



Operationalizing Title II ADA and Title VI 1964 Civil Rights Act Compliance into the daily work of local government

Purpose:

This collection of sample guidelines and checklists can serve as a resource guide for local governments to bring the compliance of Title II and Title VI into daily operations to guide better outcomes for a more equitable, and livable community.

The need:

Local government compliance with Title II and Title VI varies across jurisdictions. This resource guide provides a foundational framework for entities ready to dive into the work, but that may not have the internal resources dedicated or available to build the foundation.

Use:

Local governments and leaders can use any and all of the resources available in this guide to further drive equity outcomes. The resources are designed to be customized for each entity or program area and any combination of the resources can be utilized for impact.

Contents:

1. Equitable Communities Guidelines for Title II and Title VI Compliance
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Purpose

These guidelines outline Washoe County's commitment to enhance service delivery outcomes in our communities by ensuring non-discrimination and equal access in compliance with Title II of the 1990 Americans with Disabilities Act (ADA) and Title VI of the 1964 Civil Rights Act. The goal is to ensure that all individuals, regardless of race, color, national origin, or disability, have equal access to programs, services, and benefits provided by Washoe County and our contractors.

Scope

In accordance with Title II and Title VI regulations, these guidelines apply to all programs, services, activities, and operations conducted across Washoe County's twenty-four (24) departments and elected offices, including: public meetings, community engagement initiatives, code and program development.

Statement

Washoe County is committed to providing equitable access to all services and programs. We will work to ensure that our community is inclusive, welcoming, and accessible to everyone, regardless of race, ethnicity, national origin, or disability.

Compliance with Title II

Title II of the Americans with Disabilities Act (ADA) prohibits discrimination on the basis of disability in all public services, programs, and activities. In compliance with Title II, Washoe County will:

1. **Provide Equal Access to Services:** Ensure that individuals with disabilities have equal access to all services, programs, and activities. This includes the provision of reasonable accommodation upon request.
2. **Ensure Accessibility in Facilities and Communications:** Take necessary steps to ensure that facilities, programs, and services are accessible to individuals with disabilities, including but not limited to accessible transportation, building entrances, and communication materials.
3. **Provide Reasonable Accommodations:** Provide reasonable accommodations to individuals with disabilities, including accessible formats of materials, sign language interpreters, and modifications to programs and services as appropriate.
4. **Engage in Public Participation and Outreach:** Conduct outreach and participation opportunities in a way that allows individuals with disabilities to engage meaningfully in public meetings and programs. This includes providing an alternative format for notices, using accessible venues, and ensuring the availability of assistive technologies.



5. **Maintain an Accessible Complaint Process:** Establish a clear, accessible process for individuals to file complaints if they believe they have been discriminated against in accordance with Title II.
6. **Train and Educate:** Ensure that staff and contractors receive ongoing training regarding Title II of the ADA, including best practices for interacting with and providing services to individuals with disabilities.

Compliance with Title VI

Title VI of the 1964 Civil Rights Act prohibits discrimination based on race, color, or national origin in any program or activity that receives federal financial assistance. In compliance with Title VI, Washoe County will:

1. **Not Discriminate:** Ensure that no person shall be excluded from participation in, denied benefits of, or subjected to discrimination under any program or activity on the grounds of race, color, or national origin.
2. **Ensure Access to Programs and Services:** Provide meaningful access to all individuals, particularly those with limited English proficiency (LEP), through language assistance services such as interpretation and translation.
3. **Encourage fair Participation in Decision-Making:** Engage in fair public outreach and participation processes to ensure that all community members, especially historically underrepresented groups, have the opportunity to participate in decision-making for their community.
4. **Collect Data, Analyze and Monitor:** Regularly monitor the impact of our programs and services to ensure that they are serving all communities equitably. Data will be collected on program participation and outcomes, with an emphasis on tracking any disparities among groups based on race, color, or national origin.
5. **Maintain an Accessible Complaint Process:** Establish a clear, accessible process for individuals to file complaints if they believe they have been discriminated against in accordance with Title VI.
6. **Train and Educate:** Provide training to staff and contractors on Title VI compliance and the County's complaint process, and cultural competency to better serve diverse populations.



Monitoring and Enforcement

To ensure compliance with Title II and Title VI, the following measures will be implemented:

1. **Regular Audits and Assessments by Title II/Title VI Coordinator:** Regularly audit programs and services to identify any barriers to access for marginalized communities, individuals with disabilities, or individuals from different racial/ethnic backgrounds and socio-economic backgrounds.
2. **Community Feedback and Complaint Process:** Implement and maintain a clear, accessible process for community members to submit complaints regarding discrimination or inequities in access to services. Complaints will be investigated and resolved in accordance with the County's established complaint procedures.
3. **Annual Reporting:** Publish an annual report on the status of Title II and Title VI compliance, including actions taken to promote equity and access, and progress made toward Washoe County's equity goals as defined in the equity plan and connected to the strategic plan, department goals, and annual budget process and published on public website.

Community Engagement and Involvement

Washoe County recognizes that engagement with the community is key to understanding needs and ensuring equitable access. We will:

1. **Conduct Regular Outreach:** Engage with all segments of the community, with particular attention to underserved groups, to understand their needs, preferences, and concerns.
2. **Engage in Inclusive Decision-Making:** Involve diverse community members in the planning and implementation of services and programs to ensure they reflect the needs and priorities of all groups, including minority, low-income, and disabled populations.
3. **Hold Accessible Public Meetings:** Ensure that all public meetings are accessible and inclusive, providing reasonable accommodation and offering virtual attendance options to increase participation from people with disabilities or those with limited mobility.



4. **Build Collaborative Partnerships with Community-Based Organizations:**

Partner with community organizations that serve underrepresented populations to improve outreach, ensure access to services, and gain insights into the challenges faced by marginalized groups.

Responsibility and Accountability

The designated Title II/Title VI coordinator is responsible for overseeing compliance with this policy and ensuring that all employees, contractors, and partners are aware of their obligations under Title II and Title VI. The coordinator will also:

1. Monitor progress on meeting equity goals.
2. Oversee training and outreach efforts.
3. Maintain communication with the community and stakeholders.
4. Report to leadership on the status of equity and compliance initiatives.

Conclusion

Washoe County's commitment to equitable communities is integral to providing services that meet the needs of all individuals. By upholding the principles of non-discrimination, accessibility, and inclusion in line with Title II and Title VI, we strive to create a community where everyone can thrive and access the opportunities they need to succeed.



This checklist is designed to assist departments in monitoring, assessing and developing programmatic compliance with the **Equitable Communities Guidelines** outlined in alignment with **Title II** of the **Americans with Disabilities Act (ADA)** and **Title VI** of the **1964 Civil Rights Act**. It provides a framework for ensuring that programs, services, and activities are equitable, accessible, and non-discriminatory for all participants, regardless of race, color, national origin, socio-economic status, or disability.

1. Non-Discrimination and Equal Access Compliance Checklist

Area of Compliance	Department Assessment Questions	Yes / No	Comments / Action planning
Title VI Non-discrimination	Using the most recent U.S. census data, and the County's GIS maps, are race, color, and national origin considered in outreach efforts to ensure no one is excluded?		
	Do staff members receive training on recognizing and addressing racial or national origin discrimination?		
	Does the department follow the organization's Language Access Plan for interpretation and translation in all its operations?		
	Is there a process in place for individuals to report Title VI complaints (discrimination on the basis of race, color, or national origin)?		
Title II - Accessibility	Are facilities and services accessible to individuals with disabilities in accordance with 2010 ADA guidelines?		
	Are reasonable accommodation provided		



	(e.g., sign language interpreters, materials in alternative formats)?		
	Are physical spaces (e.g., meeting rooms, offices) accessible to individuals with mobility impairments?		
	Is there a process for individuals with disabilities to request accommodation for programs, services, and activities?		
Outreach & Public Engagement	Are public meetings and events held in locations accessible to individuals with disabilities?		
	Are community members with limited English proficiency (LEP) provided with language assistance services?		
	Are marginalized or underserved groups actively encouraged to participate in decision-making processes?		
Reasonable Accommodation	Are individuals informed of how to request reasonable accommodations?		
	Are requests for accommodation handled promptly and effectively?		



