported to Property Management who notified Owners. This is in process as owners are suppose to be redoing parking lot and the project has been put out to bid.	Follow-up every 30 days by DHS until completed, which should be no later than February 2009.
Kathy Lindsey	Access aisles for Van Accessible spaces did not measure 8 feet in width.	Access aisles (load and unload passengers) shall be 18' x 5' for passenger vehicles and 18' x 8' for vans. (CA T 24 1129B.4.a; ADA 4.6.3)	Reported to Property Management who notified Owners. This is in process as owners are suppose to be redoing parking lot and the project has been put out to bid.	Follow-up every 30 days by DHS until completed, which should be no later than February 2009.
Kathy Lindsey	Access aisles do not connect to an accessible path of travel.	Access aisles (load and unload passengers) must connect to the accessible path of travel, including curb cuts or ramps as needed. (CA T24 1129B.4.4, ADA 4.6.3) p 136 Walkways to be a minimum of 48". (CA T24 1133B.7.7) p 160. Slope of curb ramp shall not exceed 1:12. (8.3% slope) (CA T24 1127B.5.3, ADA 4.8.2)	Reported to Property Management who notified Owners. This is in process as owners are suppose to be redoing parking lot and the project has been put out to bid.	Follow-up every 30 days by DHS until completed, which should be no later than February 2009.
Kathy Lindsey	Signage (Free Standing): 2 of the designated spaces had no signage.	Sign height shall be 80" minimum from ground to bottom of sign. (CA T24 1129B.5, ADA 4.6.5)	Reported to Property Management who notified Owners. This is in process as owners are suppose to be redoing parking lot and the project has been put out to bid.	Follow-up every 30 days by DHS until completed, which should be no later than February 2009.

Responsible Person(s)	Informational Element	Corrective Action Required	Corrective Action Taken	Time Line
		Shafter - Building		
Kathy Lindsey	No International Symbol of Accessibility (ISA) located on or near front door.	A sign with the ISA shall be at every primary entrance and every major junction indicating the direction along or to accessible features. (CA T24 1127B.3, ADA 4.1.3 (16B), CA T24 1117B.5.8.1.2) p 183, 353.	Maintenance has ordered signage and is in process of installing signage that has been received in the building.	This item will be corrected no later than 9/15/08.
Kathy Lindsey	Front door pressure is too heavy. Entrance door measured 13 lbs. pressure.	Reduce entrance door pressure. Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.5, CA T24 1133B.1.1.1.) p 181,191	Maintenance is reviewing and, if unable to correct, will have vendor out to adjust. Further, due to environmental and mechanical issues DHS Maintenance staff will adjust doors on a periodic basis.	This item will be corrected no later than 9/30/08.
Kathy Lindsey	Restrooms: Men's and Women's Signage: No ISA "accessible" signage located on wall adjacent to latch side of door.	ISA door and wall sign shall be mounted 60" above the floor. For permanent identification, the sign shall be installed on the wall adjacent to the latch outside of the door. If there is no space, the sign shall be placed on nearest adjacent wall, preferably on the right. Raised characters shall be raised 1/32" minimum and be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T23 1117B.5.5.1, ADA 4.30.4) p263	Maintenance has ordered signage and is in process of installing signage that has been received in the building.	This item will be corrected no later than 9/15/08.
Kathy Lindsey	Restrooms: Men's and Women's Door pressure too heavy: Men's and women's door pressure at 12 lbs.	Decrease door pressure. Interior doors shall have 5 lbs. maximum pressure. (CA T24 1133B.2.2, ADA 4.13.11(2)(b) p 195	Maintenance is reviewing and, if unable to correct, will have vendor out to adjust. Further, due to environmental and mechanical issues DHS Maintenance staff will adjust doors on a periodic basis.	This item will be corrected no later than 9/30/08.
Kathy Lindsey	Paper towel dispensers in both restrooms are mounted too high with operable part at 48" from floor.	If towel, waste receptacles and other similar dispensing and disposal fixtures are provided, at least one of each type is located with all operable parts, including coin slots, at a maximum height of 40". (CA-ACRM 1115B.9.2 and CA-ACRM 1115B.9.1.2, ADA 4.19.6) p 269	Reported to Property Management who notified Owners.	Estimated completion date is by 9/30/08.

