



Title VI - Civil Rights Act of 1964

Countywide Implementation Plan

December 2017

"Simple justice requires that public funds, to which all taxpayers of all races contribute, not be spent in any fashion which encourages, entrenches, subsidizes, or results in racial discrimination."

-President John F. Kennedy, in his message calling for the enactment of Title VI, 1963

Monterey County Board of Supervisors

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This plan was developed in consultation with support and input from the County’s departments, with additional support from Natividad Medical Center Language Access Services, the Civil Rights Unit of the Department of Social Services, and the Planning, Evaluation, and Policy (PEP) Unit of the Monterey County Health Department. Many community organizations provided input, ideas, and valuable advice including: the Monterey County Behavioral Health Cultural Relevancy and Humility Committee, Center for Community Advocacy, MILPA, The Village Project, Building Healthy Communities, Mi CASA Hartnell Dreamers Center, LULAC, Community Partnership for Youth, Communities for Sustainable Monterey County, Padres Unidos, Central Coast Hispanic Chamber of Commerce, Commission on the Status of Women, First Five Monterey County, LandWatch Monterey County, Community Action Partnership, Showing Up for Racial Justice/Whites for Racial Equity, Special Kids Crusade, Mental Health Commission, SEIU 521, Central Labor Council, Housing Authority, Domestic Violence Coordinating Council, Area Agency on Aging, Parks Commission, Cachagua Land Use Advisory Committee, Carmel Valley Association, the Equal Opportunity Advisory Commission, and others.

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Monterey County Board of Supervisors Nondiscrimination Policy

Monterey County is committed to providing equal opportunities to all employees, applicants, residents, customers, and persons doing business with the County and will ensure that people may participate in, enjoy the benefits of, and be free from discrimination under any program or activity it administers without regard to:

- Age (40 or older);
- Ancestry;
- Color;
- Religious creed (including religious dress and grooming practices);
- Denial of family and medical care leave;
- Disability (mental and physical) including HIV and AIDS;
- Marital status;
- Medical condition (cancer and genetic characteristics);
- Genetic information;
- Military and veteran status;
- National origin (including language use restrictions);
- Race;
- Sex (including pregnancy, child birth, breastfeeding and medical conditions related to pregnancy, child birth or breastfeeding);
- Gender;
- Gender identity and gender expression;
- Sexual orientation; and
- Any other protected status in accordance with all applicable federal, state and local laws (further referred to as “protected categories”).

Introduction

The County of Monterey's mission is to excel at providing quality services for the benefit of all Monterey County residents while developing, maintaining, and enhancing the resources of the area.

- We are committed to assuring honesty and integrity in all County actions.
- We are committed to providing top quality customer service.
- We are committed to practicing continuing innovation.
- We are committed to treating our fellow employees, customers and residents with respect and courtesy at all times.

“NO PERSON IN THE UNITED STATES SHALL, ON THE GROUNDS OF RACE, COLOR, OR NATIONAL ORIGIN, BE EXCLUDED FROM PARTICIPATION IN, BE DENIED BENEFITS OF, OR BE SUBJECTED TO DISCRIMINATION UNDER ANY PROGRAM OR ACTIVITY RECEIVING FEDERAL FINANCIAL ASSISTANCE.”

The County of Monterey receives a wide array of federal funding. As a recipient of such federal aid, the County is required to comply with Title VI of the Civil Rights Act of 1964 (Title VI).

Title VI states that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Civil Rights Restoration Act of 1987 amended each of the affected statutes by adding a section defining the word "program" **to make clear that discrimination is prohibited throughout an entire agency if any part of the agency receives Federal financial assistance.**

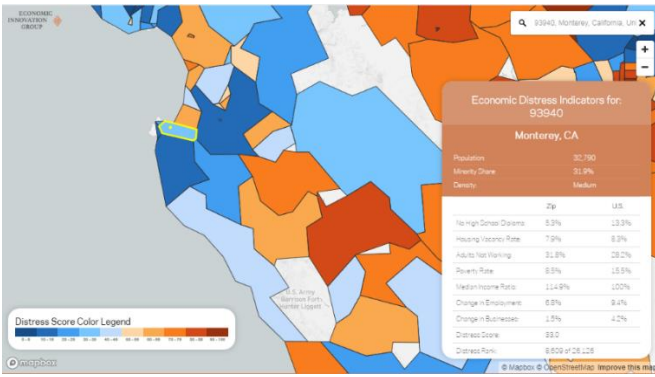
This implementation plan includes a general overview of how the County of Monterey will comply with Title VI requirements including how we will:

- Handle a Title VI complaint;
- Disseminate Title VI information to the public;
- Engage the community sincerely and equitably;
- Serve Limited English Proficiency populations fairly; and
- Train employees and managers to comply with Title VI.

