



SHASTA COUNTY TITLE VI PROGRAM

This program was prepared for the Federal Highway Administration
and the
California Department of Transportation

Shasta County Department of Support Services
1450 Court Street, Suite 348
Redding, CA 96001
(530) 225-5515

Adopted January 27th, 2015

This page intentionally left blank

CONTENTS

SECTION 1:	1
TITLE VI PROGRAM POLICY AND COMPLAINT PROCEDURES	1
POLICY	1
Applicability.....	1
Definitions	2
GENERAL REQUIREMENTS AND GUIDELINES	2
ENVIRONMENTAL JUSTICE REQUIREMENTS	3
LIMITED ENGLISH PROFICIENT (LEP) INDIVIDUALS AND PUBLIC PARTICIPATION REQUIREMENTS.....	4
PUBLIC MEETINGS AND OUTREACH	4
Communications Techniques and Media	5
ORAL LANGUAGE ASSISTANCE	5
ADMINISTRATION OF REGULATION	5
DEFICIENCIES WITH TITLE VI COMPLIANCE	5
THE COMPLAINTS PROCESS	6
Filing a Complaint with the County	6
Complaint Acceptance	6
Investigations	6
Efforts to Contact Complainant	7
Completion of Investigation.....	7
APPEALS PROCESS.....	7
Timeline Waiver	7
SECTION 2: LIMITED ENGLISH PROFICIENCY (LEP) PLAN	8
INTRODUCTION	8
PLAN SUMMARY	8
FOUR-FACTOR ANALYSIS.....	9
LIMITED ENGLISH PROFICIENCY (LEP) PLAN OUTLINE	9
Identification of LEP individuals	9
Language Assistance Measures.....	10
Staff Training	10
Outreach Techniques	10

MONITORING AND UPDATING THE LEP PLAN	11
DISSEMINATION OF THE COUNTY’S LEP PLAN	11
ATTACHMENT A: TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS (GENERAL REQUIREMENT) ...	12
ATTACHMENT B: PUBLIC NOTICE	13
ATTACHMENT D: COMPLAINT FORM (English)	15
ATTACHMENT E: COMPLAINT FORM (Spanish)	17
ATTACHMENT F: AUTHORIZING RESOLUTIONS	19



SECTION 1: TITLE VI PROGRAM POLICY AND COMPLAINT PROCEDURES

POLICY

The County of Shasta (County) is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any of its projects, activities, or services on the basis of race, color, national origin, age, sex, or disability as afforded by Title VI of the Civil Rights Act of 1964 and related statutes. All persons, regardless of their citizenship, are covered under this regulation. In addition, the County prohibits discrimination on the basis of race, color, national origin, age, sex, or disability in its employment and business opportunities.

The County will not condone retaliation against an individual for his/her involvement in asserting his/her rights pursuant to Title VI or because he/she filed a complaint or participated in an investigation under Title VI, and/or this regulation.

As a recipient of federal funds, the County ensures that its projects, policies, and activities comply with the Title VI Regulations of the Civil Rights Act of 1964.

The County makes good faith efforts to achieve environmental justice as part of its mission by identifying and addressing, as appropriate, disproportionately high and adverse human health or environmental effects of its projects, activities, and services on minority populations and low-income populations, as provided herein.

The County ensures that Limited English Proficient (LEP) individuals have access to the County's projects, activities, and services.

The County's Title VI Policy is posted in high volume areas such as websites and administrative offices of the County.

This regulation shall be maintained in English and Spanish.

APPLICABILITY

This policy is applicable to all County employees, members of the public, and all contractors hired by the County. Failure of a County employee to follow this policy and procedure may subject such employee to disciplinary action up to and including employment termination.

DEFINITIONS

Adverse Effect means having a harmful or undesired effect.

Discrimination refers to any act or inaction, whether intentional or unintentional, in any program or activity of a federal aid recipient, subrecipient, or contractor that results in disparate treatment, disparate impact, or perpetuates the effects of prior discrimination based on race, color, national origin, age, sex, or disability.

Limited English Proficient (LEP) Persons are individuals for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English. It includes people who reported to the U.S. Census that they do not speak English well or do not speak English at all.

Low-Income Population means any readily identifiable groups of low-income individuals who live in geographic proximity, and if circumstances warrant, geographically dispersed transient persons (such as migrant workers or Native Americans) who will be similarly affected by a proposed program, policy, or activity.