2. Data Collection and Monitoring Checklist

Area of Compliance	Department Assessment Questions	Yes / No	Comments / Action planning
Monitoring Title VI Compliance	Are data collected on race, color, national origin, socio-economic status, for program participation?		
	Is the data regularly analyzed for any disparities in program participation and outcomes?		
	Are any discrepancies identified, and corrective actions taken to improve service delivery?		
	Are the department's digital resources and websites compliant with WCAG 2.1AA standards?		
	Monitoring Title II Compliance	Is data collected on disability status and accommodation requests for program participation?	
	Is this data used to ensure equitable access for individuals with disabilities?		
	Are staff trained to recognize and act upon disparities based on disability status or other protected characteristics?		
	Is there a process for individuals with disabilities to request accommodation for programs, services, and activities?		



3. Public Participation and Outreach Review Tool

Area of Compliance	Department Assessment Questions	Yes / No	Comments / Action planning
Inclusive Participation	Are public meetings and hearings advertised to reach all community members, including those with disabilities and LEP individuals?		
	Are materials made available in accessible formats (e.g., electronic format, large print, Braille)?		
	Are virtual participation options offered for those who cannot attend in person?		
Engagement with Marginalized and/or Vulnerable Communities	Are community outreach efforts targeted to underserved racial/ethnic groups, people with disabilities, and low-income individuals?		
	Do you use community-based organizations to assist in outreach and engagement efforts?		
	Are efforts made to engage historically underrepresented and/or vulnerable groups in the decision-making process?		



4. Equity Based Budgeting Practices

Area of Compliance	Department Assessment Questions	Yes / No	Comments / Action planning
Developing an equity based budget mindset	Does the department have a designated budget for Title II and Title VI compliance?		
	Does the department include community feedback when making programmatic budget decisions/recommendations?		
	Does the department prioritize funding for programs and projects that serve people with disabilities, or underserved communities?		

5. Complaint Handling and Investigation Process

Area of Compliance	Department Assessment Questions	Yes / No	Comments / Action planning
Complaint reporting	Is there a clearly defined process for individuals to file Title II/Title VI complaints?		
	Are the complaint procedures accessible to individuals with disabilities and/or limited English proficient?		
	Are complaints addressed within a reasonable time frame?		
	Is there a mechanism for tracking complaints and ensuring follow-up actions are taken?		
Complaint Investigation	Are complaints investigated promptly and impartially?		



	Are individuals informed of the outcome of their complaints?		
	Are corrective actions taken when needed, and are lessons learned incorporated into policy and practice?		

6. Annual Compliance Review Checklist

Area of Compliance	Department Assessment Questions	Yes / No	Comments / Action planning
Title VI Compliance	Has an annual report on Title VI compliance been produced and shared with stakeholders?		
	Have any identified disparities been addressed?		
Title II Compliance	Have accommodations and access to programs/services for people with disabilities been reviewed?		
	Has staff training on disability access and cultural competency been completed?		
Community Feedback	Has community feedback been gathered on the effectiveness of outreach, accessibility, and program participation?		

Conclusion & Action Steps

The completion of this compliance checklist will help identify areas where the Department or program area is excelling and where improvements may be needed. Action steps, with deadlines and responsible parties, should be taken based on the findings in this tool. Regular monitoring and adjustments are a requirement of Washoe County's Title VI, Title II, Language Access and Digital Accessibility Plans to ensure ongoing compliance and a commitment to equitable and inclusive communities.



Introduction

This **Equity Plan** is designed to ensure compliance with **Title II** of the **Americans with Disabilities Act (ADA)** and **Title VI** of the **1964 Civil Rights Act** while promoting equitable access, fairness, and inclusion for all individuals, especially those from underserved, marginalized, and underrepresented communities. The plan is grounded in the principles of non-discrimination, accessibility, and active community engagement, ensuring that our programs, services, and activities are accessible to everyone, regardless of race, color, national origin, or disability and align with Washoe County's Title VI Plan, Title II Plan, Digital Accessibility Policy, and Language Access Policy.

1. Vision and Commitment to Equity

Washoe County is committed to fostering an inclusive, accessible, and just community where individuals from all backgrounds, including racial and ethnic minorities, people with disabilities, and other marginalized groups, have equal access to services, programs, and opportunities. Our goal is to eliminate disparities, ensure equity in service delivery, and prioritize the needs of those most vulnerable.

2. Compliance with Title II and Title VI

Washoe County will adhere to the following compliance standards as outlined in **Title II** and **Title VI**:

- **Title II:** Prohibits discrimination based on disability in public services, programs, and activities.
- **Title VI:** Prohibits discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance.

3. How to use this template

Departments are encouraged to use this guiding plan to develop their own, department specific operational equity plans.

4. Equity Goals and Objectives

Goal 1: Non-Discrimination and Equal Access

To ensure that all individuals, regardless of race, color, national origin, or disability, have equal access to all programs, services, and activities.

Objectives:

- **1.1** Ensure all services, programs, and activities are free from discrimination on the basis of race, color, national origin, and disability.
- **1.2** Provide appropriate language assistance services for individuals with Limited English Proficiency (LEP) to ensure they have meaningful access to all services.



- **1.3** Ensure all public facilities are fully accessible to people with disabilities, as required by Title II of the ADA.

Goal 2: Accessibility for People with Disabilities

To ensure that individuals with disabilities have equal access to programs, services, and facilities in compliance with Title II of the ADA.

Objectives:

- **2.1** Conduct accessibility assessments of public buildings and spaces, transportation systems (if applicable), and communication methods to identify and eliminate barriers to participation for people with disabilities.
- **2.2** Provide reasonable accommodation upon request to ensure individuals with disabilities can fully participate in programs and services.
- **2.3** Ensure that all digital platforms, websites, and materials are accessible to individuals with disabilities (e.g., compliance with WCAG 2.1AA standards).

Goal 3: Culturally and Linguistically Inclusive Community Engagement

To engage marginalized and underserved communities through inclusive outreach strategies, ensuring their participation in decision-making processes and feedback opportunities.

Objectives:

- **3.1** Develop and implement strategies to engage across the spectrum of our diverse community, including people with disabilities, in program planning and policy development.
- **3.2** Use culturally and linguistically appropriate outreach materials and communication strategies to ensure diverse populations are informed and can participate in public meetings, surveys, and consultations.
- **3.3** Create an accessible and inclusive public participation process for individuals with disabilities and individuals with limited English proficiency (LEP).

Goal 4: Training and Capacity Building

To build the capacity of staff, leadership, and partners to effectively implement policies and practices that promote equity, non-discrimination, and accessibility.

Objectives:

- **4.1** Provide ongoing training on Title II and Title VI compliance for all staff, contractors, and volunteers.



- **4.2** Offer specialized training on cultural competency, disability inclusion, and LEP services.
- **4.3** Develop a network of community partners to assist in outreach and engagement with underrepresented and/or vulnerable groups.

Goal 5: Data Collection and Accountability

To ensure ongoing monitoring and assessment of equity efforts to identify barriers, track progress, and adjust policies and practices where necessary.

Objectives:

- **5.1** Develop and implement a data collection system to track demographic information related to race, ethnicity, disability status, and LEP, ensuring it is used to identify and address any disparities in program access.
- **5.2** Regularly evaluate the effectiveness of outreach, engagement, and accessibility efforts, including feedback from communities served, to make necessary improvements.
- **5.3** Establish a transparent accountability system, including regular reporting through Title II, Title VI and Language Access audits on progress toward equity goals.

5. Key Actions and Strategies

5.1. Non-Discrimination Policies and Practices

- Adopt clear non-discrimination policies for all programs and services, detailing specific actions to eliminate any discriminatory practices.
- Provide a mechanism for individuals to report discrimination or access-related complaints, ensuring timely and appropriate resolution.

5.2. Accessibility and Accommodations

- **Physical Accessibility:** Audit all facilities for ADA compliance, including wheelchair access, parking, and signage, and develop roadmap and prioritization schedules with funding for remediation.
- **Reasonable Accommodations:** Establish a formal process for individuals to request accommodations, including modifying program structures, providing auxiliary aids, or offering service animals.



- **Communication Accessibility:** Ensure all written materials (e.g., flyers, websites) are available in alternative formats (languages beyond English as determined by Census data for our community, Braille, large print, electronic, audio).