County Overview

Monterey County is known to the world for its majestic coastlines including Big Sur, a marine environment known as the “Serengeti of the Sea” as well as the agriculturally rich Salinas Valley, also known as the “Salad Bowl of the World”. Our superb air, quality of life and arts are widely praised, yet not all populations who live in Monterey County share in these benefits. The Median Household Income range of the neighborhoods in our County is vast, with large populations in both the very high and very low end of that range. In the high range, households’ median household income sits over \$150,000 and we have almost as many neighborhoods with a median household income of less than \$30,000.

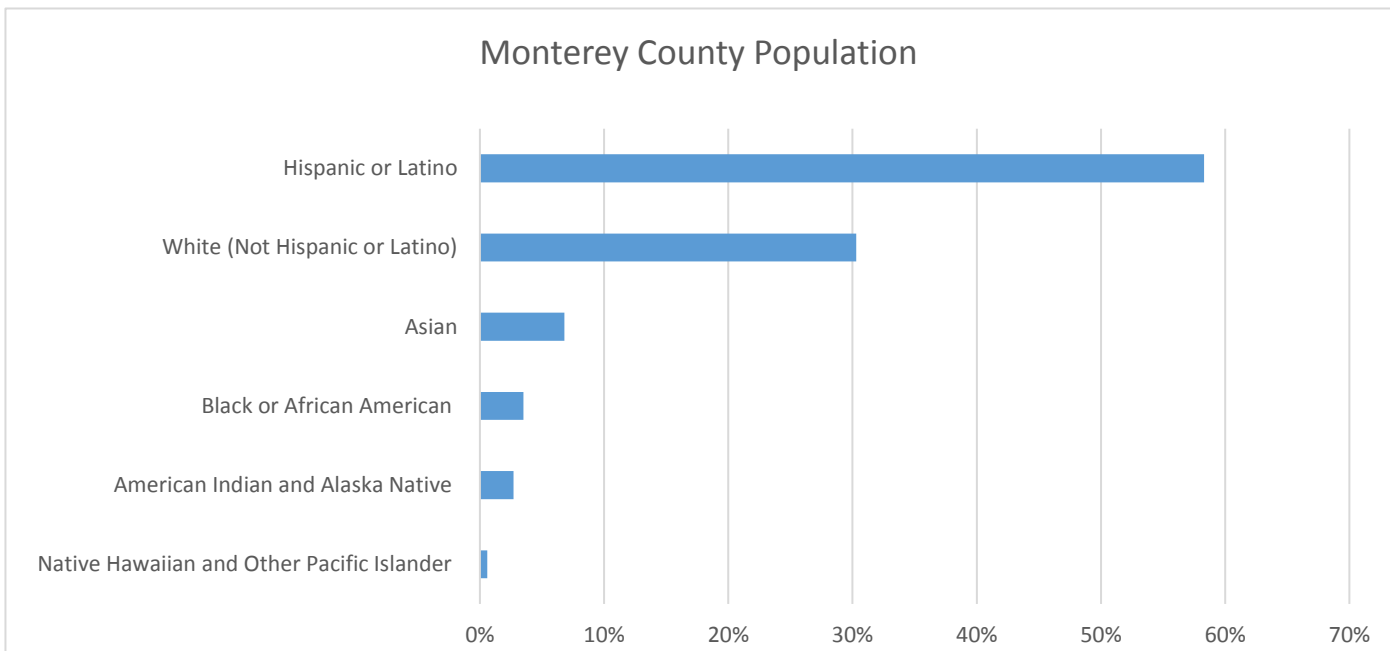




The Distressed Communities Index, which documents community economic wellbeing based on an index including high school diploma, housing vacancy, adults not working, poverty, median income ratio, change in employment, and change in businesses, demonstrates the extreme disparities present in Monterey County. Our community has areas that fall on both the very high and very low ends of the spectrum.

Monterey County’s population of over 400,000 residents is a very diverse one. We have approximately 58.3% Hispanics/Latinos, 30% Whites, close to 7% Asians, and 3.5% African Americans/Blacks.

In addition, Monterey County, “the language capital of the world” employs a greater percentage of people in language-related jobs than any other metropolitan area in the country.



Monterey County has a very large population of non-English speakers (over 25%!)—almost four times the national average, and most of our non-English speakers speak Spanish. This presents a unique opportunity and challenge to us in delivering meaningful services, yet Monterey County has the benefit of employing an increasingly bilingual workforce.

