County of San Diego

APR 20 2009

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April 14, 2009

Ramòn S. Lopez, Chief
Civil Rights Bureau
California Department of Social Services
744 P Street, M.S. 15-70
Sacramento, CA. 95814

Dear Mr. Lopez,

In response to your letter dated February 11, 2009 and the Civil Rights Compliance Review completed by your staff in October 2009, our agency has developed the enclosed Corrective Action Plan.

If you have any questions or comments, please contact me at (619) 515-6788 or Cynthia Kallmeyer, Principal Administrative Analyst at (619) 515-6695.

Sincerely,

Jennifer C. Cooke

JENNIFER C. COOKE, Civil Rights Coordinator
Strategic Planning & Operational Support

JC:jc

Enclosures

COUNTY OF SAN DIEGO
HEALTH AND HUMAN SERVICES AGENCY

CIVIL RIGHTS COMPLIANCE REVIEW
CORRECTIVE ACTION PLAN
April 13, 2009

I. REVIEW PARAMETERS

During the week of October 6 through October 9, 2008, staff from the California Department of Social Services (CDSS) Civil Rights Bureau (CRB) conducted a Civil Rights Compliance Review for the County of San Diego Health and Human Services Agency (HHSA). The compliance review was conducted in the following building locations:

1. 1315 Union Plaza Court, Oceanside (CalWORKs, Food Stamps)
2. 1320 Union Plaza Court, Oceanside (Child Welfare Services)
3. 1130 10th Ave., San Diego (Non-Assistance Food Stamps)
4. 1255 Imperial Ave., San Diego (In-Home Supportive Services)

The State reviewed the following areas for compliance: (1) Dissemination of Information; (2) Facility Accessibility for Individuals with Disabilities; (3) Provisions for Services for Applicants/Recipients who are Non-English Speaking or who have Disabilities; (4) Documentation of Applicant/Recipient Case Records; (5) Staff Development and Training; and (6) Discrimination Complaint Procedures. The objective was to provide CDSS with a report on the status of the County's ability to provide equal services to applicants/recipients who have disabilities or are non-English speaking.

II CONTENT OF REVIEW

A. DISSEMINATION OF INFORMATION

Findings	Corrective Action	Due Date
Two offices visited (1315 Union Plaza Court and 1130 10th Ave.) did not have directional & informational signage posted in the threshold language (Spanish).	Spanish signage will be posted in these offices.	Completed.

B. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

Findings

There were facilities issues identified by CRB. They are addressed on a separate chart attached to this letter. To meet the current reporting requirements, the attached chart identifies those areas:

- For which the Agency accepts responsibility and therefore will take corrective action with the assistance of Facilities.
- For which compliance can be accomplished via alternative methods.
- For which the lessors traditionally accept responsibility and will take corrective action.

C. PROVISIONS FOR SERVICES FOR APPLICANTS/RECIPIENTS WHO ARE NON-ENGLISH SPEAKING OR WHO HAVE DISABILITIES

Findings	Corrective Action	Due Date
None.	None required.	N/A

D. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

Findings	Corrective Action	Due Date
None.	None required.	N/A

E. STAFF DEVELOPMENT AND TRAINING

Findings	Corrective Action	Due Date
None.	None.	N/A

F. DISCRIMINATION COMPLAINT PROCEDURES

Findings	Corrective Action	Due Date
None.	None.	N/A

COUNTY OF SAN DIEGO
HEALTH & HUMAN SERVICES AGENCY

2008 CIVIL RIGHTS COMPLIANCE ACTION PLAN

(Accessibility for Individuals with Disabilities)