5.3. Public Engagement and Participation

- **Public Meetings:** Ensure that all public meetings are held in accessible locations, offer remote participation options (e.g., online or phone access and include participation options for limited English community members.
- **Community Advisory Committees:** Establish advisory committees that include members from underserved racial/ethnic, LEP, and disability communities.
- **Targeted Outreach:** Work with local community organizations to conduct outreach to historically marginalized or vulnerable groups, ensuring that their voices are included in the decision-making process.

5.4. Language Access Plan

- **Translation Services:** Provide translation services for vital documents (e.g., public notices, program descriptions) in languages spoken by significant portions of the community.
- **Interpreter Services:** Ensure the availability of qualified interpreters at public meetings and events for individuals with LEP.
- **Multilingual Materials:** Produce informational materials in key languages, ensuring that limited-English-speaking communities have equal access to services.

5.5. Data Collection and Monitoring

- **Equity Data:** Collect data on program participation by race, ethnicity, disability status, and LEP, analyzing trends to ensure equitable access.
- **Data Analysis:** Departments and programs should utilize GIS Team and most current census level data to analyze participation from the public.



- **Surveys and Feedback:** Regularly survey service users and community members to understand how accessible and inclusive programs are, with specific questions about discrimination, accessibility, and accommodation.
- **Equity Report:** Publish an annual equity report, tracking progress against identified goals, addressing gaps, and highlighting actions taken to improve service access and inclusivity.

6. Implementation and Accountability

Responsibilities:

- **Title II / Title VI Coordinator:** Responsible for overseeing the implementation of the Equity Plan and ensuring that Title VI and Title II compliance requirements are met. This person will work directly with other departments and community organizations to ensure accountability.
- **Department Managers and Program Leads:** Responsible for ensuring staff within their areas are trained, and programs are compliant with equity goals.
- **Staff and Volunteers:** Responsible for upholding the principles of non-discrimination and accessibility in daily operations and interactions with the public.

Monitoring and Evaluation:

- Semi-annual reviews will be conducted to assess progress toward the goals outlined in this plan, ensuring continuous improvement.
- An annual audit will be performed to assess compliance with Title VI and Title II, ensuring that any barriers to access have been addressed.

Communication of Progress:

- The Title II / Title VI coordinator will provide annual updates to leadership and community stakeholders on the implementation of the equity plan, including key successes, challenges, and areas needing further action.
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7. Conclusion

This **Equity Plan** aligns Washoe County with the legal requirements of **Title II** and **Title VI** while also demonstrating our commitment to equity, and inclusion, particularly those from historically marginalized and underrepresented communities. By implementing these goals, objectives, and strategies, we aim to create a more accessible, inclusive, and equitable community.



Introduction

This **Community Engagement Plan (CEP)** outlines strategies to ensure that Washoe County and its department's programs, services, and activities are accessible to all community members, with a focus on compliance with **Title II of the Americans with Disabilities Act (ADA)** (prohibiting discrimination on the basis of disability in public services) and **Title VI of the Civil Rights Act of 1964** (prohibiting discrimination based on race, color, or national origin). The goal is to foster inclusive, equitable, and meaningful engagement, ensuring that underserved populations, including racial/ethnic minorities, people with disabilities, and other marginalized groups, have an active voice in decisions that impact their lives.

1. Purpose of the Community Engagement Plan

The purpose of this template is to:

- Provide guidance on developing a community engagement plan that departments can use to develop their own operationally specific CEP.
- Ensure equitable participation of underserved populations, and individuals with disabilities in public decision-making processes.
- Meet compliance requirements of Title II and Title VI, specifically addressing language access, physical and programmatic accessibility, and non-discrimination.
- Promote inclusive dialogue and actionable feedback on services, programs, policies, and projects.
- Build trust between community members and the organization through transparent and inclusive practices.

2. Goals of the Community Engagement Plan

1. **Ensure Equal Access for All:** Ensure that programs and services are accessible to individuals regardless of race, ethnicity, national origin, or disability.
2. **Promote Inclusivity:** Actively engage individuals from racial/ethnic minority groups, individuals with disabilities, and other marginalized groups.
3. **Ensure Meaningful Participation:** Provide opportunities for individuals to engage in decision-making, program design, and feedback processes.
4. **Improve Communication:** Foster clear, accessible, and community sensitive communication methods.



3. Key Community Engagement Strategies

3.1. Outreach to Underserved Populations

Ensure that outreach efforts are inclusive and reach racial and ethnic minorities; including individuals with limited English proficiency (LEP), and individuals with disabilities.

- **Action Steps:**

- **Targeted Outreach:** Collaborate with community organizations that represent underrepresented communities, racial/ethnic minorities, immigrant populations, and disability advocacy groups to promote programs and services.
- **Language Assistance:** Provide translated materials (e.g., documents, Q&A, flyers, brochures) in key languages spoken by community members or those accessing the program or service (e.g., Spanish, Chinese, Punjabi, Hindi, Filipino, Vietnamese) and offer interpretation services during meetings.
- **Disability Access:** Ensure all outreach materials and event notices are available in accessible formats and compliant with WCAG 2.1AA standards.
- **Engage Community Leaders:** Partner with community leaders from underrepresented groups to co-host events, ensuring authentic engagement and trust-building.

3.2. Accessibility of Public Meetings and Events

Ensure that all public meetings, events, and decision-making processes are accessible to individuals with disabilities, those who are part of minority racial/ethnic groups and are demographically representative of the community being served.

- **Action Steps:**

- **Physical Accessibility:** Ensure meeting locations are physically accessible (e.g., wheelchair ramps, accessible parking, restrooms).
- **Remote Participation Options:** Provide virtual attendance options for meetings, ensuring webinars, conference calls, or live streams are



accessible and offer closed captioning and sign language interpreters as needed.

- **Accommodation:** Provide reasonable accommodation (e.g., sign language interpreters, assistive listening devices, captioning) upon request. Create a clear process for requesting accommodations.
- **Community Feedback Forms:** Ensure that all community feedback opportunities (surveys, public hearings) are accessible in terms of language and format (e.g., easy-read formats for individuals with intellectual disabilities).

3.3. Ensuring Language Access

Ensure that individuals with limited English proficiency have full access to public services, programs, and participation opportunities.

- **Action Steps:**

- **Language Access Plan (LAP):** Develop and implement a department Language Access Plan that complies with Washoe County's LAP to ensure meaningful access for LEP individuals, as required by Title VI.
- **Interpretation Services:** Provide free interpretation services utilizing the County's preferred methods as outlined in our LAP, (in-person, by phone, AI translation or video) for public meetings, hearings, and program consultations in languages spoken by significant portions of the population (e.g., Spanish, Chinese, Punjabi, Hindi, Filipino, Vietnamese).
- **Translation of Key Documents:** Translate key documents, notices, and materials (e.g., program brochures, public notices) into frequently requested languages.

3.4. Building Inclusive Relationships with Stakeholders

Create sustained relationships with stakeholders to improve collaboration, trust, and shared responsibility for program outcomes.

- **Action Steps:**

- **Community Advisory Committees:** Form diverse advisory committees that represent underserved communities, including individuals with disabilities and immigrant populations, to advise on programs and services.



- **Inclusive Collaboration:** Work with grassroots organizations, local advocacy groups, and faith-based organizations to engage hard-to-reach communities.
- **Regular Consultations:** Hold town halls, focus groups, or community roundtables that involve community representatives, ensuring all voices are heard, especially those that are underrepresented.

3.5. Monitoring and Reporting

Continuously monitor and evaluate the effectiveness of community engagement efforts and ensure that participation remains equitable, inclusive, and accessible.

- **Action Steps:**
 - **Equity Audits:** Conduct regular equity audits to assess how well public services, programs, and engagement opportunities are serving underserved populations, particularly people of color and individuals with disabilities.
 - **Data Collection:** Collect demographic data in accordance with the County's Title VI and Language Access Plans to track participation from racial/ethnic minorities, underserved communities, vulnerable populations, socio-economic status, and individuals with disabilities in community engagement activities, ensuring representation.
 - **Public Reporting:** Publish an annual community engagement report that highlights engagement activities, demographic participation, feedback collected, and how the feedback has been integrated into decision-making processes.

4. Accessibility and Non-Discrimination Policies

- **Policy on Non-Discrimination:** Establish and clearly communicate Washoe County's Non-Discrimination Policies that affirm our commitment to Title VI and Title II compliance. This includes a strong zero-tolerance stance on discrimination based on race, color, national origin, or disability.
- **Complaint Mechanism:** Create a clear, accessible process for filing complaints related to discrimination or lack of accessibility. Provide multiple channels for submission, including online, by phone, or in person, and ensure all



complaints are handled in accordance with the County's established complaint processes.