Title VI Implementation

The intent of Title VI is to **remove barriers and conditions** that prevent **minority, low income, LEP, and other disadvantaged groups and persons** from receiving access, participation and benefits from Federally-assisted programs, services, and activities. In effect, Title VI states that we must promote fairness and equity in our programs, services, and activities, based on the fundamental principle that all human beings are created equal, rooted in the constitutional guarantee that all human beings are entitled to equal protection of the laws.

Title VI Coordinator

Monterey County designates the Equal Opportunity Officer as the County's Title VI Coordinator. The Title VI Coordinator is responsible for the overall Title VI program implementation and performs the lead role in the development and implementation of the Title VI program, including coordinating compliance across County departments. The Title VI coordinator provides guidance and technical assistance on Title VI matters and has overall program responsibility for developing program procedures, which include:

- Promptly processing and resolving Title VI complaints;
- Promptly resolving areas of deficiency;
- Conducting periodic Title VI audits;
- Ensuring that Title VI requirements are included in policy directives and that the procedures used have built in safeguards to prevent discrimination;
- Reporting on Title VI accomplishments and goals;
- Coordinating Title VI information for public dissemination, where appropriate, in languages other than English; and
- Providing technical assistance to the Disadvantaged Business Enterprise (DBE) liaison to support DBE compliance.

Countywide Responsibility

Each department within the County of Monterey is responsible for complying with Title VI directives. Specific areas of responsibility include:

- Posting the Title VI notice at public counters;
- Reporting to the Equal Opportunity Advisory Commission on progress toward Title VI goals;
- Following the Language Access Plan to ensure language accessible services are available to the community;
- Utilizing the Community Engagement Guide to provide meaningful opportunities for public participation;
- Ensuring that all staff members receive training on Title VI;
- Forwarding discrimination complaints to the Equal Opportunity Office; and
- Ensuring that federal contracts include the appropriate Title VI assurances.

The Title VI Coordinator/Equal Opportunity Officer is available to provide guidance and technical assistance to departments.

Complaint Procedures

Any person who believes they have been subjected to unlawful discriminatory practice under Title VI has a right to file a formal complaint. Any such complaint must be filed with the Civil Rights Office within 60 days following the date of the alleged discriminatory action. The law prohibits intimidation or retaliation of any kind. A copy of the County's Title VI notice can be found in Appendix A.

Complaint forms are available online and at the Monterey County Civil Rights office. Complaints should be filed in writing and should be directed to:

County of Monterey Civil Rights Office

168 West Alisal Street, 3rd Floor

Salinas, CA 93901

Email: equalopportunity@co.monterey.ca.us

Complainants who require assistance in completing the form shall contact the Civil Rights Office at (831) 755-5117 or by visiting the Civil Rights Office at the County Government Center.

Complainants may submit their complaint form to the County of Monterey Civil Rights Office or to an external state or federal agency. However, should a complaint be filed with the County of Monterey Civil Rights Office and a federal or state agency simultaneously, the state or federal complaint will supersede the County complaint and the County's complaint procedures will be suspended pending the state or federal agency's findings. Every effort will be made to obtain a timely resolution of complaints.

The following procedures will be followed to investigate Title VI complaints:

1. A Civil Rights Investigator will discuss the situation with the person and determine whether the Monterey County nondiscrimination policy and federal or state laws apply.
2. An Investigator will prepare an official complaint based on the information supplied by the person making the complaint.
3. A copy of the complaint is sent to the person or department charged with discrimination.
4. The respondent submits a written response to the Civil Rights Office, an investigation is conducted, and a finding report is created.
5. Possible outcomes include: "reasonable cause" – evidence is found that supports the claim of discrimination, "no reasonable cause" – there is not enough evidence to support the claim of discrimination, "settlement" – the parties sign a negotiated agreement which includes remedies, "withdrawal" – the charging party withdraws the complaint, or "administrative closure" – the Civil Rights Office closes the case if we cannot complete the investigation or if the charging party chooses to file the case in court or with another government agency.

Detailed procedures can be obtained by contacting the Civil Rights Office or by visiting the Civil Rights Website at <http://www.co.monterey.ca.us/government/departments-a-h/equal-opportunity-office>.

Community Engagement Guide

The County of Monterey is committed to ensuring that the projects, programs, policies, and services delivered by the County reflect the opinions of Monterey County stakeholders and are sensitive to the diverse demographic backgrounds within the region. The Civil Rights Office prepared a Community Engagement Guide for use by any department to comply with federal regulations and promote public involvement in the planning and decision-making process of projects, programs and services. The Community Engagement Guide is included under Appendix B.