Minority Individuals

1. American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
2. Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent.
3. Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
4. Hispanic or Latino, which includes people of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
5. Native Hawaiian and Other Pacific Islanders, which refers to people having origins in any of the original people of Hawaii, Guam, Samoa, or other Pacific Islands.

National Origin means the particular nation in which a person was born, or where the person's parents or ancestors were born.

Race means a group of people united or classified together on the basis of common history, nationality, or geographic distribution.

Recipient means one that has received or is receiving federal financial assistance. The term includes subrecipients of a recipient.

Retaliation means any adverse action taken against another individual because of his/her participation in the complaint, investigation or hearing relating to this policy or the provision of federal or state law.

Vital Documents are documents that convey information that critically affects the ability of the customer to make informed decisions about his/her participation in the program (e.g., public notices; consent forms; complaint forms; eligibility rules; notices pertaining to the reduction, denial, or termination of services or benefits; right to appeal; and notices informing customers of the availability of free language assistance).

GENERAL REQUIREMENTS AND GUIDELINES

The County carries out its projects, activities, and services in compliance with Title VI of the Civil Rights Act of 1964 and related statutes. The County or any of its employees will not, on the grounds of race, color, national

origin, age, sex, or disability exclude any person from participating in, deny the benefits of, or subject him/her to discrimination under any County projects, services, or activities.

The County will not, on the grounds of race, color, national origin, age, sex, or disability:

- a) Provide any service, financial aid, or benefit that is different from that provided to others;
- b) Subject an individual to segregation or separate treatment;
- c) Restrict an individual in the enjoyment of any advantage or privilege enjoyed by others;
- d) Deny any individual service, financial aid, or benefits under any County projects, services, or activities;
- e) Treat individuals differently in terms of whether they satisfy admission or eligibility requirements; or
- f) Deny an individual the opportunity to participate as a member of a planning or advisory body.

The County schedules weekly board meetings and ensures that all individuals are afforded an opportunity to participate in decisions.

The County's legal counsel maintains a list (a minimum of four years in active status) of any Title VI investigations, complaints, or lawsuits filed which allege the County discriminated against a person or group on the basis of race, color, national origin, age, sex, or disability (Attachment A). This list includes:

- a) The date the investigation, complaint, or lawsuit was filed;
- b) A summary of the allegation(s);
- c) The status of the investigation, complaint, or lawsuit; and
- d) Any actions or corrective actions taken by the County in response to the investigation, complaint, or lawsuit.

The County keeps the public informed of the protections against discrimination afforded to them by Title VI and the County's obligations under Title VI by posting a *Title VI Policy Statement* (Attachment B) and associated English and Spanish *Complaint Forms*, on the County's website at www.co.shasta.ca.us and at the County's administrative offices.

The County takes responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of its projects, activities, and services for individuals who are Limited English Proficient (LEP).

The County ensures that minority and low-income individuals have meaningful access to the County's projects, activities, and services.

The County encourages minority participation on non-elected committees via requests for participation or the nominations of persons involved with local human service agencies, non-profit community based organizations, and other local stakeholders.

ENVIRONMENTAL JUSTICE REQUIREMENTS

The County shall integrate an environmental justice analysis into its National Environmental Protection Act (NEPA) documentation on construction projects. The County is not required to conduct environmental justice analyses of projects where NEPA documentation is not required. The County will consider preparing an environmental assessment (EA) or environmental impact statement (EIS) to integrate into its documents the following components:

- a) A description of the low-income and minority population within the study area affected by the project, and a discussion of the method used to identify this population (e.g., analysis of Census data, direct observation, or a public involvement process);

- b) A discussion of all adverse effects of the project both during and after construction that would affect the identified minority and low-income populations;
- c) A discussion of all positive effects of the project that would affect the identified minority and low-income populations, such as improvements in service or accessibility;
- d) A description of all mitigation and environmental enhancement actions incorporated into the project to address the adverse effects, including, but not limited to, any special features of the relocation program that go beyond the requirements of the Uniform Relocation Act and address adverse community effects such as separation or cohesion issues; and the replacement of the community resources destroyed by the project;
- e) A discussion of the remaining effects, if any, and why further mitigation is not proposed; and
- f) For projects that impact predominantly minority and low-income and predominantly non-minority and non-low-income areas, a comparison of mitigation and environmental enhancement actions that affect predominantly low-income and minority areas with mitigation implemented in predominantly non-minority or non-low-income areas.