Responsible Person(s)	Informational Element	Corrective Action Required	Corrective Action Taken	Time Line
Delano District Office - 1816 Cecil Ave., Delano, CA 93215				
Delano - Parking Lot				
Kathy Lindsey	There was no signage to direct individuals to the designated accessible parking that has been made available (and it is not within the main parking area where the public would normally go to park).	A sign with the international symbol of accessibility (ISA) shall be at every primary entrance and every major junction indicating the direction along or to accessible features. (CA T24 1127B.3 and 1117B.5.8.1.2; ADA 4.1.3	Reported to Property Management who notified Owners. This is in process as owners are suppose to be redoing parking lot.	To be completed by 9/30/08.
Kathy Lindsey	There was no warning sign regarding "unauthorized parking" in the designated accessible spaces.	Additional signage shall be posted in a conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space. Signage shall be 17" by 22" minimum in size with lettering 1" minimum high, stating: "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 _____." (CA T24 1129B.5) p 133	Reported to Property Management who notified Owners. This is in process as owners are suppose to be redoing parking lot.	To be completed by 9/30/08.
Kathy Lindsey	Only in the fire lane were the words "NO PARKING" painted on the pavement.	The words "NO PARKING" shall be painted on the ground in each 5' or 8' (for van-accessible) loading and unloading access aisle in white letters no smaller than 12". (CA T24 1129B.4.1 & 2) p 135.	Reported to Property Management who notified Owners. This is in process as owners are suppose to be redoing parking lot.	To be completed by 9/30/08.

Responsible Person(s)	Informational Element	Corrective Action Required	Corrective Action Taken	Time Line
Delano - Building				
Kathy Lindsey	No "accessible" signage located at main entrance.	A sign with the ISA shall be at every primary entrance and every major junction indicating the direction along or to accessible features. (CA T24 1127B.3, ADA 4.1.3 (16B), CA T24 1117B.5.8.1.2) pp183, 353	Maintenance has ordered signage and is in process of installing signage that has been received in the building.	This item will be corrected no later than 9/15/08
Kathy Lindsey	Door pressure too heavy at front doors. Left and right side measured pressure at 8 lbs. each side.	Reduce entrance door pressure. Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.5, CA T24 1133B.1.1.1.) p 181,191	Maintenance is reviewing and, if unable to correct, will have vendor out to adjust. Further, due to environmental and mechanical issues DHS Maintenance staff will adjust doors on a periodic basis.	This item will be corrected no later than 9/30/08.
Kathy Lindsey	Both Men's and Women's Restrooms: Door pressure is too heavy. (Men's door pressure measured approximately 12 lbs.)	Reduce door pressure. Interior doors shall have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b)) p 195	Maintenance is reviewing and, if unable to correct, will have vendor out to adjust. Further, due to environmental and mechanical issues DHS Maintenance staff will adjust doors on a periodic basis.	This item will be corrected no later than 9/30/08.
O.C. Sills Building - 100 E. California Ave., Bakersfield, CA 93307				
O.C. Sills Building - Parking Lot				
Kathy Lindsey	There are currently no van accessible parking closest to the building entrance. Additionally, the access aisles measure only 4 feet in width instead of the 5 feet for passenger vehicles and 8 feet for a van space.	According to facility staff there is a plan under way to re-configure the accessible parking area - which will provide the van accessible space as well as access aisles that meet ADA standards. It is essential that a pathway access aisle connecting to parking to the sidewalk be included in that plan, since individuals currently must cross traffic to reach the sidewalk and there is no access aisle.	Owner/Property Manager notified.	Follow-up every 30 days by DHS with the Property Manager/Owner until completed.