Environmental Justice

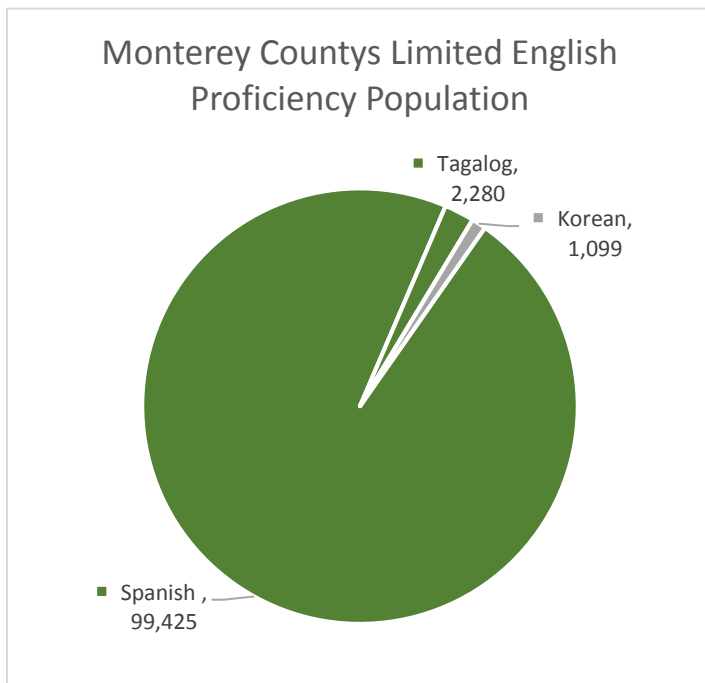
In accordance with Executive Order 12898 ("Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations") Monterey County will identify and address the environmental effects of programs,

policies and activities on minority and low-income populations. Environmental justice is predicated on the notion of fair treatment and equal protection, meaning a just distribution of the benefits and burdens of decisions and actions. No group of people should bear a disproportionate share of the negative environmental consequences resulting from the execution of governmental policies and programs. Monterey County will consider demographic data in our project design and involve the public in the planning and development process to assess the environmental impacts of projects on the community. The public's input and data analysis enable us to develop measures to mitigate any potential adverse effects on minority and low-income populations. Environmental Justice compliance complements the Community Engagement Guide under Appendix B.

At the minimum, any County decision, service, program, or benefit should be reviewed to determine whether it could result in potential disproportionate adverse human health and environmental effects, including social and economic effects, on communities of color, tribal communities and other communities underrepresented in public processes.

Language Access Plan

To comply with Title VI, it is important to identify the demographics and specific language needs of the County's residents and businesses. Based on recent U.S. Census data, more than 25% of our population is not proficient in English. The majority of our LEP population speaks Spanish—close to 100,000 individuals. Other languages, of which there are more than 1000 non-English speakers, include Tagalog and Korean, among others. In addition, it is estimated that there are 28,000-30,000 Mexican indigenous language speakers in Monterey County, though these numbers are not confirmed. Those languages include Mixteco, Triqui, Chatino, Tarasco (Purépecha), Zapoteca, and more.



The Civil Rights Office developed a Language Access Plan for use by departments to address the public's language needs. The Language Access Plan outlines how to provide language assistance to LEP persons who wish to access services provided by Monterey County. The LEP Plan also identifies language assistance needs, the ways in which assistance may be provided, and how to notify LEP persons that assistance is available. In this first iteration of our Title VI Plan, we intend to prioritize the Language Access Plan implementation. The Language Access Plan is included under Appendix C.

Training

The Civil Rights Office will provide Title VI training to County employees. This will be integrated into the County's already existing required Civil Rights, Non-Discrimination, and Diversity training. Training objectives are included in Appendix D. In addition, the Title VI Coordinator will work directly with departments to provide technical assistance related to Title VI compliance and will maintain a website with Title VI compliance information for employee self-service.

Disadvantaged Business Enterprise Program

Monterey County is committed to increasing the participation of Disadvantaged Business Enterprises (DBE) in county projects and ensuring nondiscrimination in the award and administration of contracts. A DBE is a for profit small business, which is at least 51% owned and controlled by one or more socially and economically disadvantaged individuals. Qualified DBEs are minority, women-owned businesses, including firms owned by disadvantaged and disabled veterans.

