



**DEPARTMENT OF PUBLIC WORKS  
TITLE VI PLAN**

**2022**

A handwritten signature in black ink, appearing to read "John Diodati", written over a horizontal line.

JOHN DIODATI  
Director of Public Works

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## **Title VI**

The County of San Luis Obispo Department of Public Works (Public Works) has adopted this Title VI Plan to ensure compliance with the provisions of Title VI of the Civil Rights Act of 1964. Title VI prohibits discrimination on the basis of race, color, or national origin in programs or activities receiving federal financial assistance.

Federal Aid recipients, sub-recipients and contractors are required to prevent discrimination and ensure non-discrimination in all of their programs, activities and services whether these programs, activities and services are federally funded or not. The Public Works' Title VI Coordinator is responsible for providing leadership, direction and a program to ensure compliance with Title VI.

### **I. Non-Discrimination Policy**

It is the policy of Public Works that no person shall be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under, any program or activity on the grounds of race, color, national origin, religion, sex, age, disability, marital status, sexual orientation, or any other protected class enumerated in federal and state law, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, the Federal-Aid Highway Act of 1973, Age Discrimination Act of 1975, the Americans with Disability Act of 1990, Section 504 of the Rehabilitation Act of 1973, Executive Order 12898 and Executive Order 13166.

### **II. Authorities**

Title VI of the 1964 Civil Rights Act provides: "No person in the United States shall, on the grounds 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." (42 U.S.C. 2000d.) The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of terms "programs or activities" to include all programs or activities of Federal Aid recipients, sub-recipients, and contractors, whether such programs and activities are federally assisted or not.

### **III. Title VI Plan Organization and Staffing**

#### Agency Administrator

The Director of Public Works, John Diodati (Agency Administrator) is responsible to ensure compliance with Public Works' policy of non-discrimination and applicable laws. The Agency Administrator is responsible for appointing a Title VI Coordinator to perform Title VI functions.

### Title VI Coordinator

The Agency Administrator has appointed Wendy Marie C. Hall, Administrative Services Division Manager, to perform the duties of the Title VI Coordinator and ensure implementation of the Public Works' Title VI Program. As authorized by the Agency Administrator, the Title VI Coordinator is responsible for initiating, monitoring, and ensuring Public Works' compliance with Title VI requirements. The Title VI Coordinator shall have direct access to the Agency Administrator. The Title VI Coordinator's responsibilities are:

- Process Title VI complaints as they are received;
- Review programs or projects receiving federal funds to ensure compliance with Title VI requirements;
- Work with staff to develop and disseminate Title VI program information to employees and sub-recipients, including contractors, subcontractors, consultants, and subconsultants;
- Provide training related to Title VI requirements for staff who are responsible for Title VI compliance;
- Make recommendations to Agency Administrator on ways to achieve compliance with Title VI requirements;
- Develop information regarding this Title VI Plan for dissemination to the general public and where appropriate;
- Provide translation services to individuals with "Limited English Proficiency" and provide reasonable accommodations; and
- Review and update Public Works' Title VI Plan as needed or required.

## **IV. Title VI Complaint Procedures**

### How to File a Complaint

Any person who believes that he or she has, individually, or as a member of any specific class of persons, been subjected to discrimination on the basis of race, color, or national origin may file a Title VI complaint with Public Works. The complaint must be filed within 180 days of the date of the alleged discrimination. The "Title VI Complaint Form" is available online at <https://slocounty.ca.gov/pw> (see [Appendix A](#)) and should be used to detail the complaint, but is not mandatory. A complaint form may also be obtained by downloading the form, or by calling (805) 781-5252. Written complaints may be faxed to (805) 781-1229 or sent to:

County of San Luis Obispo  
Department of Public Works  
Attention: Wendy Marie C. Hall - Title VI Coordinator  
County Govt Center, Room 206  
San Luis Obispo, CA 93408

### Complaint Processing

All complaints alleging discrimination will be recorded in Public Works' Complaints Database. This database shall include the date the complaint was filed; a summary of the allegation; the date of the investigation; the status of the investigation or complaint; and actions taken by the recipient or sub-recipient in response to the investigation or complaint. Upon receipt of the complaint, Public Works Title VI Coordinator will determine whether it has jurisdiction over the complaint, whether the required information has been provided, and whether the complaint merits an investigation. The complainant will receive a claim acknowledgement letter (see [Appendix B](#)) within 15 days informing them whether the complaint will be investigated by our office.

All substantiated complaints will be investigated promptly. Upon completion of the investigation, the Title VI Coordinator will complete a final report. The investigation process and final report should take no longer than 90 days after receipt of the complaint. If a Title VI violation is found to exist, a claim determination letter (see [Appendix C](#)) will be issued within 30 days which summarizes the allegations and the interviews regarding the alleged incident and explains the remedial steps as appropriate and necessary to be taken. If no Title VI violation is found, the complainant will receive a claim closure letter (see [Appendix D](#)) within 30 days which summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.

If the Complainant wishes to appeal the decision, they have 30 days after the date of the letter to do so. The Complainant may contact the U.S. Department of Justice, Office of Civil Rights, Attention: Federal Coordination and Compliance Section - NWB, 950 Pennsylvania Avenue, N.W., Washington, D.C. 20530; Phone No. (888) 848-5306.

All records regarding discrimination complaints and remedial actions taken shall be maintained in Public Works' Complaint Database for a period of not less than three years from the final date of resolution of the complaint.

## **V. List of Investigations, Complaints, and Lawsuits**

Public Works does not have any investigations, complaints, or lawsuits with regards to Civil Rights Violations at this time.

## **VI. Self-assessment and remedial action procedures for Agency and Sub-Recipient.**

Public Works will conduct periodic Title VI self-assessment of its programs and activities for compliance. Where applicable, revise policies, procedures and directives to include Title VI requirements.