LIMITED ENGLISH PROFICIENT (LEP) INDIVIDUALS AND PUBLIC PARTICIPATION REQUIREMENTS

The County seeks out and considers the viewpoints of minority, low-income, and LEP populations in the course of conducting public outreach and involvement activities. The County's public participation strategy offers early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed decisions.

The County ensures that individuals have access to its projects, activities, and services by developing and carrying out the language plan herein. The County continually assesses the language assistance needs of the population to be served.

The County uses the following four (4) factors to determine what measures must be undertaken to provide reasonable and meaningful access to LEP individuals:

- a) Languages likely to be encountered and the number or proportion of LEP persons in the eligible service population likely to be affected by the program, activity, or service;
- b) Frequency with which LEP individuals come into contact with the County's projects, activities, and services;
- c) Importance of the program, activity or service provided by the County to LEP individual's lives; and
- d) Resources needed to provide effective language assistance and costs.

PUBLIC MEETINGS AND OUTREACH

Public meeting dates for the County Board of Supervisors are held every Tuesday, unless otherwise noted. All meetings of the Board are open to the public, except for rare instances when closed sessions are permissible by the Brown Act. Notification is made by posting of the agenda at the Shasta County Board of Supervisors Chambers at least 72 hours in advance. If a public hearing is held in conjunction with a meeting, a legal notice also will be published as described above.

The agenda and public meeting information is available on the County's website prior to the meeting at http://www.co.shasta.ca.us/index/bos_index/bos_agenda.aspx. Bilingual assistance is available upon request within

seven (7) days prior to the meeting date. All meetings are videotaped and may be accessed from the County's website.

COMMUNICATIONS TECHNIQUES AND MEDIA

Appropriate techniques among the following will be used to inform, educate, and gain input from the public about the County's projects, services, or activities:

- Surveys or questionnaires - mail-in, online, telephone, personal interview and/or door-to-door
- Comment cards at all public meetings, presentations, workshops, etc.
- Articles or press releases in the appropriate publications
- Timely consultation with advisory committees and councils
- Distribution of informational reports, flyers, or brochures
- Informal presentations at regional sites, open houses, or other community forums
- Formal presentations to various service clubs and civic and professional groups
- Information about meetings, public hearings, and special events on the County's website
- Direct mailings to those expressing interest in or commenting about certain topics
- General mailings with posters and flyers to area post offices and appropriate agencies, offices, and organizations for distribution to citizens

ORAL LANGUAGE ASSISTANCE

The County makes efforts to employ bilingual staff to provide Spanish-speaking interpretation at its administrative offices and client entry office for basic questions. When an interpreter is needed, in person or on the telephone, staff utilizes a professional interpreter services.

ADMINISTRATION OF REGULATION

The County integrates the provisions within its Title VI Program into all projects, activities, and services provided by the County. The County integrates the Title VI Program into its policies and procedures.

DEFICIENCIES WITH TITLE VI COMPLIANCE

Compliance reviews are conducted periodically by FHWA, as part of its ongoing responsibility pursuant to its authority under 49 CFR 21.11(a).

If FHWA determines that the County is in noncompliance with Title VI, the FHWA will transmit a *Letter of Finding* that describes FHWA's determination and request that the County voluntarily take corrective action(s) which FHWA deems necessary and appropriate.

The County will submit a remedial action plan including a list of planned corrective actions and, if necessary, sufficient reasons and justification for FHWA to reconsider any of its findings or recommendations within 30 days of receipt of FHWA's *Letter of Finding*.

THE COMPLAINTS PROCESS

FILING A COMPLAINT WITH THE COUNTY

Any person who believes that he/she, or as a member of any specific class of individuals, has been subjected to discrimination on the basis of race, color, national origin, age, sex, or disability with respect to the County's projects, activities services, or other related benefits, may file a written complaint with the County. A complaint may be filed by the individual or by a representative. A complaint must be filed within 180 days after the date of the alleged discrimination, but complainants are encouraged to submit complaints as soon as possible. The County will promptly investigate all complaints filed under Title VI, pursuant to this regulation.