The Resource Management Agency's Deputy Director for Public Works and Facilities will serve as the DBE liaison for the County and will make a committed effort to provide business opportunity information and outreach per the County's Small/ Local Business Outreach Program and the Local Assistance Procedures Manual. The Title VI Coordinator will provide technical assistance as requested.

Monitoring, Evaluation and Reporting Requirements

County departments will report on Title VI compliance through the annual departmental Equal Opportunity Plan which is presented to the Equal Opportunity Advisory Commission.

The Title VI Coordinator will ensure that training is conducted, LEP services and community engagement is optimal, and appropriate Title VI signage is posted. This also includes updating community demographics and language statistics. The annual equal opportunity plans will guide updates to the Title VI Plan, which shall be updated every three years.

Appendices



The County of Monterey complies with Title VI of the Civil Rights Act of 1964, which prohibits any person to be excluded from participation in or be denied the benefits of, or be subjected to discrimination under any program or activity on the grounds of race, color, age, disability, gender, or national origin.

**DISCRIMINATION COMPLAINTS MAY BE FILED WITH
THE EQUAL OPPORTUNITY OFFICE**

831 -755-5117

**168 WEST ALISAL ST, 3RD FLOOR
SALINAS, CA 93901**

EQUALOPPORTUNITY@CO.MONTEREY.CA.US

Community Engagement Guide

To comply with federal regulations set forth by Title VI of the Civil Rights Act of 1964, Monterey County developed the Community Engagement Guide. This Guide provides approaches so that we comprehensively involve the community to ensure that all groups are represented and their needs are met.

Introduction

Monterey County government works best when community members and County staff work as partners. Though it sometimes feels as if it slows down a project, quality community engagement results in a smoother implementation in the long run and allows for more efficient government. It is also the law. This Community Engagement Guide supports departments to:

- Ensure better County decisions that more effectively respond to the needs and priorities of the community;
- Engage community members and community resources as part of the solution;
- Engage the broader diversity of the community—especially people who have not been engaged in the past;
- Increase public understanding of and support for public policies and programs; and
- Increase the legitimacy and accountability of government actions.

This guide and process is especially significant in Monterey County because of the wide mix of cultures, disparate incomes, and immigration statuses. In Monterey County, the poverty rate is 15.3%, wealth is concentrated into a few small areas, and 23% of the population are non-U.S. citizens.

Our quality of community engagement will increase as our staff’s knowledge, understanding, and humility regarding our community members (including culture, history, and current state) increases.

The Process

Community Engagement is a process, not a single event. It consists of a series of appropriate activities and actions over the full lifespan of a project to inform, obtain input from, and collaborate with the public. Not all public participation is the same because there is no single “public.” Rather, the public consists of a broad range of stakeholders holding an array of viewpoints on an issue. Conducting meaningful engagement involves seeking input at specific points in the decision process and on specific issues where such input has a real potential to help shape the decision or action.

Sometimes the opportunity for influence is quite small, while at other times the public can have a great deal of influence. The amount of this potential influence is the main consideration in designing a successful community engagement program.

STAKEHOLDERS ARE INDIVIDUALS WHO ARE EITHER DIRECTLY OR INDIRECTLY IMPACTED BY THE COUNTY’S PLAN, PROJECT OR PROGRAM.

The Community Engagement Spectrum

There is no single “right” level of community engagement. For each project, the department must consider the specific circumstances, ability to share decision authority, and the nature of the public’s desire and need to participate. Community engagement can be viewed as a spectrum, ranging from low levels of engagement (e.g., informing the public) to high levels of engagement (e.g., collaborating with stakeholders on a decision).

INFORM

The Inform level of community engagement does not actually provide the opportunity for public participation at all, but rather provides the public with the information they need to understand the decision-making process.

This level is on the spectrum as a reminder that sometimes there is no opportunity for the public to influence decision-making and simply informing them is the appropriate activity. When you conduct the Inform level of public participation, it is important to recognize that you are not trying to persuade or influence the public in any way. As such, the Inform level is not the same as a public relations campaign. Rather, the Inform level of public participation requires you to serve as an honest broker of information, giving the public what they need to fully understand the project or decision, allowing them to reach their own conclusions as to the appropriateness and adequacy of the decision.

WHAT COMMUNITY ENGAGEMENT IS NOT:

- SELLING THE PUBLIC ON ...
- CONVINCING PEOPLE TO ...
- A MEETING TO COMPLAIN/ FIND FAULT WITH...

CONSULT

The Consult level of community engagement is the basic minimum opportunity for public input. Consult simply means to ask. There is no invitation to sit down together and work on things in any cooperative way. You merely ask the public for their opinions and consider the input you receive as you make the decision. At Consult, you generally ask for input at set points in the process, but do not provide an ongoing opportunity for input.