### Public Works Remedial Action

When irregularities occur in the administration of Title VI programs, corrective action will be taken to resolve identified Title VI issues. Swift action will be taken to correct any deficiencies found by Public Works, Caltrans, or the Federal Highway Administration (FHWA), not to exceed 90 days, in order to implement Title VI compliance in accordance with this plan.

Public Works will periodically conduct Title VI compliance reviews of Consultants, Contractors and Subcontractors. The review of selected recipients of Federal Aid Highway or other Federal funds will be conducted to ensure adherence to Title VI requirements. Public Works shall confirm guidelines provided to consultants, contractors, and subcontractors including Title VI language, provisions, and related requirements, as applicable.

## **VII. Public Outreach**

The purpose of public participation is to help ensure that the citizens of the County of San Luis Obispo are kept informed and involved in Public Works' various programs, projects and activities. Public Works is committed to ensuring it serves the citizens in the County of San Luis Obispo by delivering efficient, responsive, and cost-effective public works services that protect and enhance the safety, health, and quality of life in the County of San Luis Obispo. Public Works values public participation and encourages involvement by the community.

Following are the outreach strategies that will be implemented by Public Works in an effort to reach the citizens of the County of San Luis Obispo and provide equal access to up-to-date information and promote an active channel of communication.

### Title VI Program Information

The Title VI Plan, Public Notice (see [Appendix E](#)), Non-discrimination Title VI Policy Statement (see [Appendix F](#)), Complaint Process, Forms and Title VI Brochure (see [Appendix G](#)) are posted on Public Works' website. Public Works' Title VI Policy Statement shall be included in bid specification posting, included by reference of the Presidential Executive Order Number 11246 as amended by Executive Order (1) 75 and as approved by Department of Labor Relations (41 CFR Part 61) construction and consultant contracts and the Public Notice shall be posted at the front counter of the Public Works main office, and all Public Works public access facilities.

### Public Works Website

Public Works maintains a well-organized website that is accessible to the public. The website provides information regarding the different divisions and services within Public Works; news and events; online services; down-loadable materials; Board meeting calendar and agenda; reports; citizen brochures; County road closures; updates on projects and programs;

information regarding public transportation; County of San Luis Obispo's Capital Improvement Plan; Policies and Program information, etc. The public can also find out about bid projects and plans as well as communicate their needs. Public Works provides language translation of its website.

#### Social Media Network

Public Works has a social media network presence on Twitter to support our public outreach efforts. We will use this media forum to disseminate information to the public on events, programs, news releases, media advisories, construction project information, informational videos, new services, etc. Twitter allows for first time users to choose the option of their desired language which enables an individual with Limited English Proficiency (LEP) equal access to information, allowing Public Works to continue promoting a culture of dialogue between the public and Public Works.

#### Public Notices

Public Works will post public notices to our website that will provide contact information, translation capabilities and resources for translation services if language assistance is required.

#### Public Meetings Conducted by the Department

Any meetings that are open to the public will be published on Public Works' website. All meetings will be held in locations accessible to individuals with disabilities. Upon request, translators can be provided, free of charge, to those individuals with LEP.

### **VIII. Title VI Implementing Program Activities**

#### Consultant Contracts Administration

The Director of Public Works is responsible for recommending consultant firms to the Board of Supervisors for final selection, negotiation, and award. Title VI language is incorporated in Public Works' consultant contracts and compliance is verified through periodic compliance reviews as stated in section VI of this document.

#### Title VI Assurances and Provisions

Title VI assurances and provision language is included in all federally funded consultant contracts. Staff will review documents and language to ensure compliance with current laws and regulations.

### Design/Environmental Review Process

The scope, complexity, and impacts of a project will determine which National Environmental Policy Act (NEPA) Environmental Document will be prepared: (1) A Categorical Exclusion (CE) for those actions that have been deemed legislatively or administratively exempt from NEPA; (2) an Environmental Assessment (EA) and Finding of No Significant Impact (FONSI) for actions that will not result in adverse environmental effects; and (3) an Environmental Impact Statement (EIS) for actions that will potentially involve adverse environmental effects.

Public Works will ensure compliance with Title VI requirements in all aspects of conducting an EA or EIS. During the review process, adequate time will be given for appropriate review and comments, as applicable, on draft EIS/EA, to ensure there are no violations of the Federal Civil Rights Act, as amended.

In order to ensure dissemination of information and foster participation from affected populations when preparing an EA or EIS, Public Works' staff will; place public notices in the applicable general and minority media, select accessible locations and times for public hearings or meetings, and arrange for translation services as needed (particularly in projects impacting predominant minority communities). Public Works will ensure that the public will be provided with information pertaining to their rights and given contact information to address environmental concerns.

### Environmental Justice

Public Works strives to identify and address the public works and transportation needs of the citizens of the County of San Luis Obispo and ensures that the benefits and burdens of investments are being fairly distributed. Safety and improving the quality of life of County residents is Public Works' primary concern.

Striving to be transparent in the process of government and insuring access for all is what Public Works strives to do in providing the best, cost-effective facilities and projects to the public. Public Works maintains a staffed public service counter Monday - Friday 8:00 a.m. to 5:00 p.m. for both walk in assistance or contact by phone. Our website accepts comments/requests 24 hours a day 7 days a week for information from the public via a comment section that is monitored and distributed daily.

### Environmental Activities

Executive Order 12898 directs federal agencies to identify and address the disproportionately high and adverse human health and environmental effects of their actions on minority and low-income populations. Subrecipients are required to comply with the federal government's Environmental Justice (EJ) policy by integrating EJ principals into their programs. EJ is the fair treatment of people of all races, cultures, and incomes with respect to the development, adoption, implementation, and enforcement of environmental laws, regulations, and policies.



If a project has a federal permit requirement or a source of federal funding, it is also subject to the National Environmental Policy Act (NEPA) process. Federal projects must analyze the potential environmental effects, including human health, economic, and social effects of their proposed actions on minority and low-income communities when required by NEPA. Any proposed project that will have a disproportionately high and adverse effect on minority or low-income populations will be required to include analysis and provide mitigation measures or alternatives that would avoid or reduce the high and adverse effect.