Responsible Person(s)	Informational Element	Corrective Action Required	Corrective Action Taken	Time Line
O.C. Sills Building - Building				
Kathy Lindsey	No "accessible" signage located at main entrance.	A sign with the ISA shall be at every primary entrance and every major junction indicating the direction along or to accessible features. (CA T24 1127B.3, ADA 4.1.3 (16B), CA T24 1117B.5.8.1.2) pp183, 353	Maintenance has ordered signage and is in process of installing signage that has been received in the building.	This item will be corrected no later than 9/30/08.
Kathy Lindsey	The entrance door to the building has an automatic opener (push button), however, once inside the building, a second set of doors must be opened to enter the lobby. The pressure needed to open this second set of doors was found too heavy at approximately 13 pounds, for each side of the double doors.	Reduce entrance door pressure. Force to open doors, exterior and interior is 5 pounds maximum. (CA T24 1133B.2.5, ADA 4.13.5, CA T24 1133B.1.1.1.) p 181,191	Maintenance is in process of adjusting door pressure. Vendor contacted to determine if there is a more permanent solution to this problem. Further, due to environmental and mechanical issues DHS Maintenance staff will adjust doors on a periodic basis.	This item will be corrected no later than 9/30/08.
Kathy Lindsey	Both men's and women's restrooms are missing the "accessible" signage - there is no ISA symbol mounted on the door.	All symbols shall be centered on the door at a height of 60 inches. (CA T24 1117B.5.5	Maintenance is in process of correcting signage.	This item will be corrected no later than 9/30/08.

Responsible Person(s)	Informational Element	Corrective Action Required	Corrective Action Taken	Time Line
O.C. Sills Building - Building Continued				
Kathy Lindsey	Both men's and women's restroom soap dispensers are too high at 43 and 45 inches respectively.. (One must be lowered to 40" maximum.)	If mirror, towel, sanitary napkin, waste receptacles, and other similar dispensing and disposal fixtures are provided, at least one of each type shall be located with all operable parts, including coin slots, at a maximum height of 40". (Ca ACRM 1115B.9.2 and CA-ACRM 1115B.9.1.2, ADA 4.19.6) p 269	Owner/Property Manager notified.	Follow-up every 30 days by DHS with the Property Manager/Owner until completed.
Kathy Lindsey	Door pressure is too heavy for women's restroom measuring 11 lbs.	Reduce door pressure. Interior doors shall have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b)) p 195	Maintenance is in process of adjusting door pressure. Vendor contacted to determine if there is a more permanent solution to this problem. Further, due to environmental and mechanical issues DHS Maintenance staff will adjust doors on a periodic basis.	This item will be corrected no later than 9/30/08.
Kathy Lindsey	The grab bar was missing behind the toilet in the men's restroom.	This appears to be a maintenance issue as opposed to a design issue and repair is needed.	Owner/Property Manager notified.	Follow-up every 30 days by DHS with the Property Manager/Owner until completed.

Provision for Services to Applicants and Recipients Who Are Non-English Speaking or Who Have Disabilities
None Required

Responsible Person(s)	Informational Element	Corrective Action Required	Corrective Action Taken	Time Line
Documentation Of Applicant/Recipient Case Records				
1. Candis Gibson - Policy	Documentation that bilingual services were provided (whether by bilingual staff or other resources)	Repeat finding from 2006 and 2007 review. Kern County DHS must ensure that staff 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. (Div. 21-116.22).	1. Update Policy Implementation memo (PIM) with recent regulation changes and incorporate this PIM information into policy for CWS.	1. To be completed no later than 9/30/08.
2. Ginny Krebs - Staff Development		Note: There was evidence found in the case file reviews that some training has been provided, however, there was major inconsistency and not common practice on the part of bilingual workers.	2. Develop curriculum and train all staff on the provision and documentation on interpretive services using e-learning or instructor led training.	2. To be completed no later than 10/31/08.
3. Pam Holiwell - Employment and Financial Services and Bethany Christman - Child Welfare Services			3. Supervisors will complete a focus read in November 2008 and May 2009 to review cases for compliance with the documentation and provision of interpretive services. The focus read must include reading 5 cases for every Human Services Technician, Employment Social Worker and CWS Social Worker to ensure that staff are following policy.	3. To be completed in the months of November 2008 and May 2009, with results documented and provided to the Civil Rights Coordinator within 30 days.
4. Ginny Krebs - Staff Development			4. Incorporate training on the provision of interpretive services into induction training for all Eligibility and Social Worker Classifications.	4. To be completed no later than 9/30/08.

Staff Development And Training

None Required. Note: It is recommended that there be additional focus on casework responsibilities related to Civil Rights (e.g. documentation) in the content of ongoing training.

Discrimination Complaint Procedures

None Required