- **Accessibility Requirements for Communication:** Ensure that all program materials (e.g., brochures, public notices, digital media) are available in alternative formats (e.g., braille, audio, large print) upon request, and that all websites and online content are ADA-compliant, in accordance with WCAG 2.1AA standards.

5. Key Performance Indicators (KPIs)

To measure the success of this plan, the following metrics will be tracked:

- **Participation Rates:** Percentage of individuals from underserved communities, racial/ethnic minority groups, individuals with disabilities socio-economic status, attending public meetings, providing feedback, and engaging with services.
- **Language Access:** Percentage of key materials translated and number of translation/interpretation services provided.
- **Accessibility Improvements:** Number of new accessible services, accommodation, and facilities implemented.
- **Complaint Resolution:** Number of complaints filed and successfully resolved through the established non-discrimination policy.
- **Community Feedback:** Satisfaction levels with outreach efforts, measured through surveys and focus groups.

7. Conclusion

This **Community Engagement Plan** is a strategic approach to ensuring that community engagement efforts are inclusive, accessible, and compliant with Title II and Title VI requirements. By focusing on the needs of underrepresented populations, we aim to build a more equitable and accessible community where all individuals, regardless of their race, ethnicity, national origin, disability or socio-economic status, can participate meaningfully in public life.



Integrating Title II and Title VI compliance into local government budget practices requires a systematic approach that ensures both the financial and operational aspects of the government reflect the principles of non-discrimination, equity, and accessibility. Below are strategies that local governments can use to change their budget practices in alignment with Title II (Americans with Disabilities Act) and Title VI (Civil Rights Act of 1964):

1. Establish Equity as a Core Budgeting Principle

Action Steps:

- **Adopt an Equity Framework:** Start by adopting an equity framework for budget planning, ensuring that racial, ethnic, socio-economic and disability-related disparities are identified and addressed. This framework should prioritize eliminating systemic barriers to access for historically marginalized populations.
- **Equity Impact Assessments (EIAs):** Integrate equity impact assessments into the budgeting process. These assessments should evaluate how proposed spending plans will affect racial/ethnic minorities, individuals with disabilities, and other underserved populations. Budget decisions should include an analysis of potential equity outcomes.

Example: Before finalizing the budget, conduct a review to assess whether proposed funding will disproportionately affect or exclude specific racial/ethnic or disability communities. For example, if funding cuts are being considered for a service disproportionately used by minority communities or individuals with disabilities, consider reallocating funds or designing mitigations to prevent harm.

2. Allocate Funding for Title II and Title VI Compliance

Action Steps:

- **Designate a Compliance Budget:** Ensure that a portion of the local government's budget is allocated specifically to Title II and Title VI compliance. This could include funding for:
 - **Language access services** (e.g., translation and interpretation)
 - **Accessibility improvements** (e.g., making public facilities ADA-compliant)
 - **Training for staff** on civil rights laws and non-discrimination practices



- **Disability accommodations** (e.g., sign language interpreters, braille materials)
- **Cross-Departmental Integration:** Set aside funds across various departments (e.g., transportation, education, housing, parks) to ensure they are meeting the requirements for equitable access to services. Each department should have a budget line for accessibility or equity-related initiatives.

Example: Allocate a portion of the budget to fund translation services for public outreach, ensuring that all community members, including those with Limited English Proficiency (LEP), have equal access to information and services.

3. Build Capacity for Title II and Title VI Compliance

Action Steps:

- **Training and Capacity Building:** Allocate budget funds for regular training and capacity building on Title VI and Title II requirements for staff, elected officials, and contractors. This training should include topics like:
 - Cultural competency
 - Disability awareness
 - Non-discrimination policies
- **Create or Fund a Civil Rights Officer:** Allocate budget to hire or designate a Civil Rights Officer or Equity Officer responsible for monitoring Title II and Title VI compliance, conducting impact assessments, and working with various departments to ensure that they follow civil rights laws.

Example: The local government can allocate \$50,000 annually for staff training on Title II and Title VI, focusing on implementing inclusive policies, identifying and addressing inequities, and ensuring compliance with federal laws.

4. Ensure Public Participation and Transparency in Budget Decisions

Action Steps:

- **Inclusive Budget Hearings:** Ensure that budget hearings and meetings are accessible to individuals with disabilities and those who speak languages other than English. Provide real-time translation, closed captioning, sign language interpreters, and accessible meeting locations.



- **Community Feedback Channels:** Include dedicated budgetary outreach channels for minority populations, underserved communities, individuals with disabilities, and LEP communities to ensure they can provide input into budget decisions. This could include:
 - Online surveys in multiple languages
 - Community advisory boards that include people with disabilities and diverse racial/ethnic backgrounds
- **Feedback Mechanisms:** Implement a system for tracking and responding to feedback from underrepresented groups regarding how the budget impacts them, especially regarding access to services and opportunities.

Example: Host at least two budget meetings in Spanish and American Sign Language with interpreters, and ensure that a bilingual or accessible online survey is sent to LEP and disabled communities for feedback.

5. Prioritize Equity in Service Delivery and Capital Projects

Action Steps:

- **Capital Improvement Projects:** When planning capital improvement projects (e.g., roads, parks, public buildings), ensure that they are accessible and meet the needs of individuals with disabilities, and are equitable for racial/ethnic minorities. Budget should reflect the prioritization of projects that serve underserved communities.
- **Equity-Based Resource Allocation:** Allocate resources based on the needs of underserved and marginalized populations. For example, funding for public housing might be prioritized for areas with high minority populations or lower-income communities. Similarly, allocate resources to ensure accessible public transportation options in areas with a high percentage of disabled individuals.
- **Transportation and Infrastructure Projects:** Allocate funds for ADA-compliant public transportation infrastructure and ensure that disability access is prioritized in all public spaces. This could include bus stops, public facilities, sidewalks, and parking.



Specific to Washoe: Amend the CIP policy to ask equity based questions related to the project, and/or include an equity assessment as part of the project evaluation.

Example: Prioritize \$2 million for a transportation infrastructure project to ensure full ADA compliance across the local transit system, which serves a community with a significant proportion of disabled individuals.

6. Track and Measure Outcomes to Ensure Compliance

Action Steps:

- **Performance Metrics:** Include performance metrics related to Title II and Title VI in the budget's performance tracking system. Measure outcomes such as:
 - Participation rates from minority communities and people with disabilities
 - Budget spending on services for marginalized groups
 - Access improvements (e.g., number of ADA-compliant facilities, increased language access)
- **Equity Reporting:** Require departments to submit annual reports detailing their equity-focused budget expenditures and the results. Track whether resources are allocated equitably and if services are accessible to all community members.

Example: The local government could measure the percentage increase in accessible bus stops and track the number of language access requests fulfilled, then incorporate these metrics into the annual equity report.

7. Implement a Continuous Improvement Process

Action Steps:

- **Regular Audits:** Conduct regular audits to ensure that the budgeting process and expenditures align with the principles of Title II and Title VI. Include audits that assess whether funds allocated for equitable services are being effectively utilized.
- **Feedback Loop:** Use community feedback, especially from underserved groups, to adjust the budget. Incorporate public input on whether new initiatives or services meet their needs, and reallocate funds if needed.



Example: Implement a biennial review process to assess progress toward equitable spending and ensure that budget adjustments reflect the evolving needs of marginalized communities.

8. Create a Formal Equity based Budget Compliance Process

Action Steps:

- **Develop a Compliance Checklist:** Integrate a Civil Rights Compliance Checklist into the budget preparation process. This checklist should ensure that each department and program has addressed Title II and Title VI requirements before final budget approval.
- **Equity based budget training:** Train elected officials, executive leadership, department leaders, and budget/finance teams in the principles of equity-based budgeting and ensure that annual fiscal budget requests are reviewed through this lens by decision makers.
- **Civil Rights Oversight Committee:** Form a committee that includes equity officers, community leaders, and legal experts to oversee the budgetary process, ensuring that all expenditures comply with civil rights laws and that resources are distributed equitably. **Optional**

Example: The Civil Rights Oversight Committee reviews every department's budget before it is submitted to the council to ensure that funds are being allocated in a way that respects the principles of non-discrimination and accessibility.