To comply with NEPA, public involvement and community outreach is necessary during the environmental documentation process, from project scoping to circulation of the draft and final documents for public review and comment. Through this process, EJ is reinforced and offers protection to the low-income and minority communities from discrimination and ensures their full participation.

#### Right of Way Activities

Public Works' Right of Way Agent manages and coordinates the appraisal and acquisition of real property and relocation assistance services for public works projects. The right of way acquisition process entails appraisal of property, negotiation of terms, and conditions for acquisition, and assistance in the relocation of displaced individual, business, farm operations, nonprofit organization, and property management.

Public Works will ensure Title VI compliance of right of way projects as follows:

- a. Ensure equal opportunity in all aspects of procuring real estate service contracting and appraisal agreements.
- b. Follow adopted procurement policies in the acquisition of contracted services.
- c. Incorporate Title VI language and assurance statements in all surveys of property owners and tenants after the conclusion of all business. Coordinate the preparation of deeds, permits, and leases to ensure the inclusion of the appropriate clauses, including Title VI assurances.
- d. Ensure that appraised values and communications associated with the appraisal and negotiation operations result in equitable treatment.
- e. If applicable, ensure comparable replacement dwellings are available and assistance is given to all displaced persons and entities by the property acquisition process.
- f. Assist with communications with property owners, lessees, renters, and others, as appropriate, to help ensure we evaluate applicability of, and compliance with, LEP and EJ requirements for projects. Provide access to information in alternative languages when needed.
- g. Maintain statistical data, including race, color, national origin, age, gender, disability, LEP and income levels on all relocates affected by federally funded projects.

### Construction Activities

Public Works' many divisions are responsible for the planning, design, funding, operating and maintaining of roadways; bridges; buildings; water and wastewater facilities; drainage and related transportation facilities; and water resources. New construction contracts are used as well as in-house personnel, the resources of contractors, vendors, equipment and materials. Public Works' construction project information can be found at the Public Works website with translation capabilities and contact information.

Public Works will ensure Title VI compliance of construction projects as follows:

- a. Review all federally funded projects for application of Disadvantaged Business Enterprise (DBE) goals. As appropriate, include DBE provisions in those projects with designated goals;
- b. Include Title VI language and provision language in all federally funded construction contracts. Documents and language shall be periodically reviewed to ensure compliance with current laws and regulations;
- c. Review and ensure all appropriate Title VI language is placed in bid announcements and applicable construction documents, consistent with the County's Title VI Policy Statement (Appendix F) and Title VI Assurances (Appendix E);
- d. Monitor all maintenance and construction operations to ensure non-discrimination throughout all operations;
- e. Work closely with environmental, and other staff to avoid or minimize the environmental impact of a project during construction; and
- f. Address any LEP or EJ issues.

## **IX. Limited English Proficiency (LEP) Plan Background**

In order to avoid discrimination against LEP persons on the grounds of national origin, Public Works shall take reasonable steps to ensure that such persons have meaningful access to the programs, services and information.

Language barriers prohibit LEP persons from obtaining services and information relating to a variety of services and programs because they may not be able to read instructions or correspondence written in English and may not understand verbal information. When LEP persons receive legal documents, they often do not understand the contents of the correspondence and its implication to their daily lives.

The key to providing meaningful access to LEP persons is to ensure that LEP persons can communicate effectively and act appropriately based on that communication. Minimum reasonable measures would be to ensure that LEP persons are given adequate information, are able to understand that information, and are able to participate effectively in programs or activities.

The foreign language that is most frequently used in the County's geographic area is Spanish and the department has multiple staff that can assist with both verbal and written communications.

Public Works provides an additional monetary compensation to approved bilingual employees. Spanish is the language that the Department currently has under the program, although we have staff that speak six other languages that are available to help if needed. Public Works also maintains a language interpreter list (see [Appendix H](#)) for resources for reference and use as needed.

### LEP Strategies

At a minimum, Public Works will implement the following strategies to serve as guidelines for engaging LEP persons:

- Provide language identification forms (see [Appendix I](#)) which invite LEP persons to identify their language needs to Public Works staff;
- Assure LEP persons have access to staff that are trained and competent in the skill of interpreting/translation;
- Maintain an up to date list of outside interpreter services with trained and competent interpreters that can be used as needed;
- Arrange for the use of a telephone language interpreter service, as needed;
- Establish uniform procedures for timely and effective communication between staff and LEP persons. This includes instructions for English-only speaking employees to obtain assistance from interpreters or bilingual staff when receiving calls from or initiating calls to LEP persons; and
- When Public Works schedules a meeting for which the target audience is expected to include LEP individuals, then documents and agenda's will be printed in the language based on the known LEP populations. Interpreters may be available as needed.

## **X. Staff Training**

Training for front-line staff members, who are often the first point of contact with LEP individuals will be provided to staff, to include:

1. Information on Title VI procedures and LEP responsibilities;
2. Identifying and documenting language needs of LEP persons;
3. How to deliver services effectively to LEP persons;
4. Procuring interpreter services needed;
5. Description of language assistance services offered to the public;
6. Documentation of language assistance requests; and
7. How to handle a potential Title VI/LEP Complaint.

## APPENDIX A

### Complaint Form

If you believe you have been discriminated against because of your race, color, national origin, sex, age, disability or socioeconomic status, we encourage you to file a complaint below with Public Works. A complaint must be filed within 180 days of the alleged act of discrimination.

**Title VI Form**

Complainant's Name\*:

Mailing Address\*:

City/State\*:

U.S. ZIP code\*:

Telephone\*:

()-

Person discriminated against (if other than complainant)\*:

Please provide name, address, city, state, and ZIP code

Which of the following best describes the reason you believe the discrimination took place?\* :

☐ Race

☐ Color

☐ National Origin

☐ Age

☐ Sex

☐ Disability

☐ Other

What date did the alleged discrimination take place?\*:

In your own words, describe the alleged discrimination. \*:

Explain what happened and whom you believe to be responsible.