INVOLVE

The Involve level of community engagement is more than a consultation. To involve means to include. At the Involve level, the public is invited into the process, usually from the beginning, and is provided multiple if not ongoing opportunities for input as decision-making progresses. However, you are still the decision-maker and there is no expectation of building consensus or providing the public with any sort of high-level influence over the decision.

COLLABORATE

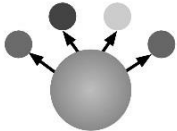
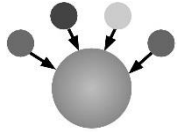

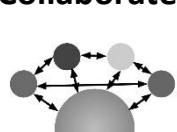

At the Collaborate level, the public is directly engaged in decision-making. The Collaborate level of community engagement includes all the elements of Involve but takes it a step further. Collaborate often includes the explicit attempt to find consensus solutions. However, like the Involve level of participation, you are still the decision-maker. The degree to which consensus will be sought and how much decision authority you are willing and able to share must be made explicit. In the end, you will take all the input received and make the decision.

Equitable Engagement

The Community Engagement Spectrum can effectively help us reach out to many people in our community, yet sometimes we need to make additional efforts to reach traditionally underrepresented groups. Some strategies to better engage and reach underrepresented populations include:

- Understand who lives here. Study the demographics for the affected area and cross reference that with the people who generally participate in your outreach process. Ask yourself: “Am I reaching a representative sample of people?”.
- Involve people in the issue. Provide specific roles for underrepresented community stakeholders.
- Listen well! Ask: “How will this policy, program, initiative, new building, new road, or budget issue burden or benefit your community?”
- Overcome language barriers. Utilize the County’s Language Access Plan and provide appropriate language translation and interpretation services at meetings and in your outreach.
- Bring your outreach to the community. Host public meetings, focus groups and events where people tend to gather like libraries and youth centers or better yet, ask to be included on the agenda of an already-existing meeting.
- Consider the space. Use round tables, never a head table to promote dialogue and to reduce artificial barriers. Staff and elected officials should sit WITH the community, not apart.
- Minimize opportunity costs by serving food and providing childcare at outreach events.
- Follow up by sending a thank you letter, phone call or email with a brief meeting summary. Let people know how their input shaped the result.
- Speak about issues in terms the general public can understand. Do your best to avoid acronyms and terms generally only familiar to governmental agencies. Provide materials with an awareness of the literacy and education levels of the community you want to reach.
- Understand that people come to your process with history and perhaps past frustration with the County and the services we have provided in the past.
- Foster inclusivity and demonstrate your commitment to working together. Take time to develop relationships. Listen. Be sincere. Be authentic.
- Provide system navigation when possible. People may have questions or need support to navigate a County process that is not specific to what you are working on. Help them connect with the appropriate help and learn how to navigate that particular process or system.
- Utilize “cultural brokers” and community leaders to make connections and build bridges between your office and the community you are trying to reach.

Monterey County Community Engagement Spectrum

Engagement Level	When to Use	Goal	Tools/ Opportunities
Ignore 	Never	To deny access to the decision-making process	<ul style="list-style-type: none"> ● Closed door meetings ● Intentionally technical language
Inform 	We want the community to know what we are doing	To provide the public with balanced and objective information to understand the problem, opportunities and/or solutions	<ul style="list-style-type: none"> ● Notifications ● Billboards, brochures ● Events or Meetings ● Websites, Social Media, Videos ● Community Education
Consult 	We intend to take public input into account as we make our decisions	To obtain and consider public input at set points in the process	<ul style="list-style-type: none"> ● Events or Meetings ● Committees ● Surveys ● Focus Groups ● Dialogue—not just telling ● Govt. 2.0 web platforms
Involve 	We anticipate seeking input early and often from the community so help us design our work	To work directly with the public and consider their input throughout the process	<ul style="list-style-type: none"> ● Committees ● Surveys ● Community-driven Design Charrettes ● Study Circles ● Participatory Research
Collaborate 	We seek to work as a partner with the community and intend to work together to solve a problem	To partner with the public in key activities and decisions during the process	<ul style="list-style-type: none"> ● Study Circles ● Advisory Boards ● Task Forces ● Consensus Workshops ● Scenario Planning

Adapted from Nexus Community Partners Governing for Racial Equity Training September 13, 2017, The Davenport Institute Training to Monterey County October 30, 2013, City of Seattle Racial Equity Toolkit, Tompkins County Public Participation Plan, City of Portland 2013 Title VI Plan.