Conclusion:

To align budget practices with Title II and Title VI compliance, local governments must proactively integrate equity and accessibility into all aspects of the budgeting process. This includes allocating resources specifically for compliance-related services, fostering inclusive community participation, and developing transparent systems for tracking and ensuring equity. By embedding these principles into the budget, local governments can create a more inclusive, accessible, and equitable environment for all community members, ensuring compliance and enhancing overall civic participation.



Template for Tracking Equity Compliance and Outcomes in Local Government Practice

Setting up a transparent system for tracking and ensuring equity within local government practice is an involved but essential process. Here's a detailed guide on how to develop and implement such a system, with specific steps to help you establish it effectively. I'll break it down into key components such as data collection, software/tools, governance structure, and monitoring, so you can track equity and compliance with Title II and Title VI in real-time.

1. Define Clear Goals and Equity Metrics

Before setting up a system, you need to clearly define what equity looks like for your local government, as well as what success will look like.

Step 1: Set Equity Goals

- **Disparities to Address:** Identify which disparities you aim to track and eliminate (e.g., racial, ethnic, disability, linguistic). Focus on outcomes that improve the lives of historically underserved communities, such as:
 - Equal access to services (public health, education, housing, etc.)
 - Equal participation in public meetings and decision-making processes
 - Accessibility in public spaces and transportation
- **Compliance with Laws:** Ensure your goals align with Title II (Americans with Disabilities Act) and Title VI (Civil Rights Act of 1964). For example:
 - Providing language access services for LEP (Limited English Proficiency) individuals.
 - Ensuring ADA-compliant facilities, programs, and services.

Step 2: Identify Key Equity Metrics

To measure progress, define specific, measurable equity metrics. These will help track disparities in the community and hold the government accountable. These could include:

- **Demographic Participation Metrics:** Track participation rates in public hearings, meetings, or services, disaggregated by race, ethnicity, gender, disability status, etc.
 - **Example:** Percentage of individuals with disabilities or LEP individuals who attend town halls.
- **Service Access and Delivery Metrics:** Track the percentage of services delivered to marginalized communities, and the timeliness of service delivery.
 - **Example:** Percentage of housing applications processed within 30 days for racial minorities vs. the general population.



Template for Tracking Equity Compliance and Outcomes in Local Government Practice

- **ADA Compliance Metrics:** Track the percentage of government buildings and public transport systems that meet ADA standards for accessibility.
 - **Example:** Number of accessible public transportation stations for people with disabilities in underserved areas.

2. Data Collection Infrastructure

Data is the backbone of an equity tracking system. Ensuring that data is systematically collected, stored, and analyzed will help you make informed decisions and measure progress.

Step 1: Set Up Data Collection Processes

- **Demographic Data:** Establish systems to collect and store demographic data from residents, service recipients, and participants in local government programs. Ensure the data is disaggregated by race, ethnicity, disability status, and other key factors.
 - **Example:** Include fields for race, disability status, and language preference on service request forms and survey forms.
- **Service Usage Data:** Create standardized forms to track how often and by whom government services are accessed. These forms should collect data on service accessibility for minorities, people with disabilities, and LEP individuals.
 - **Example:** Implement a tracking system for transportation service requests with fields for disability status and language preference.
- **Public Feedback Systems:** Implement an easy-to-use mechanism for community feedback, ensuring that marginalized groups are represented. This could be done via:
 - Surveys (online, paper, phone)
 - Focus groups
 - Public comments on websites

Step 2: Integrate Data Systems

- **Centralized Data Platform:** Build a centralized platform (or data warehouse) to store and access all data from departments. This platform should allow you to combine:
 - **Demographic data** (e.g., racial/ethnic background, disability status)
 - **Service utilization data** (e.g., requests for housing, transportation, public health)
 - **Feedback data** (e.g., public surveys, comments, complaints)



- **Data Reporting:** The system should enable automated reports that extract data from different departments and present it in a user-friendly format.

3. Select Software/Tools for Tracking Equity

There are several software solutions that can be tailored to track equity metrics and generate transparency reports. Below are suggestions for types of software to integrate into the system:

Step 1: Data Management Tools

- **Equity Data Dashboards:** Implement business intelligence tools to visualize key equity metrics. The dashboards will help stakeholders, both internal and external, easily access relevant data.
 - **Key features:** Drag-and-drop visualizations, geospatial mapping, filters for specific demographics, and trend analysis.
 - **Example:** A dashboard showing the number of public health services accessed by minority groups, or a heatmap of ADA-compliant buildings in the city.
- **Customer Relationship Management (CRM) Systems:** Utilize CRMs to track service requests and identify disparities in service delivery, particularly for minority or disabled groups.
 - **Key Features:** Service request tracking, customer feedback integration, service response times.
 -

Step 2: Equity Performance Management Software

- **Equity Performance Monitoring:** Use performance management software to set equity goals and track progress. This allows you to track KPIs (Key Performance Indicators) and ensure that equity objectives are met.
 - **Key Features:** Progress tracking against specific equity goals, automatic reminders for progress reviews, and equity-specific KPIs.

Step 3: Survey and Feedback Collection Tools

- **Surveys and Polling:** Implement online survey tools to regularly collect feedback from the community on service accessibility and government responsiveness.
 - **Key Features:** Easy survey creation, anonymous responses, and feedback aggregation.



Template for Tracking Equity Compliance and Outcomes in Local Government Practice

- **Example:** A quarterly survey to gather feedback on how accessible public services (e.g., transportation, parks, libraries) are for people with disabilities or racial minorities.

4. Develop a Governance Structure

To ensure accountability and consistent operation of the system, you'll need to create a governance structure. This will oversee equity goals, the implementation of the tracking system, and decision-making processes.

Step 1: Create an Equity Oversight Committee

- **Composition:** The committee should include diverse representatives from key government departments (e.g., housing, transportation, public health), as well as community stakeholders (e.g., advocacy groups for racial/ethnic minorities, disability groups, etc.).
- **Responsibilities:**
 - Review and assess equity data and report findings to the public.
 - Advise on equity goals and strategies.
 - Ensure that departments are adhering to **Title II** and **Title VI** guidelines.
 - Make decisions on reallocating resources to address inequities.

Step 2: Assign Responsibility to Key Departments

- Each department must appoint an equity officer or point person who is responsible for integrating equity practices into their work.
 - Example: The Public Health Department equity officer would ensure that services reach racial/ethnic minorities, while the Transportation Department equity officer would ensure ADA compliance.

5. Transparency & Public Access

Ensure that the system is transparent to the public, providing easy access to equity data and promoting accountability.

Step 1: Create a Public Equity Portal

- **Portal Features:** The portal should allow the public to:
 - **Access equity data** (e.g., participation rates, service access statistics).
 - **View performance reports** on equity goals and outcomes.



Template for Tracking Equity Compliance and Outcomes in Local Government Practice

- **Provide feedback** on equity concerns via online surveys, complaint forms, or interactive comments sections.
- **Public Meetings:** Stream public meetings and equity discussions, and post all reports publicly on the website.
- **Community Outreach:** Develop materials (in multiple languages and accessible formats) to raise awareness about the equity portal and how residents can engage with the system.

Step 2: Annual Reports

- Publish annual equity reports that summarize progress on equity goals, present data on disparities, and highlight improvements in service accessibility and delivery.

6. Monitoring and Continuous Improvement

Lastly, ensure that the system includes mechanisms for monitoring progress and making continuous improvements.

Step 1: Regular Audits

- Conduct semi-annual or annual audits of the data and programs to assess whether disparities are being reduced.
 - **Audit Criteria:** Evaluate whether service delivery timelines are equal for all demographic groups, whether ADA compliance is improving, and whether marginalized communities are being engaged effectively.

Step 2: Feedback Loop

- Ensure that feedback from the Equity Oversight Committee and community members is integrated back into the system to recalibrate policies, improve service delivery, and allocate resources as necessary.

Conclusion

Implementing a transparent system for tracking and ensuring equity involves the following critical steps:

1. Defining equity goals and measurable metrics.
2. Establishing robust data collection processes across departments.
3. Selecting tools (dashboards, CRM systems, survey tools) for real-time tracking.
4. Creating a governance structure with a dedicated Equity Oversight Committee.
5. Opening up the system to the public through a transparency portal.