List any others who may have knowledge of this event:

Please provide name, address, city, state, and ZIP code

Have you filed this complaint with any other Federal, State, or local agency; or with the Federal or State Court? :

☐ Federal Agency

☐ Federal Court

☐ State Agency

☐ State Court

Please provide the contact name at the agency/court where the complaint was filed:

Submit

## APPENDIX B



**COUNTY OF SAN LUIS OBISPO**  
**Department of Public Works**  
*John Diodati, Director*

---

Date

Claimant Name

Claimant Address

Dear Claimant,

This letter is to acknowledge receipt of your complaint against the County of San Luis Obispo Department of Public Works alleging \_\_\_\_\_.

An investigation will begin shortly (or has begun). If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by calling Wendy Marie C. Hall at (805) 781-5295 or write to me at the address below.

Sincerely,

WENDY MARIE C. HALL  
Title VI Coordinator  
Division Manager – Administrative Services

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**County of San Luis Obispo Department of Public Works**

County Govt Center, Room 206 | San Luis Obispo, CA 93408 | (P) 805-781-5252 | (F) 805-781-1229  
pwd@co.slo.ca.us | slocounty.ca.gov

## APPENDIX C



**COUNTY OF SAN LUIS OBISPO**  
**Department of Public Works**  
*John Diodati, Director*

---

Date

Claimant Name  
Claimant Address

Dear Claimant,

This matter, referenced in your claim #XX dated XX/XX/XXXX against the County of San Luis Obispo Department of Public Works, alleging a Title VI violation has been investigated

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct (this/these) deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of this program.

Sincerely.

WENDY MARIE C. HALL  
Title VI Coordinator  
Division Manager – Administrative Services

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**County of San Luis Obispo Department of Public Works**

County Govt Center, Room 206 | San Luis Obispo, CA 93408 | (P) 805-781-5252 | (F) 805-781-1229  
pwd@co.slo.ca.us | slocounty.ca.gov

## APPENDIX D



**COUNTY OF SAN LUIS OBISPO**  
**Department of Public Works**  
*John Diodati, Director*

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Date

Claimant Name

Claimant Address

Dear Claimant,

This matter, referenced in your claim #XX dated XX/XX/XXXX against the County of San Luis Obispo Department of Public Works, alleging a Title VI violation has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964, had in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin or any other protected class enumerated in federal and state law.

The County of San Luis Obispo Department of Public Works has analyzed the materials and facts pertaining to your claim for evidence of the Departments failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to 1) appeal within seven calendar days of receipt of this final written decision from the County of San Luis Obispo Department of Public Works, and/or 2) file a complaint externally with the U.S. Department of Justice, Office of Civil Rights:

U.S. Department of Justice, Office of Civil Rights  
Attention: Federal Coordination and Complaint Section – NWB  
950 Pennsylvania Avenue, N.W.  
Washington, DC 20530  
Phone: (888) 848-5306

Thank you for taking the time to contact us. If I can be of assistance to you in the future, please do not hesitate to contact me.

Sincerely,

WENDY MARIE C. HALL  
Title VI Coordinator  
Division Manager – Administrative Services

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**County of San Luis Obispo Department of Public Works**

County Govt Center, Room 206 | San Luis Obispo, CA 93408 | (P) 805-781-5252 | (F) 805-781-1229  
pwd@co.slo.ca.us | slocounty.ca.gov



## APPENDIX E



COUNTY OF SAN LUIS OBISPO

Department of Public Works

John Diodati, Director

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### Public Notice of Right Under Title VI

County of San Luis Obispo, Department of Public Works (Public Works) operates its programs and services without regard to race, color or national origin in accordance with Title VI of the Civil Rights Act. Public Works also prohibits discrimination based on race, color, national origin, or any other protected class enumerated in federal and state law. Any person who believes he/she has been a victim of any unlawful discriminatory practice under Title VI may file a complaint with the Title VI Coordinator.

If you have any questions or would like additional information on Public Works' obligation regarding non-discrimination or how to file a complaint, please visit Public Works' web page on the county web site [www.slocounty.ca.gov](http://www.slocounty.ca.gov) or contact the Title VI Coordinator.

You may also file a complaint directly with the:  
U.S. Department of Justice, Office of Civil Rights,  
Attention: Federal Coordination and Compliance Section – NWB  
950 Pennsylvania Avenue, N.W.  
Washington, D.C. 20530  
Phone: (888) 848-5306

Information needed in another language, please contact (805) 781-5252.

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### Aviso público de derecho bajo el Título VI

El Condado de San Luis Obispo, Departamento de Obras Públicas (Public Works) opera sus programas y servicios sin distinción de raza, color o origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles. Public Works también prohíbe la discriminación basada en el sexo, la edad, la discapacidad, la religión, la orientación sexual, la identidad de género o cualquier otra clase protegida enumerada en las leyes federales y estatales. Cualquier persona que crea que ha sido víctima de cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante el Coordinador del Título VI.

Si tiene alguna pregunta o desea obtener información adicional sobre la obligación de Public Works con respecto a la no discriminación o cómo presentar una queja, visite la página web de Public Works en el sitio web del condado [www.slocounty.ca.gov](http://www.slocounty.ca.gov) o comuníquese con el Coordinador del Título VI.

También puede presentar una queja directamente con:  
Departamento de Justicia de EE. UU., Oficina de Derechos Civiles,  
Atención: Sección Federal de Coordinación y Cumplimiento - NWB  
950 Pennsylvania Avenue, N.W.  
Washington, D.C. 20530  
Teléfono: (888) 848-5306

Se necesita información en otro idioma, por favor póngase en contacto con (805) 781-5252.