Appendix C

Language Access Plan

The County is a recipient of federal financial assistance and acknowledges that as a condition of receiving these funds, it is required to comply with Title VI of the Civil Rights Act of 1964, which includes provisions that require us to provide meaningful access to services for Limited English Proficiency (LEP) persons. In addition, the County complies with California's Dymally-Alatorre Bilingual Services Act, which has requirements similar to Title VI.

Monterey County policy states that:

- Monterey County will ensure that LEP Persons have meaningful access to its programs, services and activities. The County recognizes that language can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with regulations, or understanding key information.
- The County recognizes that languages other than English are both necessary and welcoming, and seeks to provide efficient and accessible public services to its non-English speaking communities.
- All employees of the County may use a language other than English without threat of discrimination or reprisal. Departments may require, after consultation with the Equal Opportunity Office, that specific employees speak only English at certain times when it is justified by business necessity or emergency.
- In addition, Monterey County will strive to employ a sufficient number of qualified bilingual persons in public contact positions to ensure provision of information and services to the public, in the language of the non-English-speaking person.

Simply put, **all people, regardless of their proficiency in English, will have meaningful access to the benefits of County services and programs.**

Based on recent U.S. Census data, more than 25% of our population is not proficient in English. The majority of our LEP population speaks **Spanish** (close to 100,000 individuals). Other languages of which there are more than 1000 non-English speakers include **Tagalog** and **Korean**. In addition, it is estimated that there are up to 30,000 Mexican indigenous language speakers in Monterey County. Those languages include **Mixteco, Triqui, Chatino, Tarasco (Purépecha), Zapoteca**, and more.

This Plan includes the following elements:

1. **Assessment:** identification of volume and location of LEP persons and LEP communities.
2. **Language Assistance measures:** types of language services available; how to respond to LEPs in person; types of documents and information to translate.
3. **Outreach Measures:** notification methods on special language assistance.

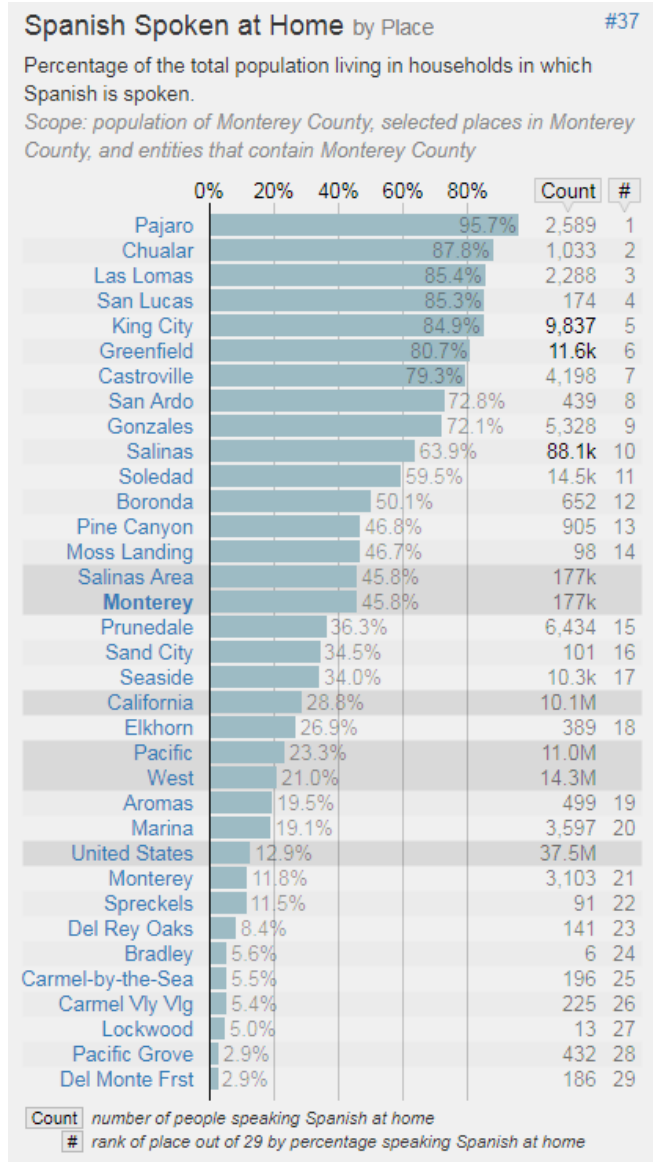
Assessment

To determine what types of interpretation and translation is needed, departments shall conduct a four-factor assessment, based on federal guidance.