Template for Tracking Equity Compliance and Outcomes in Local Government Practice

6. Continuously monitoring and improving the system based on data and feedback.

By following these steps, your local government can create an equitable and transparent framework that not only ensures compliance with Title II and Title VI, but also delivers real, positive outcomes for historically underserved communities.



Key Performance Indicator (KPI) template in support of Title II and Title VI compliance

This template includes a detailed list of measurable Key Performance Indicators (KPIs) for community engagement that directly support Title II (equal access for individuals with disabilities) and Title VI (non-discrimination based on race, color, or national origin) compliance.

These KPIs are designed to help local governments track, measure, and improve engagement with underserved, marginalized, and protected populations in support of an equitable and transparent framework.

Core Principles Behind KPIs

To align with Title II and Title VI, KPIs must ensure:

- **Non-discriminatory access** to programs and services
- **Meaningful participation** from protected and underserved groups
- **Inclusive communication and outreach strategies**
- **Accessibility** for individuals with disabilities and Limited English Proficiency (LEP)

Measurable KPIs for Community Engagement

1. Diverse Participation Rates

KPI	Description	Target
% of participants from racial/ethnic minorities	Measures the racial/ethnic diversity of attendees at community meetings, focus groups, surveys, etc.	≥ Match or exceed community demographics
% of participants with a disability	Tracks the percentage of individuals who self-identify as having a disability during engagement efforts.	≥ 15% (or local census equivalent)
% of participants with LEP	Measures the participation of individuals with Limited English Proficiency.	≥ Reflective of LEP population in service area

2. Accessible Engagement Events

KPI	Description	Target
% of public meetings with ADA accommodations provided	Includes accessible venues, ASL interpreters, captioning, etc.	100%
% of materials available in alternative formats	Percentage of materials provided in braille, large print, audio, or digital accessibility formats.	≥ 90%



Key Performance Indicator (KPI) template in support of Title II and Title VI compliance

KPI	Description	Target
% of engagement materials translated into top 5* non-English languages *or as determined by Four Factor analysis, State law, or other governing policy.	Translation of flyers, notices, and surveys for LEP participants.	100% for top 5* languages
% of meetings held in ADA-compliant venues	Ensures physical access to public engagement events.	100%

3. Frequency & Reach of Engagement

KPI	Description	Target
Number of engagement events in underserved neighborhoods	Measures outreach efforts in low-income, BIPOC, or high-disability populations.	Minimum 1 per neighborhood/quarter
% increase in repeat engagement from marginalized groups	Tracks if marginalized populations continue participating.	Year-over-year increase of $\geq 10\%$
% of outreach events co-hosted with CBOs/advocacy groups	Partnering with community-based organizations (CBOs) trusted by underserved populations.	$\geq 50\%$ of total events

4. Digital & Communication Accessibility

KPI	Description	Target
% of digital engagement platforms that meet WCAG 2.1 AA standards	Measures website and online tool accessibility for people with disabilities.	100%
Average response time to accessibility accommodation requests	Time between request for accommodations and delivery.	≤ 5 business days
% of social media and online outreach that includes alt text, captions, and plain language	Makes digital content accessible and understandable.	$\geq 90\%$

5. Feedback & Satisfaction Metrics

KPI	Description	Target
% of participants reporting "satisfied" or "very satisfied" with accessibility of engagement	Based on post-event or survey responses.	$\geq 85\%$ satisfaction



Key Performance Indicator (KPI) template in support of Title II and Title VI compliance

KPI	Description	Target
% of participants who feel their input was considered in decision-making	Perceived influence of engagement.	≥ 70% agreement
Number of actionable policy changes resulting from community feedback	Tracks whether input leads to real change.	A minimum of 1 per year, or

6. Training & Capacity Building

KPI	Description	Target
% of staff trained annually on Title VI and II engagement standards	Includes language access, disability rights, and inclusive outreach.	100% annually
Number of staff certified in ADA compliance and/or cultural competence	Formal certification for equity-focused engagement.	Increase annually

Optional Advanced KPIs (Equity Impact Focused)

KPI	Description	Target
Disparity index in engagement participation	Compares actual vs. expected participation from protected groups.	≤ 10% gap
Equity weighting in engagement priority areas	Engagement efforts proportionally focused on high-need or high-barrier populations.	≥ 50% of engagement targeted at equity zones
Time-to-engagement for urgent equity concerns	Time it takes to conduct engagement after equity issue is identified (e.g., discriminatory service gap).	≤ 30 days

Tips for Implementation

- **Baseline first:** Start by benchmarking these KPIs against current engagement data.
- **Automate tracking:** Use CRMs, online surveys, or Excel dashboards to track participation.
- **Review quarterly:** Include KPIs in quarterly reports to department heads and oversight boards.
- **Publish results:** Share progress with the community to build trust and demonstrate transparency.



Washoe County General Language Accessibility Policy

Accessibility Statement

Washoe County is committed to providing equitable and timely access to our programs and services and acknowledge that language should not be a barrier to accessing governmental programs and services for our residents with limited English proficiency.

Purpose & Authority

In accordance with Nevada Assembly Bill 266 and Title VI of the Civil Rights Act of 1964, 2 C.S., 561 et seq. (Act 172 of 2006) and Title II of the Americans with Disabilities Act, this policy establishes an effective plan and protocol for Washoe County personnel to follow when providing services to, or interacting with, individuals who have limited English proficiency. Washoe County has established a Language Access coordinator, under the Title VI program in Human Resources. For feedback related to language accessibility at Washoe County, please contact equity@washoecounty.gov.

General Policy Principles

- Ensure equitable and meaningful access to all Washoe County programs, services and activities through effective communication.
- This policy and plan apply to all programs, services, and activities for which the County is responsible through funding and statute.
- Washoe County seeks to reduce barriers by increasing capacity to deliver programs and services to our citizens in their preferred language.
- The County, rather than the limited English proficient (LEP) person, has the responsibility to provide appropriate language services, regardless of the preferred language, and therefore, (1) no staff may suggest or require that an LEP individual provide an interpreter to receive services, and (2) the use of informal interpreters such as family, friends, and other customers is not allowed and minors are prohibited from acting as interpreters.
- The County acknowledges there may be emergency or exigent situations that will require the use of alternative and informal language services or interpreters to address the immediate needs of the LEP individual.
- The County will ensure that all emergency notices made to the public will be available in the languages currently available for voting materials in the County.
- Department staff will be trained on when to recognize those circumstances that may require interpretation and translation services, including those that may require specialized services, and provide those appropriately, even when there are bi-lingual staff available.





Department of Human Resources

Language Accessibility Plan

Areas of Compliance for Language Access Plan

In accordance with Assembly Bill 266 of the 82nd Session of the Nevada Legislature (AB 266), Washoe County will build a multi-year plan which includes a roadmap to gain full compliance with the legislation. Below is a summary of the compliance areas that are part of the plan:

Compliance Summary

- **Public Notices in Multiple Languages:** The governing body of a city with a population of 25,000 or more located in a county with a population of 100,000 or more must ensure that any public notice issued by the planning commission of the county is available on the county's website in every language in which voting materials are required to be prepared according to federal and state law. *"Public notice" means any notice or other written matter that the planning commission of the county is required to send by mail to a person or post in a public manner, including, without limitation, by posting on an Internet website.*
- **Certified Translations:** The county must make a good faith effort to find certified translators to translate the information required in public notices.
- **Designate Staff:** The Board of County commissioners in a county with a population of 100,000 or more must designate one or more employees to be responsible for developing and biennially revising a language access plan for the county.
- **Language Access Plan:** The language access plan must assess the existing needs of residents with limited English proficiency and the degree to which the county is meeting those needs, outline compliance with language access laws and regulations, provide an inventory of language services and current training and resources for staff, identify areas of improvement, and include recommendations to expand language services to improve overall access to county services.
- **Data tracking/statistics:** If there is insufficient information available to develop or update the language access plan in accordance with the AB 266 requirements, procedures shall be developed to obtain that information and include the information in any revision to the language access plan. Departments will be required to track the language requests received within each department. In accordance with LAP development, once established, departments will follow the specified procedures to catalogue the request, format, and solution provided to citizens requesting language services.
 - Departments will report the data quarterly to the Language Access Coordinator. Data must be reported by the third Friday of each quarter-end month (October, January, April, July).
- **Submission of Language Access Plan:** By August 1 of each even numbered year, the county must submit their language access plan to the Nevada Office for New Americans.
- **Public Input:** The Board of County Commissioners shall solicit public input concerning the language access plan.
- **Funding:** The Board of County Commissioners shall include any funding necessary to carry out a language access plan, including any additional funding necessary to meet the needs of residents who are persons with limited English proficiency served by the county in the proposed budget for the county.
- **Ongoing compliance:** Washoe County will conduct an annual review of language accessibility and its service population. A report will be submitted to the State of Nevada, Office of New Americans, Language Access Coordinator by August 1 of even numbered years.