Complaint must include the following information:

- a) A complaint must be in writing and signed and dated by the complainant or his/her representative before any action can be taken, and
- b) A complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination, including the name and address of the complainant and the date, time and location of the incident. The complaint shall include a description of the program, activity, or service on which the alleged discrimination occurred.

A Complaint Form (Attachment D and E) can be used to file a Title VI complaint with the County at the following address:

County of Shasta
Attn: Title VI Coordinator
1450 Court Street, Suite 348
Redding, CA 96001

The County's *Complaint Form* is available in an accessible format upon request. A *Complaint Form* can be obtained at:

- a) The County's website at: www.co.shasta.ca.us;
- b) By calling the County's Support Services Department at (530) 225-5515. A complaint form can be mailed or emailed; or
- c) By picking up a complaint form at 1450 Court Street, Suite 348, Redding, California.

COMPLAINT ACCEPTANCE

If the complaint is received by anyone other than the County's Title VI Coordinator (Coordinator), the individual in receipt of the complaint shall forward it to the Coordinator or his/her designee as soon as practicable but no later than two (2) business days of receipt. The Coordinator shall immediately provide a copy of the complaint to the County Executive Officer (CEO) regarding the program, activity, or service that is identified as being out of compliance.

INVESTIGATIONS

The Coordinator or his/her designee shall promptly investigate the alleged complaint and shall prepare a written response as soon as practicable, but no later than ten (10) business days of his/her receipt of the complaint. The Coordinator or his/her designee may consult with appropriate staff in the preparation of his/her response to the complaint.

EFFORTS TO CONTACT COMPLAINANT

The Coordinator or his/her designee shall make efforts to speak (meeting or telephone conversation) with the complainant, at which time the complainant may give written or oral evidence supporting the allegation that his/her rights under Title VI have been violated. The Coordinator or his/her designee shall review and consider the response prepared by the Coordinator or his/her designee, all the information provided by the complainant, if any, and any other evidence available regarding the allegations of the complaint. The Coordinator or his/her designee shall prepare a written report of his/her findings and if corrective action is required, a timetable for the completion of such action.

COMPLETION OF INVESTIGATION

As soon as it is practicable, but no later than twenty (20) business days following receipt of the initial complaint, the Coordinator or his/her designee shall inform the complainant of his/her findings and any corrective action to be taken as a result of the complaint together with the timetable for completion of such action.

APPEALS PROCESS

If the complainant is not satisfied with the findings and/or action of the Coordinator or his/her designee, then the complainant may file his/her complaint with the CEO or with the FHWA's Office of Civil Rights.

If the complainant chooses to file his/her complaint with the CEO, then the complaint and any supporting documentation should be submitted within five (5) business days of his/her receipt of the results of the Coordinator's investigation to the CEO. Upon review of the file, the CEO shall notify the complainant of what actions, if any, will be taken as a result of the review by the CEO within ten (10) business days of the CEO's notification that the complainant is not satisfied with the results of the Coordinator's investigation. The decision of the CEO shall be final.

TIMELINE WAIVER

Any timeline set forth herein may be extended by the Coordinator upon a showing of good cause.

SECTION 2: LIMITED ENGLISH PROFICIENCY (LEP) PLAN



INTRODUCTION

This Limited English Proficiency (LEP) Plan has been prepared to address the County of Shasta's (County) responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964 and related statutes, which states that no person shall be subjected to discrimination on the basis of race, color, national origin, age, sex, or disability.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write, or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds.

PLAN SUMMARY

The County provides service in some unincorporated areas of the County and has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by the County. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

In order to prepare this plan, the County undertook the U.S. Department of Transportation (U.S. DOT) four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter the County's transportation projects, activities, or services.
2. The frequency with which LEP persons come in contact with the County's construction projects, activities, or services.
3. The nature and importance of the County's construction projects, activities, or services provided by the County to the LEP population.
4. The resources available to the County and overall cost to provide LEP assistance.

A summary of the results of the County's four-factor analysis is in the following section.

FOUR-FACTOR ANALYSIS

1. **The number or proportion of LEP persons in the service area who may be served or are likely to encounter the County's transportation projects, activity, or service.**

County staff reviewed the 2010 U.S. Census Language Survey Report and determined that 12,485 persons in Shasta County [7.4 % of the population] speak a language other than English. In Shasta County, 3,956 persons [2.4%] indicate having limited English proficiency; that is, they speak English "not very well."