1. *How many LEP individuals live in the service area?* Departments should use the U.S. Census Bureau’s American Community Survey (ACS) data for Limited English Speaking Households by county and cities to identify the number and proportion of LEP persons within the affected service area. Broadly speaking, in Monterey County, more than 25% of our population does not speak English well. Most of our LEP population speaks Spanish.
2. *How often do LEP individuals come in contact with or try to access the program, service or activity?* If the department does not have this data available at time of implementation, they should begin to collect the data. A proxy for the data is current County demographics.
3. *How important is the program, service or activity?* This includes assessing which written documents should be translated.
4. *What resources are available to us for translation and interpretation and what are the costs?*

In Monterey County, the vast majority of our non-English speakers speak Spanish. In addition, we have a large population that speaks Mexican indigenous languages including include Mixteco, Triqui, Chatino, Tarasco (Purépecha), Zapoteca, with estimates of up to 30,000 individuals. We do know that our County hospital interprets for approximately 200 Mexican indigenous speaking persons a month. It is important to note that the two most common indigenous languages—Mixteco and Triqui do not have a written form.

Speaks English less than very well	Approximate number of persons	Percentage of total adult population
Spanish	99,425	25.60%
Tagalog	2,280	0.59%
Korean	1,099	0.28%



Source: Statistical Atlas

Language Assistance Measures

Bilingual Staff: Monterey County’s workforce includes a significant number of bilingual employees. When possible, bilingual staff persons should deliver services directly to LEP individuals. The County shall employ a sufficient number of bilingual persons in public contact positions to ensure provision of information and services to the public, in the language of the non-English-speaking person.

The County currently has a bilingual staff program that includes assessment and subsequent pay differentials for qualified bilingual employees.

Interpretation and Translation Services: The County currently maintains Master Agreements with seven language translation/ interpretation service providers. All departments who interface with the public shall include a provision in their annual budget for interpretation and translation services.

Each department shall develop a list of vital documents that require translation as well as a set of criteria to determine which future documents require translation. Official document translation should be completed by a certified translator. Vital documents generally include all documents that describe services, benefits, fees or penalties. Web pages that are considered vital should also be professionally translated. Vital documents include, but are not limited to, applications, consent forms, complaint forms, intake forms, any document that is routinely provided to the public, notices that require a response, and rule books.

When a bilingual staff member is unavailable to provide services to LEP persons, then the staff member should utilize an interpretation service for one-on-one help.



INTERPRETATION: SPOKEN COMMUNICATION

For significant public meetings, departments will establish a system for providing translation services using one of the County's contracted interpretation and translation services. The public will be clearly notified about the availability of translation and interpretation.

TRANSLATION: WRITTEN COMMUNICATION

Board of Supervisors meetings should always have a certified interpreter present. At the request of the public or at staff discretion, interpretation will also be provided at other public meetings.

Contact Procedures: For in-person contact with LEP persons, use a language chart to help identify what language an LEP person speaks, then utilize a bilingual staff person or a contracted interpretation service.

For telephone calls, provide interpretation services using staff as available, or a contracted interpretation service. All voicemail messages intended for the public should be in both English and Spanish.

Outreach Measures

When staff prepares materials, or schedules a meeting for which the target audience is expected to include LEP individuals, the documents, meeting notices, flyers, and agendas shall be printed in an additional language based on the known LEP population. Interpreters will also be available as needed.

All public counters shall include basic signage in both English and Spanish. Signage, when possible, shall be in the same size font for both languages.

All public counters in the County shall include language access cards to assist staff in identifying the language spoken of LEP individuals.

Appendix D

Title VI General Staff Training

Learning Outcomes:

After this training, County employees will:

- Know that the County is obligated by federal law to comply with Title VI;
- Understand the basic tenants of the County's Title VI Plan and where the plan can be accessed;
- Know how to identify LEP persons and how to provide meaningful access to services, including the need for document translation and quick access to a quality interpreter; and
- Understand the importance of quality community engagement.

Title VI Supervisor and Manager Staff Training

Learning Outcomes:

After this training, County supervisors and managers will:

- Know that the County is obligated by federal law to comply with Title VI and understand the key components of Title VI;
- Understand their role related to Title VI compliance;
- Be able to apply the Title VI Plan, LEP Plan and Community Engagement plan within their jurisdiction;
- Know how to identify LEP persons and how to provide meaningful access to services, including the need for document translation and quick access to a quality interpreter;
- Be able to identify their department-specific LEP plan; and
- Understand the importance of quality community engagement.