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County of San Luis Obispo Department of Public Works

County Govt Center, Room 206 | San Luis Obispo, CA 93408 | (P) 805-781-5252 | (F) 805-781-1229  
[pwd@co.slo.ca.us](mailto:pwd@co.slo.ca.us) | [slocounty.ca.gov](http://slocounty.ca.gov)





COUNTY OF SAN LUIS OBISPO  
Department of Public Works  
*John Diodati, Director*

## NON-DISCRIMINATION TITLE VI POLICY STATEMENT

The County of San Luis Obispo Department of Public Works, under Title VI of the Civil Rights Act of 1964 and related federal statutes and state law, ensures that no person shall on the grounds of race, color, national origin, religion, sex, age, disability or any other protected class enumerated in federal and state law, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity it administers.

Public Works further assures that every effort will be made to ensure non-discrimination in all of its program and activities, whether those program and activities are federally funded or not.

The Director of Public Works and Title VI Coordinator are authorized to ensure compliance with provisions of this policy and with the law, including the requirements of Title 23 Code of Federal Regulations (CFR) 200 and Title 49 CFR 21.

A handwritten signature in dark ink, appearing to read "John Diodati", written over the printed name and title.

JOHN DIODATI  
Director

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County of San Luis Obispo Department of Public Works

County Govt Center, Room 206 | San Luis Obispo, CA 93408 | (P) 805-781-5252 | (F) 805-781-1229  
pwd@co.slo.ca.us | slocounty.ca.gov



# TITLE VI

## What is Title VI?

Title VI is part of the Civil Rights Act of 1964 states: *"No person in the United States shall, on the grounds of race, color, or national origin be subjected to discrimination under any program or activity receiving Federal financial assistance."* Related federal statutes and state law further those protections to include sex, disability, religion, marital status, sexual orientation, and age.



WHAT IS TITLE VI?

WHAT DOES IT  
MEAN?

WHO IS  
RESPONSIBLE?

ARE YOUR RIGHTS  
BEING VIOLATED?

FILE A  
COMPLAINT

COUNTY OF  
SAN LUIS OBISPO  
DEPARTMENT OF  
PUBLIC WORKS

Atten: Wendy Marie C. Hall  
Title VI Coordinator  
County Govt. Center, Room 206  
San Luis Obispo, CA 93408

## What does this mean?

The County of San Luis Obispo Department of Public Works (Public Works) strives to ensure that access to and use of all programs and all benefits derived from any activity it is responsible for will be administered without regard to race, color, national origin, or any other protected class enumerated in federal and state law. Public Works will not tolerate discrimination by a County employee or any recipient of federal funds through Public Works such as other agencies, contractors, consultants, suppliers, vendors, and planning agencies.

Public Works prohibits all unlawful discriminatory practices in programs or projects that it is responsible for that may result in:

- *Denial to any individual of any service, or benefit provided under the program or project to which he or she may be otherwise entitled;*
- *Different standards or requirements for participation;*
- *Segregation or separate treatment in any part of the program or project; and*
- *Distinction in quality, quantity or manner in which the benefit is provided.*

## Are your rights being violated?

If you believe you have been discriminated against because of your race, color, national origin, or any other protected class enumerated in federal and state law, we encourage you to file a written complaint with Public Works. A complaint must be filed within 180 days of the alleged act of discrimination. The "Title VI Complaint Form" is available online by clicking on the "File a Complaint" link and should be used to detail the complaint but is not mandatory. A complaint form may also be obtained by downloading the form from our website at: <https://www.slocounty.ca.gov/pw>, or by calling (805) 781-5252.

An investigation will begin within 15 working days of receipt of the complaint. The complainant will be contacted in writing within 30 working days. The complainant may be interviewed as part of the investigation procedures. Public Works will complete the investigation within 90 days of receipt of the complaint.

## How does Public Works enforce Title VI?

To ensure compliance with Title VI, related statutes, and the Presidential Executive Order on Environmental Justice, for programs and projects it is responsible for, Public Works will:

- *Avoid or reduce harmful human health and environmental effects on minority and low-income populations.*
- *Ensure the full and fair participation by all communities including low-income and minority populations in the decision-making process on federally funded projects.*
- *Prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations on federally funded projects.*

*In addition, any recipient who receives federal financial aid is responsible to administer its programs and activities without regard to race, color, national origin, or any other protected class enumerated in federal and state law.*

## WHO IS RESPONSIBLE FOR TITLE VI?

**All Public Works' employees and programs are responsible for complying with Title VI. Public Works provides continuous leadership, guidance and assistance to ensure ongoing compliance with Title VI.**

## FILE A COMPLAINT

County of San Luis Obispo  
Department of Public Works,  
Attention: Wendy Marie C. Hall,  
Title VI Coordinator  
County Govt. Center, Room 206  
San Luis Obispo, CA 93408  
[www.slocounty.ca.gov/pw](https://www.slocounty.ca.gov/pw)

## LIMITED ENGLISH PROFICIENCY (LEP)

Public Works will provide timely and reasonable language assistance to Limited English Proficiency (LEP) persons who come in contact with the Department.