In Shasta County, of those persons with limited English proficiency, 1,801 speak Spanish, 1760 speak Asian languages of which 1,185 speak Miao-Yao Mien and 575 speak Laotian, and 395 speak other Indo-European languages.

2. **The frequency with which LEP persons come in contact with the County's transportation projects, activities, or services.**

The County assessed the frequency with which staff have, or could have, contact with LEP persons. This includes documenting phone inquiries and surveying staff for requests for interpreters and translated documents.

The County continues to incorporate bilingual staff as much as practicable, work with local community service agencies identified as having high LEP person traffic, and ensure that language assistance information is posted in high volume areas such as the County's administrative offices.

3. **The nature and importance of projects, activities, or services provided by the County of the LEP population.**

There is no large geographic concentration of any type of LEP persons in the County's service area. The overwhelming majority of the population, 92% speaks only English. The County is most likely to encounter LEP individuals via the telephone.

4. **The resources available to the County and overall cost to provide LEP assistance.**

The County assessed its available resources that could be used for providing LEP assistance, including determining the cost of a professional interpreter and translation service on an as-needed basis, which of its documents would be the most valuable to be translated if the need should arise, and taking an inventory of available organizations that the County could partner with for outreach and translation efforts. The amount of staff training that might be needed was also considered.

Based on the four-factor analysis, The County developed its LEP Plan as outlined in the following section.

LIMITED ENGLISH PROFICIENCY (LEP) PLAN OUTLINE

IDENTIFICATION OF LEP INDIVIDUALS

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events or meetings.
2. Have a staff person greet participants as they arrive to County sponsored events. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.

3. Have Census Bureau Language Identification Flashcards available at County meetings. This assists the County in identifying language assistance needs for future events and meetings.
4. Front-line staff is surveyed on their experience concerning any contacts with LEP persons during the previous year.

LANGUAGE ASSISTANCE MEASURES

There are numerous language assistance measures available to LEP persons, including both oral and written language services. The County ensures that vital documents, such as a Title VI complaint form, notice of a person's rights under Title VI, and other documents that provide access to the County's projects, activities, and services are translated into the language of each frequently encountered LEP group eligible to be served, or likely to be affected, by the County's projects, activities, and services.

There are also various ways in which County staff responds to LEP persons, whether in person, by telephone or in writing.

- Provide bilingual staffing, if available, to provide Spanish-speaking interpretation at its administrative offices for basic project questions.
- When an interpreter is needed, in person or on the telephone, staff utilizes a professional interpreter services if Spanish speaking staff is not available.
- Network with local human service organizations that provide services to LEP individuals and seek opportunities to provide information on the County's projects and services.
- Placement of statements in notices and publications that interpreter services are available for meetings with seven (7) day advance notice.
- Survey bus drivers and other front-line staff, transportation dispatchers and service development planners annually on their experience concerning any contacts with LEP persons during the previous year.
- Provide Language Identification Flashcards at the County's administrative offices.
- Post the County of Shasta's Title VI Program and LEP Plan on the County's website, www.co.shasta.ca.us and at the administrative offices.

STAFF TRAINING

The following training is provided to County staff:

1. Information on the County's Title VI Procedures and LEP responsibilities
2. Description of language assistance services offered to the public
3. Use of Language Identification Flashcards (used to identify language preference)
4. Documentation of language assistance requests
5. Use of professional interpreter services (over the phone interpretation provider)
6. How to handle a potential Title VI/LEP complaint

OUTREACH TECHNIQUES

In order to ensure that LEP individuals are aware of the County's language assistance measures, the County provides the following:

- Spanish language contact information, phone and email, is posted on the County's website home page and administrative offices.
- For information on services, staff utilizes a professional interpreter service.

Additionally, when staff prepares a document or schedules a meeting, for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas are printed and posted in an alternative language based on the known LEP population. These notices are posted in the following locations:

- The County's website
- The County's administrative offices

Such notices may also be posted or announced with local stakeholders and community centers. Interpreters are available as needed.