SITE	RECOMMENDATIONS	COMMENTS	ESTIMATED COMPLETION DATE	JOB STATUS	LEAD
A. 1315 Union Plaza Oceanside, CA	A1 Route to main entrance does not have directional language to accessible elevator.	A1 Install sign with international symbol of accessibility at every primary entrance and every major junction.	11/01/08	C	HHSA
	A2 Ramp railings are too low at 32".	A2 Adjust handrail to be no less than 34" above ramp.	N/A *	I	BL
	A3 Door pressure on men's restroom is too heavy at 12lbs.	A3 Adjust door pressure to 5 lbs.	11/01/08	C	HHSA
	A4 Soap dispenser in men's restroom is installed too high at 44".	A4 Lower at least 1 soap dispenser to maximum height of 40".	11/15/08	C	BL
	A5 One set of pipes under sink in men's restroom was not securely insulated or covered.	A5 Wrap pipes under 1 sink in men's restroom.	11/15/08	C	BL
	A6 Door pressure on women's restroom is too heavy at 8lbs.	A6 Adjust door pressure to 5 lbs.	11/15/08	C	BL
B. 1320 Union Plaza Oceanside CA	B1 Route to main entrance does not have directional language to accessible elevator.	B1 Install sign with international symbol of accessibility at every primary entrance and every major junction.	5/31/09	I	HHSA
	B2 Ramp railings are too low at 32".	B2 Adjust handrail to be no less than 34" above ramp.	N/A *	I	BL
	B3 Door pressure at main entrance is too high at 12 lbs.	B3 Adjust door pressure to 5lbs	11/01/08	C	BL
	B4 Bottom of door only has a 4" surface to allow door to open by wheelchair foot rest.	B4 Change bottom of door to have a 10" surface to allow door to open by wheelchair foot rest.	5/31/09	I	BL

*Building will be vacated 2-09

LEGEND: • HHSA—Health & Human Services Agency • BL—Building Lessor
• DGS—Department of General Services • LTC—Local Telephone Company

JOB STATUS: C = Job Completed; I = Incomplete; IW = In Work

COUNTY OF SAN DIEGO
HEALTH & HUMAN SERVICES AGENCY

2008 CIVIL RIGHTS COMPLIANCE ACTION PLAN

(Accessibility for Individuals with Disabilities)

SITE	RECOMMENDATIONS	COMMENTS	ESTIMATED COMPLETION DATE	JOB STATUS	LEAD
C. 1130 10th Ave San Diego CA	C1 Abrupt change in surface level at front entrance. Surface at edge from slope is not level and causes interference with wheelchair traffic.	C1 Level surface at front entrance so that it is less than a ½" difference in height.	5/15/09	I	BL
	C2 Door pressure on main entrance too heavy at 12 lbs.	C2 Adjust door pressure to 5 lbs.	11/01/08	C	HHSA
	C3 Signage in lobby area only depicted English language and not in the threshold language of Spanish.	C3 Directional and informational signage should be available in threshold languages. Div 21.107-212	5/15/09	IW	HHSA
	C4 Door pressure on unisex bathroom too high at 12 lbs.	C4 Provide signage in lobby in both English and Spanish language.	11/01/08	C	HHSA
	C5 Door pressure on main entrance too heavy – at 10lbs	C5 Adjust door pressure to 5lbs	11/01/08	C	HHSA

*Building will be vacated 2-09

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2008 CIVIL RIGHTS COMPLIANCE ACTION PLAN

(Accessibility for Individuals with Disabilities)

SITE	RECOMMENDATIONS	COMMENTS	ESTIMATED COMPLETION DATE	JOB STATUS	LEAD
D. 1255 Imperial Ave San Diego CA	D1 There was no accessible signage on doors at main entrance nor signage directing clients to automatic doors.	D1 Provide sign with the internation symbol of accessibility at every primary entrance and major junction indicating accessible path of travel.	5/31/09	I	HHSA
	D2 There was no accessible signage on the men's restroom.	D2 Provide accessible signage at 60" above floor to include Braille.	5/31/09	I	BL
	D3 Door pressure on men's restroom too high at 18 lbs.	D3 Adjust door pressure to 5 lbs.	5/31/09	I	BL
	D4 There was no accessible signage on the women's restroom.	D4 Provide accessible signage at 60" above floor to include Braille.	5/31/09	I	BL
	D5 Door pressure on women's restroom too high at 12 lbs.	D5 Adjust door pressure to 5 lbs.	5/31/09	I	BL
	D6 Pipes under sink in women's restroom are not securely insulated.	D6 Adjust entrance door so that entry is at least 32" wide	5/31/09	I	BL

*Building will be vacated 2-09

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