QUALITY
PUBLIC SERVICE



INTEGRITY



EFFECTIVE
COMMUNICATION



Language Accessibility Compliance & Roadmap

Phase 1 (FY24)

Area of Compliance	Status
1. Needs Assessment: Conduct a comprehensive assessment of the language services and processes currently being offered in Washoe County departments for Limited English Proficiency (LEP) individuals and identify the gaps that will need to be addressed as part of a Language Access Plan (LAP) and for compliance with Assembly Bill 266.	DONE (FY24)
2. Language Services Inventory: Identify and document the language services available or to be provided, including translation, interpretation, bilingual staff, language hotlines, and other resources. Add additional fields in SAP to begin tracking preferred and additional languages spoken by employees. Establish process and procedures for county staff to help other departments with translation and interpretation needs.	Aug '23-March '24
3. Budget Allocation: Allocate appropriate financial and staff resources to support the implementation and maintenance of language access services.	To be submitted with FY25 budget process
4. Language Access Coordinator: Designate staff responsible for overseeing and implementing the language access plan for Washoe County. The plan will be monitored through ONA's LAP Coordinator.	DONE (FY24)
5. Complaint Mechanism: Establish a process for receiving, investigating, and resolving language access-related complaints from LEP individuals by utilizing the existing Title VI process.	DONE (FY24)
6. Community Engagement & Outreach: Initial community survey to solicit public input into the process and development of the LAP.	Jan-June '24
7. Technology Pilot: Pilot the use of AI technology within departments as a language access tool and resource for staff and citizens.	Jan-June '24
8. Public Notice Translation: Develop a process by which public notices and meeting agendas issued by the Washoe County planning commission become available on the county's website in every language in which voting materials are required.	Jan-June '24
9. Vital Document Identification: Develop procedures for designating certain information and documents as vital, to be translated in Phase 2.	Jan-June '24
10. Department Signage: Determine the most critical signage needs in departments and begin implementation where appropriate.	Jan-June '24





Phase 2 (FY25)

Area of Compliance

11. **Staff Training:** Develop and implement training programs for government employees to effectively communicate, provide language access services to LEP individuals and develop cultural competency.
12. **Outreach and Public Awareness:** Develop and implement strategies to inform LEP communities about available language access services and their rights to access government programs and services.
13. **Translation of Vital Documents:** Translate the essential information and vital documents identified in Phase 1 into preferred languages of residents.
14. **Interpretation Services:** Determine the appropriate modes of interpretation (e.g., in-person, telephone, video) for different situations and ensure access to certified interpreters when needed.
15. **Collaboration and Partnerships:** Foster partnerships with community organizations, language service providers, and other stakeholders to enhance language access.
16. **Data Collection:** Create a system for collecting data and developing electronic records of residents served by the county who have limited English proficiency.

Phase 3 (FY26+)

Area of Compliance

17. **Bilingual Staffing:** Assess the need for bilingual staff and develop a plan to recruit, hire, and train staff who can communicate effectively with LEP individuals.
18. **Monitoring and Evaluation:** Implement mechanisms to monitor the effectiveness of language access services and periodically evaluate the language access plan for improvements.
19. **Continuous Improvement:** Develop strategies to address identified gaps and continuously improve language access services based on feedback, evaluation results, and changing community needs.
20. **Reporting:** Determine reporting requirements, including submitting the language access plan and related data to relevant oversight bodies as required by law.
21. **Law and Regulation Compliance:** Outline the compliance of the county with existing federal and state laws and regulations and any requirements associated with funding received by the county.





Department of Human Resources

Language Accessibility Plan – Initiative Roadmap

FY24-26+ Initiative Roadmap

Area of Compliance	FY24 Initiatives	FY24	FY25	FY26+
Needs Assessment	Department Input Sessions: Meet with representatives from each department to gather the information needed to assess the degree to which the county is currently offering language services to residents with Limited English Proficiency.	X		
	Community Engagement & Outreach: Initial community survey to solicit public input into the process & development of the LAP.	X		
Language Services Inventory	Language Services Inventory Report: Identify and document the language services available or to be provided, including translation, interpretation, bilingual staff, language hotlines, and other resources.	X		
	Staff Language Inventory: Add additional fields in SAP to start tracking preferred and additional languages spoken by employees and work with departments to update employee records.	X		
	Cross-Departmental Support: Establish process and procedures for county staff to help other departments with translation and interpretation needs.	X		
Written Translation	Public Notice Translation: Develop a process by which public notices issued by the planning commission become available on the county's website in every language in which voting materials are required.	X		
	Vital Document Identification: Develop procedures for designating certain information and documents as vital, to be translated in Phase 2.	X	X	
	Public Facility Signage: Identify high use public facilities and those in predominantly Spanish speaking neighborhoods (e.g. Regional Parks & Libraries, Admin Complex) to be top priority during translation in Phase 2.	X	X	X
	Staff Language Inventory Analysis: Analyze the information gathered from SAP on preferred and additional languages read and written by staff.			X
Interpretation Services	Wordly.AI: Pilot Wordly.ai across several county departments to see if it could be an effective live interpretation tool for departments. Collect feedback on its effectiveness.	X		
	Department Signage: Implement signage in departments with oral language services available to inform residents of those services, including adding "I Speak" cards and posters for language selection across all departments.	X	X	
	Staff Language Inventory Analysis: Analyze the information gathered from SAP on preferred and additional languages spoken by staff.			X
	Standardized Interpretation Process: Develop and adopt a standard approach for departments to deploy interpretation services.		X	X
	Comprehensive Bilingual Resources: Enhance in-house bilingual resources by broadening language capabilities, especially in languages frequently encountered in the community.			X
Budget Allocation	Budget Allocation: Identify the financial and staff resources needed to support the implementation and maintenance of language access services, and request budget allocation in the FY25 budget cycle.	X		
Complaint Mechanism	Complaint Mechanism: Formal process for receiving, investigating, and resolving language access-related complaints from LEP individuals. This falls under Title VI and will follow the established Title VI process.	X		





Department of Human Resources

Language Accessibility Plan – Initiative Roadmap

Area of Compliance	FY24 Initiatives	FY24	FY25	FY26+
Staff Training	Regular Training and Skill Development: (1) Staff will be trained in Title VI of the 1964 Civil Rights Act, AB 266 and the County’s Language Access Plan; (2) Identify and invest in regular training and skill development for staff to maintain and improve their language proficiency; and (3) Identify and deploy Cultural Competency Training to all employees. Training will be required biennially for existing staff and built into the onboarding process for new employees and occur biennially thereafter.		X	X
	Standardized Language Proficiency: Implement standardized language proficiency testing and certification processes to ensure consistent and accurate assessment of staff language skills across all departments. Adjust bi-lingual pay policy in accordance with new certification requirements.		X	X
	Bi-lingual pay: Assess current bi-lingual pay structure and modify in alignment with certification practices.		X	
Outreach & Public Awareness	Expanded Community Outreach: Expand participation in community outreach events, job fairs, and educational initiatives to strengthen connections with local communities		X	X
	Public Facility Signage: Implement signage in public facilities, beginning with the highest use public facilities and those in predominantly Spanish speaking neighborhoods that were identified in Phase 1.		X	X
Vital Document Translation	Vital Document Identification and Translation: Standardize the criteria for identifying, tools for translating, and quality assurance verification for vital documents for Assessor, Clerk, Recorder, Community Services (all divisions), District Attorney’s Office, Sheriff’s Office, Treasurer, at a minimum.		X	X
Data Collection & Analysis	Data Collection: Create standardized procedures for collecting the preferred language and literacy level of residents served across the county. Possibly edit vital documents to include demographic data and/or create an additional system for state or federal forms that cannot be edited.		X	
	Electronic Records: Establish a centralized collection and reporting mechanism across the organization and by service/program area (Excel, Accela, HSA case management software).		X	
	Identify Needs: Analyze the data collected to identify program areas with unmet needs, such as areas with high need for vital documents in a language other than English or Spanish.		X	
Bilingual Staff	To be determined based upon current staffing levels and analysis of preferred language needs in program service areas.			X
Monitoring & Evaluation	To be determined based upon evaluation and analysis of the FY24 and FY25 roll-out, implementation of LAP and initial reporting structures.			X
Continuous Improvement	TBD			X
Reporting	Submit biennial plan to Nevada’s Office for New Americans, Language Access Plan Coordinator by August 1, 2026.			X
Law & Regulation Compliance	Ensure language access plan stays current with federal, state and local/regional trends and law revisions.			X



HUMAN
RESOURCES

Title VI Implementation Plan

2024



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Introduction

Washoe County provides many services to its residents and businesses including, but not limited to, street and highway projects, engineering and corridor studies, congestion relief programs, regional pavement preservation programs, as well as social events for our community members and their families.