MONITORING AND UPDATING THE LEP PLAN

The County's LEP plan is updated as required by U.S. DOT. At a minimum, the plan is reviewed and updated every three (3) years in conjunction with the Title VI submission, or when data from the 2020 U.S. Census is available, or when it is clear that higher concentrations of LEP individuals are present in the County's service area. Updates include the following:

- ✓ The number of documented LEP person contacts encountered annually
- ✓ How the needs of LEP persons have been addressed
- ✓ Determination of the current LEP population in the service area
- ✓ Determination as to whether the need for translation services has changed
- ✓ Determine whether local language assistance projects have been effective and sufficient to meet the need
- ✓ Determine whether the County's financial resources are sufficient to fund language assistance resources needed
- ✓ Determine whether the County has fully complied with the goals of this LEP Plan
- ✓ Determine whether complaints have been received concerning the County's failure to meet the needs of LEP individuals

DISSEMINATION OF THE COUNTY'S LEP PLAN

A link to the County's LEP Plan and the Title VI program is included on the County's website at: www.co.shasta.ca.us.

Any person or agency with internet access is able to access and download the County's plan from the website. Notice of the plan availability (in English and LEP affected groups) is placed at the County's administrative offices.

Alternatively, any person or agency may request a copy of the plan via telephone, mail, email, or in person and shall be provided a copy of the plan at no cost. LEP individuals may request copies of the plan in translation which the County will provide, if feasible.

Questions or comments regarding the LEP Plan may be submitted to the County's Title VI Coordinator:

County of Shasta
Attn: Title VI Coordinator
1450 Court Street, Suite 348
Redding, CA 96001

Phone: 530-225-5515

Fax: 530-225-5345

**ATTACHMENT A: TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS
(GENERAL REQUIREMENT)**

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				

ATTACHMENT B: PUBLIC NOTICE

NOTICE

Notifying the Public of Rights Under Title VI

The County of Shasta (County) operates its projects and services without regard to race, color, national origin, age, sex, or disability in accordance with Title VI of the Civil Rights Act of 1964 and related statutes. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the County.

For more information on the County's civil rights program, and the procedures to file a complaint, contact the Shasta County Title VI Coordinator at (530) 225-5515; website www.co.shasta.ca.us; or visit the Support Services Department at 1450 Court Street, Suite 348, Redding, CA 96001.

In case the complainant is dissatisfied with the resolution by the County of Shasta, the same complaint may be submitted to the U. S. Department of Justice, Civil Rights Division, 950 Pennsylvania Avenue, N.W., Washington DC 20530.

Notificación al Público de los Derechos Bajo el Título VI

El Condado de Shasta (el Condado) opera sus programas y servicios de tránsito sin distinción de raza, color, origen nacional, edad, sexo, o discapacidad, de conformidad con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante el Condado.

Para obtener más información sobre el programa de derechos civiles de la Provincia, así como los procedimientos para presentar una queja, contacte al Coordinador del Título VI del condado de Shasta (530) 225-5515; sitio web www.co.shasta.ca.us; o visitar el Departamento de Servicios de Apoyo en 1450 Court Street, Suite 348, Redding, CA 96001.

En caso de que el demandante no esté satisfecho con la resolución del condado de Shasta, la misma denuncia podrá ser presentada ante el Departamento de Justicia, División de Derechos Civiles, 950 Pennsylvania Avenue, NW, Washington DC 20530 Estado Unidos.

If information is needed in another language, contact (530) 225-5515 for assistance.

Si require información en otro idioma, llame al (530) 225-5515

ATTACHMENT C: POLICY STATEMENT

POLICY STATEMENT

The County of Shasta (County) is committed to providing projects, activities, and services in an environment that is free from discrimination on the basis of race, color, national origin, age, sex, or disability. The County operates its projects, activities, and services without regard to race, color, national origin, age, sex, or disability.

As a recipient of federal funds, the County ensures that its projects, policies, and activities comply with Title VI of the Civil Rights Act of 1964, as amended, and US Department of Transportation regulations.

Any person who believes that he/she has been subjected to discrimination on the basis of race, color, national origin, age, sex, or disability, with respect to the County's projects, activities, services, or other benefits, may file a Title VI complaint. Complaints must be filed in writing and signed by the complainant, or a representative, and should include the complainant's name, address and telephone number or other means by which the complainant can be contacted. Complaints must be filed within 180 days of the date of the alleged discriminatory act.

To request additional information on the County's non-discrimination obligations or to file a Title VI complaint, please submit your request or complaint in writing to:

County of Shasta
Attn: Title VI Coordinator
1450 Court Street, Suite 348
Redding, CA 96001

Complaint forms can also be obtained at www.co.shasta.ca.us.