**Language Interpreter Resources****Staff****Spanish:**

Desiree Bravo	(805) 781-1406
Ricardo Camacho	(805) 781-4777
Araceli Cortez Garcia	(805) 781-5288
Julio Urbano Ramirez	(805) 781-1512
Barrie Valencia	(805) 781-1455
Evelyn Fredrick	(805) 781-5399
Alejandro Simental	(805) 788-2766
Rob Ruiz	(805) 788-2114
Jonathan Villanueva	(805) 788-2450
Daniel Ambriz	(805) 781-4253
Rene Brill	(805) 781-4474
Barbara Bowden	(805) 781-1954
Sara Dalton	(805) 781-5292
Amber Griley	(805) 781-5297
Jennifer Taylor (Water Res)	(805) 781-4473
Luis Gonzalez	(805) 528-3014

**Portuguese:**

Alejandro Simental	(805) 788-2766
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**French:**

Henry Bonifas	(805) 781-4358
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**Norwegian/Scandinavian**

Ed Reading	(805) 781-5265
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**Croatian/Serbian/Bosnian**

Nino Kordic	(805) 784-4480
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**Farsi (Persian)**

Mahsa Maraghechi	(805) 781-1913
------------------	----------------

**Tagalog (Filipino/Philippines)**

Habans Singh-Kaler (805) 528-3010

**Mandarin Chinese**

Dan Van Beveren (805) 781-4240

**Russian**

Paula McCambridge (805) 781-5299

**Language Line Solutions****1-866-874-3972****Client ID 5 8 1 2 7 3****Other Resources**

Cal Poly Language Department	(805) 756-1205
Cuesta College Language Department	(805) 546-3178
Allen Hancock College Language Department	(805) 922-6966 x 3422
Courts Interpreters	(805) 788-7063

Department of Social Services Sup. Legal Clerk may be able to help:

# APPENDIX I



U.S. DEPARTMENT OF COMMERCE  
Economics and Statistics Administration  
U.S. CENSUS BUREAU

## LANGUAGE IDENTIFICATION FLASHCARD

Hello, I'm from the U.S. Census Bureau. Is someone here now who speaks English and can help us? If not, please write your phone number and someone will contact you in English.

01. English

Buenos días (Buenas tardes), soy de la Oficina del Censo de los Estados Unidos. ¿Se encuentra alguien que hable inglés y pueda ayudarnos? Si no, por favor, anote su número de teléfono y alguien se comunicará con usted en español.

02. Español/  
Spanish

Përshëndetje, unë vij nga Zyra e Regjistrimit të Popullsisë së Sh.B.A-së. A ndodhet dikush tani këtu që flet anglisht dhe mund të na ndihmojë? Nëse jo, ju lutemi shkruani numrin e telefonit tuaj dhe dikush do t'ju kontaktojë në gjuhën shqipe.

03. Shqip/  
Albanian

እንደምንት ፣ ከአሜሪካ የሕዝብ ቆጠራ ቢሮ ነኝ ። አሁን እንግሊዝኛ ቋንቋ የሚናገር እና ሊረዳን የሚችል ሰው አለ? ከሌለ እባክትን የስልክ ቁጥርን ይጻፉልንና በአማርኛ የሚያናግርት ይጻፉልን።

04. ተፈራርቆሽሰ/  
Amharic

مرحباً، أنا من مكتب الإحصاء الأمريكي. هل يوجد هنا الآن شخص يتحدث الإنجليزية ويمكنه مساعدتنا؟ إذا كان لا يوجد، فلارجاء أتابة رقم هاتفكم وسيتصل بكم أحد الأشخاص بلغة العربية.

05. العربية/  
Arabic

Բարև Ձեզ, Ես ԱՄՆ-ի Մարդահամարի Բյուրոյից եմ: Ներկա՞ է արդյոք մեկը, որը խոսում է Ամերիկյան և կարող է մեզ օմնել: Եթե ոչ, մերեք Ձեր հեռախոսի համարը և Ձեզ հետ կկապվեն հայերենով:

06. Հայերեն/  
Armenian

হ্যালো, আমি ইউ.এস. সেন্সাস বিউরো থেকে এসেছি। এখানে এখন এমন কেউ আছেন কি যিনি ইংরেজি বলতে পারেন এবং আমাদের সাহায্য করতে পারেন যদি তেমন কেউ না থাকে, আপনার ফোন নম্বর লিখে দিন এবং আপনার সঙ্গে একজন বাংলায় যোগাযোগ করবেন।

07. বাংলা/  
Bengali

Разрешете да ви се представя, аз съм служител на Бюрото по преброяване на населението на САЩ. Има ли тук някой, който говори английски и би могъл да ни помогне? Ако няма, моля, напишете своя телефонен номер, за да може някой от нашите служители да ви се обади на български.

08. български/  
Bulgarian

U S C E N S U S B U R E A U

D-3309 (09-24-2008)





سلام. من یک کارمند اداره سرشماری ایالات متحده هستم. آیا کسی حالا اینجا هست که به زبان انگلیسی صحبت میکند و میتواند به ما کمک کند؟ اگر کسی نیست، لطفاً شماره تلفنتان را بنویسید، و یک نفر به زبان فارسی با شما تماس خواهد گرفت.	18. فارسی/ Farsi
Bonjour, je travaille pour le Bureau de Recensement des États-Unis. Y a-t-il quelqu'un ici qui parle anglais et puisse nous aider ? Sinon, notez votre numéro de téléphone pour que quelqu'un puisse vous contacter en Français.	19. Français/ French
Guten Tag, ich komme im Auftrag des Bundesbüro zu Durchführung von Volkszählungen. Kann ich mit jemandem sprechen, der Englisch spricht und der uns helfen kann? Wenn nicht, schreiben Sie bitte Ihre Telefonnummer auf und es wird sich jemand in deutscher Sprache mit Ihnen in Verbindung setzen.	20. Deutsch/ German
Γειά σας, Είμαστε από την Υπηρεσία Απογραφής των ΗΠΑ. Είναι κανείς εδώ αυτή τη στιγμή που μιλάει Αγγλικά να μας εξυπηρετήσει; Αν όχι, παρακαλώ σημειώστε το τηλέφωνό σας και θα επικοινωνήσει κάποιος μαζί σας στα ΕΛΛΗΝΙΚΑ.	21. Ελληνικά/ Greek
Bonjou, mwen se anpwlaye biwo resansman ameriken. Èske m ka pale ak yon moun nan kay la ki konn pale anglè ? Si pa gen moun nan kay la ki pale anglè, tanpri ekri nimewo telefòn ou pou yon moun kki pale kreyòl ayisyen rele w.	22. kreyòl ayisyen/ Haitian Creole
שלום, אני ממושרד מפקד האוכלוסין של ארצות הברית. האם יש כאן מישהו ברגע זה שמדבר אנגלית ויכול לעזור לנו? במידה ולא, אנא כתבו את מספר הטלפון שלכם ומישהו ייצור קשר אתכם בשפה העברית.	23. עברית/ Hebrew
हैलो, मैं यू.एस. जनगणना ब्यूरो से हूँ। क्या अभी यहां ऐसा कोई व्यक्ति है जो अंग्रेजी बोलता हो और हमारी मदद कर सकता हो? यदि नहीं, तो कृपया अपना फोन नंबर लिखें और कोई व्यक्ति आपसे हिन्दी में संपर्क करेगा।	24. हिन्दी/ Hindi
Nyob zoo. Kuv tuaj hauv Teb Chaws Asmeskas Chaw Suav Pej Xeem tuaj. Puas muaj leej twg nyob hauv tsev uas txawj lus Askiv thiab pab tau peb? Yog tsis muaj, thov sau koj tus xov tooj tseg, mam li muaj ib tug neeg hais lus Hmoob hu tuaj rau koj.	25. Hmoob/ Hmong
Jó napot kívánok, az Egyesült Államok Népszámlálási Hivatalától vagyok. Van a közelben valaki, aki beszél angolul, és segíteni tud nekünk? Ha nem, kérem, írja le a telefonszámát, és kapcsolatba fogunk lépni Önnel magyarul.	26. Magyar/ Hungarian