ATTACHMENT D: COMPLAINT FORM (ENGLISH)



Shasta County
1450 Court Street, Suite 348
Redding, CA 96001

TITLE VI DISCRIMINATION COMPLAINT FORM

Complainant's Name: _____

Street Address: _____

City/State/Zip: _____

Phone Number: _____

E-mail Address: _____

Date and Time of Violation: _____

Place of Violation: _____

Discrimination because of (check any that apply):

Race

Color

National Origin

Age

Sex

Disability

Please provide the name(s) of the County employees who allegedly discriminated against you, including their job titles (if known).

Identify what County service, program, or activity did not comply with Title VI of the Civil Rights Act of 1964.

Identify individuals by name, address, and phone number that has information relating to the violation.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

ATTACHMENT E: COMPLAINT FORM (SPANISH)



Shasta County
1450 Court Street, Suite 348
Redding, CA 96001

FORMULARIO DE QUEJAS POR DISCRIMINACIÓN CONFORME AL TÍTULO VI

Nombre de la persona que presenta la queja: _____

Domicilio: _____

Ciudad/Estado/Código postal: _____

Teléfono de la casa: _____

Correo electrónico: _____

Fecha del incidente y hora del incidente: _____

Lugar del incidente: _____

Discriminación debido a (marque las que aplican):

Raza

Color

Origen Nacional

Edad

Sexo

Discapacidad

Sírvase suministrar el/los nombre(s) de los empleados del condado que supuestamente le discriminaron, inclusive los cargos que ocupan (si se saben).

Identifique cuál servicio, programa o actividad del condado no cumplió con el Título VI de la ley de Derechos Civiles de 1964.

Proporcione los nombres, direcciones y números de teléfono de los individuos que poseen información relacionada con el incidente.

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

ATTACHMENT F: AUTHORIZING RESOLUTIONS

RESOLUTION NO. 2015-010

A RESOLUTION OF THE BOARD OF SUPERVISORS OF THE COUNTY OF SHASTA AUTHORIZING THE ADOPTION OF THE TITLE VI PROGRAM

WHEREAS, the County of Shasta (County) is a recipient of federal funds and is required to meet federal regulatory requirements for Title VI of the Civil Rights Act of 1964, established by 49 CFR Part 21.7; and

WHEREAS, the County will ensure that its programs, policies, and activities comply with Title VI of the Civil Rights Act of 1964; and

WHEREAS, the County will assure that no person or group of persons on the basis of race, color, national origin, age, sex, or disability, including limited English proficient persons, are subject to discrimination in the level and quality of the County's services, programs, and activities; and

WHEREAS, the County will make reasonable steps to provide language assistance and ensure that persons with limited English proficiency have access to the County's services, programs and activities;

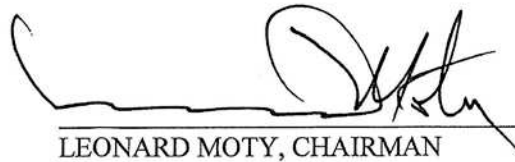
NOW, THEREFORE BE IT RESOLVED that the Board of Supervisors hereby adopts the Title VI Program; and

NOW, THEREFORE BE IT FURTHER RESOLVED that the Board of Supervisors hereby designates the Director of Support Services as the Coordinator for the Title VI Program for the County of Shasta; and

NOW, THEREFORE BE IT FURTHER RESOLVED that the Board of Supervisors hereby authorizes the Director of Support Services to make non-monetary updates and execute any future amendments to the Title VI Program.

DULY PASSED AND ADOPTED this 27th day of January, 2015 by the Board of Supervisors of the County of Shasta by the following vote:

AYES:	Supervisors Kehoe, Moty, Giacomini, Schappell, and Baugh
NOES:	None
ABSENT:	None
ABSTAIN:	None
RECUSE:	None



LEONARD MOTY, CHAIRMAN
Board of Supervisors
County of Shasta
State of California

ATTEST:

LAWRENCE G. LEES
Clerk of the Board of Supervisors

By: 

THIS INSTRUMENT IS
A CORRECT COPY OF THE ORIGINAL
ON FILE IN THIS OFFICE

ATTEST JAN 27 2015

CLERK OF THE BOARD
Supervisors of the County of Shasta, State of California
By: 