<p>Hello, taga Census Bureau ako ng U.S. Adda kadi kadakayo nga makapagsarita ti English ken mabalin nga tumulong kaniami? Nu awan paki surat yo iti numero iti telepono yo ta adda iti tumawag kaniayo nga ag Ilocano.</p>	27. Ilocano/ Ilocano
<p>Salve, chiamo da parte del Census Bureau degli Stati Uniti. C'è qualcuno che parla inglese ed è in grado di aiutarci? In caso negativo, scriva il numero di telefono e sarà contattato da qualcuno che parla Italiano.</p>	28. Italiano/ Italian
<p>こんにちは。私は米国勢調査局の係員です。こちらには英語を理解できこの調査にご協力いただける方がいらっしゃいますか？もしない場合は、あなたのお電話番号をお書きいただければ、日本語を話す係員が連絡をいたします。</p>	29. 日本語/ Japanese
<p>안녕하세요. 저는 미국 인구조사국에서 일하고 있습니다. 영어를 사용하시는 분 중에 저희를 도와 주실 수 있는 분이 여기 계십니까? 없으신 경우, 전화번호를 적어주시면 한국어를 할 수 있는 직원이 연락을 드릴 것입니다.</p>	30. 한국어/ Korean
<p>ສະບາຍດີ, ຂ້າພະເຈົ້າ ມາຈາກສຳນັກງານສຳຫຼວດພົນລະເມືອງ ແຫ່ງສະຫະລັດອາເມລິກາ. ມີໃຜຢູ່ທີ່ນີ້ ສາມາດເວົ້າພາສາອັງກິດ ແລະ ຊ່ວຍເຫຼືອພວກເຮົາໄດ້ບໍ່? ຖ້າບໍ່ມີ, ກະລຸນາຂຽນເລກ ໂທລະສັບຂອງທ່ານ ແລະ ພວກເຮົາ ຈະຕິດຕໍ່ຫາທ່ານ ເປັນພາສາລາວ.</p>	31. ພາສາລາວ/ Laotian
<p>Sveiki, aš esu iš JAV Gyventojų surašymo biuro. Ar čia dabar yra kas nors, kas kalba angliškai ir galėtų mums padėti? Jei ne, prašome užrašyti savo telefono numerį ir su jumis susisieks lietuvių kalba.</p>	32. Lietuvių/ Lithuanian
<p>ഹലോ, ഞാൻ യു എസ് സെൻസസ് ബ്യൂറോയിൽ നിന്നാണ്. ഇംഗ്ലീഷ് സംസാരിക്കുന്ന ആരെങ്കിലും ഇപ്പോൾ ഇവിടെയുണ്ടോ ഞങ്ങളെ സഹായിക്കാൻ? ഇല്ലെങ്കിൽ, നിങ്ങളുടെ ടെലിഫോൺ നമ്പർ എഴുതി നൽകുക. മലയാളത്തിൽ സംസാരിക്കുന്ന ആരെങ്കിലും താങ്കളെ ബന്ധപ്പെടും.</p>	33. മലയാളം/ Malayalam
<p>Yá'át'ééh, Neeznáá nínáháháágo Bíla'ashdla'ii náóltah bił haz'á bá naashnish. Háidaaísh kóó Bilagáanaa bił zaad yee yáłti'ígíí hóló? 'Ádingo 'éí nibéesh bee hane'é nihá 'ádííłíł dóó t'áá háida t'áá Diné Bizaad yee yáłti'ígíí nich'í' náhodoonih.</p>	34. Diné Bizaad/ Navajo
<p>नमस्ते, म अमेरिकाको जनगनना अफिसबाट आएको । यहाँ अंग्रेजी बोल्न जान्ने अन्त हामीलाई मदत गर्नसक्ने कोहि मान्छे छन ? नभए, तपाईंको फोन नम्बर लेखिदिनु अनि कसैले तपाईंसित नेपाली भाषामा कुरा गर्नेछन् ।</p>	35. नेपाली/ Nepali

ਹੈਲੋ, ਮੈਂ ਯੂ.ਐੱਸ. ਜਨਗਣਨਾ ਬਿਊਰੋ ਵਲੋਂ ਆਇਆ/ਆਈ ਹਾਂ। ਕੀ ਇਥੇ ਕੋਈ ਅੰਗਰੇਜ਼ੀ ਬੋਲ ਸਕਦਾ ਹੈ ਅਤੇ ਸਾਡੀ ਮਦਦ ਕਰ ਸਕਦਾ ਹੈ? ਜੇ ਨਹੀਂ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣਾ ਟੈਲੀਫੋਨ ਨੰਬਰ ਲਿਖ ਦਿਉ ਅਤੇ ਕੋਈ ਤੁਹਾਨੂੰ ਪੰਜਾਬੀ ਵਿੱਚ ਸੰਪਰਕ ਕਰੇਗਾ।	36. ਪੰਜਾਬੀ/ Panjabi
Dzień dobry. Jestem z Amerykańskiego Biura Spisu Ludności. Czy ktoś tutaj mówi po angielsku i mógłby nam pomóc? Jeżeli nie, proszę napisać swój numer telefonu, a ktoś skontaktuje się z Państwem po polsku.	37. Polski/ Polish
Olá, sou do Serviço de censo dos Estados Unidos. Alguém aqui fala inglês e pode nos ajudar? Caso contrário, escreva seu telefone e alguém vai entrar em contato com você em português.	38. Português/ Portuguese
Bună ziua, sunt de la Biroul de Recensământ al S.U.A. Este cineva aici, în acest moment, care vorbește engleză și ne poate ajuta? Dacă nu, vă rog scrieți-vă numărul de telefon și cineva vă va contacta telefonic în română.	39. Română/ Romanian
Здравствуйте! Я представляю Бюро переписи населения Соединенных Штатов. Присутствует здесь кто-нибудь, кто говорит по-английски и мог бы помочь нам? Если нет, то, пожалуйста, напишите свой телефонный номер, чтобы наши сотрудники могли побеседовать с вами по-русски.	40. русский/ Russian
Добар дан, ја сам из Америчког бироа за попис становништва. Да ли овде има некога ко говори енглески и може да нам помогне? Ако нема, молим Вас да напишете свој број телефона, па ћемо контактирати с Вама на српском језику.	41. српски/ Serbian
Hallo, Waxaan anigu ka tirsanahay Xafiiska Tirakoobka Mareykanka. Halkan ciddi ma Joogta hadda oo ku hadasha Ingiriisiga oo na caawin karta? Haddi kalese, fadlan qor lambarka talafoonkaaga markaasna qof ayaa kugulasoo xidhiidhi doona adiga Soomaalliga.	42. Soomaali/ Somali
Halo, nimetoka Shirika la Sensa la Merika Je, kuna mtu hapa sasa anayezungumza Kiingereza na anaweza kutusaidia? Ikiwa hakuna, tafadhali andika nambari yako ya simu na mtu atawasiliana na wewe kwa Kiswahili.	43. Kiswahili/ Swahili
Hello, Ako'y galing sa U.S. Census Bureau. Mayroon ba ditong marunong magsalita ng Ingles at makakatulong sa amin ngayon? Kung wala, pakisulat ang telepono ninyo at may tatawag sa inyo sa Tagalog.	44. Tagalog/ Tagalog

<p>สวัสดีครับ/ค่ะ ผม/ดิฉันเป็นเจ้าหน้าที่จากสำนักงานสัสมะโนประชากรสหรัฐ มีใครพอจะพูดภาษาอังกฤษเพื่อช่วยแปลได้บ้างหรือเปล่า ครับ/ค่ะ ถ้าไม่มีช่วยแจ้งเบอร์โทรศัพท์เพื่อที่เราจะสามารถติดต่อกลับมาใหม่ได้เป็นภาษาไทย</p>	45. ไทย/ Thai
<p>ሃሎው፡ ካብ ቤት ጽሕፈት ምክርባር ሕዝቢ ኢሞሪካ እየ ኣነ። ሕጂ እንግሊዝኛ ዝበራረብን ክሕግዝን ዝእከልን ሰብ ኣብዚ ኣሎዶ? እንተዘይታነ፡ ብኻብረትኩም ቁጽሪ ቱሌፎንኩም ጽሓፉም ኣዲሱብ ብትግርኛ ክብረበኩም እየ።</p>	46. ትግርኛ/ Tigrinya
<p>Merhaba, A.B.D. İstatistik Bürosu'ndanım. Orada İngilizce konuşan ve bize yardım edebilecek birisi var mı? Yoksa, lütfen telefon numaranızı yazın, sizinle Türkçe dilinde temasa geçilecek.</p>	47. TÜRKÇE/ Turkish
<p>Привіт, Ми з США. Сенсес Бюро. Тут є хтось, хто володіє англійською мовою і може допомогти нам? Якщо ні, будь ласка, запишіть ваш телефонний номер і з вами зв'яжуться на українській мові.</p>	48. українська мова/ Ukrainian
<p>ہیلو، میں امریکی مردم شماری بیورو سے ہوں۔ کیا یہاں کوئی ایسا شخص ہے جو انگریزی بولتا ہو اور ہماری مدد کر سکتا ہو؟ اگر نہیں، تو براہ کرم اپنا فون نمبر لکھوائیں اور کوئی شخص آپ سے اردو زبان میں رابطہ کرے گا۔</p>	49. اردو/ Urdu
<p>Xin chào, tôi là nhân viên của Cục Thống Kê Dân Số Hoa Kỳ. Ở đây hiện có ai biết nói tiếng Anh và có thể giúp chúng tôi không? Nếu không, xin vui lòng ghi lại số điện thoại của quý vị. Chúng tôi sẽ liên lạc lại với quý vị bằng tiếng Việt.</p>	50. Tiếng Việt/ Vietnamese
<p>האלאו, איך בין פון די יונייטעד סטעיטס צענזוס ביורא. איז פאראן דא איינער וואס רעדט ענגליש און קען אונז העלפן? אויב נישט, ביטע שרייבט אראפ אייער טעלעפאן נומער און איינער וועט זיך פארשטענדיגן מיט אייך אויף אידיש.</p>	51. אידיש/ Yiddish