Washoe County borders California and Oregon with nearly half a million residents. Washoe County utilizes Federal funding programs to serve the diverse communities in the County. Washoe County works to secure continued funding for the implementation of government services that promote the welfare of its residents, the growth of its communities, excellent customer service, and meeting the public's needs.

Washoe County is comprised of five (5) elected public officers to serve a four-year term on the Board of County Commissioners (BCC). The Board contains one officer for each district within the County.

Chair

Vice Chair

Commissioner

Commissioner

Commissioner

The BCC has the authority to adopt ordinances and resolutions. The ethnic percentage of the Washoe County Board members include 90% Caucasian and 20% Hispanic.

The BCC establishes the vision and strategic plan for the County and approves ordinances, policies, and budgets for Washoe County Departments. The executive team of Washoe County is responsible enforcing ordinances and implementing and executing the County's strategic plan and policies.

The BCC is primarily responsible for providing leadership, policy guidance, approval of public expenditures, to ensure the successful operations and functions of County and to ensure the vision, strategic plan, and goals of Washoe County are implemented and achieved. Washoe County's executive leadership team implements the professional and administrative processes necessary to

achieve the efficient and economically sound operation of Washoe County.

The executive leadership team ensures the financial security of tax dollars by monitoring the overall fiscal activity of Washoe County; and assists elected officials and County Department heads in establishing policy and long-term goals for County Departments.

Washoe County has designated a Title VI Coordinator to develop and oversee Washoe County's Title VI plan, to ensure the plan meets federal requirements, to update the plan to reflect regulatory changes, to monitor compliance, to receive Title VI complaints, to prepare



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and submit required reports and assurances, and all other Title VI responsibilities as required by Title 23 Code of Federal Regulations (CFR) Part 200, Title 49 CFR Part 21, and all associated regulations and Executive Orders.

Washoe County's Title VI Coordinator reports directly to the County Manager on all Title VI matters and is responsible for initiating and monitoring all Title VI activities within Washoe County.

1. Executive Summary

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that “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. Section 2000d).

The Civil Rights Restoration Act of 1987 clarified the intent of Title VI to include all programs and activities of federal aid recipients, and contractors whether those programs and activities are Federally funded or not.

Executive Order (E.O.) 13166 placed renewed emphasis on Title VI issues, to ensure meaningful and equal access to programs and activities for persons with Limited English Proficiency (LEP).

Recipients and subrecipients of any and all Federal funding, including those funds that may be received from the United States Department of Transportation (USDOT) through the Federal Highway Administration (FHWA), the Nevada Department of Transportation (NDOT), and Federal Transit Administration (FTA) are required to develop policies, programs, and practices that ensure Federal dollars are used in a manner that is nondiscriminatory as required under Title VI.

Washoe County strives to ensure that persons are not subject to discrimination under its activities and programs. Through a focused effort, Washoe County has made directors, managers, supervisors, employees, contractors, vendors, and sub-recipients of federal aid funds aware of Title VI of the Civil Rights Act of 1964 and related statutes¹ and its commitment to not discriminating against individuals in performing assigned duties, jurisdiction, and authorities.

Washoe County is a recipient of Federal funding, including USDOT funding, with NDOT acting as a passthrough agency, being responsible for oversight, and is therefore subject to the Title VI compliance conditions associated with the use of these funds pursuant to the following:

NONDISCRIMINATION STATUTES

- Title VI of the Civil Rights Act of 1964 (42 USC 2000d et seq);
- Section 162 (a) of the Federal-Aid Highway Act of 1973 (23 USC 324);
- Age Discrimination Act of 1975;
- Section 504 of the Rehabilitation Act of 1973;
- Americans With Disabilities Act of 1990;
- Civil Rights Restoration Act of 1987;
- 49 CFR Part 21;
- 23 CFR Part 200;
- USDOT Order 1050.2;
- Executive Order #12898 (Environmental Justice);

¹ Including, but not limited to, the Federal Highway Act of 1973 (Sex), the Age Discrimination Act of 1975 (Age), the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973 (Disability), Executive Order 13166, and Executive Order 12898.

- Executive Order #13166 (Limited-English-Proficiency);
- The Americans with Disabilities Act (42 USC 126)
- Title II of the Americans with Disabilities Act Implementing Regulation (28 CFR 35)
- Section 504 of the Rehabilitation Act of 1973 (29 USC 794, et seq).
- Section 504 of the Rehabilitation Act of 1973 Implementing Regulation 49 CFR 27
- Americans with Disabilities Act Accessibility Guidelines (ADAAG)
- Public Rights-of-Way (PROWAG) Notice of Proposed Rule Making, July 26, 2011
- Uniform Federal Accessibility Standards (UFAS)
- Title VII of the Civil Rights Act of 1964, as amended.
(<http://www.eeoc.gov/laws/statutes/titlevii.cfm>)
- The Age Discrimination in Employment Act of 1967, as amended
(<http://www.eeoc.gov/laws/statutes/adea.cfm>)
- The Equal Pay Act of 1963
(<http://www.eeoc.gov/laws/statutes/epa.cfm>)
- Sections 501 and 502 of the Rehabilitation Act of 1973, as amended
(<http://www.eeoc.gov/laws/statutes/rehab.cfm>)
- The Genetic Information Nondiscrimination Act of 2008
(<http://www.eeoc.gov/laws/statutes/gina.cfm>)
- The Civil Rights Act of 1991
(<http://www.eeoc.gov/laws/statutes/cra-1991.cfm>)
- Title 29, Code of Federal Regulations, Part 1614
(<http://www.eeoc.gov/federal/directives/1614-finat.cfm>)
- No Fear Act
(<https://www.transportation.gov/civil-rights/civil-rights-awareness-enforcement/no-fear-act>)
- 23 CFR 230, Subpart C

2. General Reporting Requirements

This document details how Washoe County incorporates nondiscrimination policies and practices in providing programs and services to the public and other stakeholders. Washoe County is a recipient of financial assistance from Federal-aid programs, including those funds that may come through the USDOT. Recipients and sub-recipients of Federal aid are required to comply with various nondiscrimination laws and regulations, including Title VI of the Civil Rights Act of 1964.

Title VI of the Civil Rights Act of 1964 forbids discrimination against anyone in the United States based on race, color, or national origin by any program receiving Federal aid.

Subsequently, various other statutes, including the Federal Aid Highway Act of 1973, added prohibitions against discrimination based on sex, age, disability, or socioeconomic status.

The Civil Rights Restoration Act of 1987 defines the word “program” to make clear that discrimination is prohibited throughout an entire agency if any part of the agency receives Federal financial assistance.

Washoe County strives to ensure nondiscrimination in all of its activities and programs. Washoe County has made managers, supervisors, employees, contractors, and vendor sub-recipients of Federal-aid funds aware of Title VI of the Civil Rights Act of 1964 and related statutes and its commitment to apply the intent of the Act in performing assigned duties.

Federal statutes require recipients of Federal-aid programs to prepare and implement a program to clarify roles, responsibilities, and procedures established to ensure compliance with Title VI of the Civil Rights Act of 1964.

Washoe County’s Title VI Program Plan provides the policy direction necessary to ensure compliance with Title VI of the Civil Rights Act of 1964.

Overview of Title VI of the Civil Rights Act of 1964

Title VI, 42 U.S.C. § 2000d et seq., was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. As President John F. Kennedy said in 1963:

Simple justice requires that public funds, to which all taxpayers of all races [colors, and national origins] contribute, not be spent in any fashion which encourages, entrenches, subsidizes, or results in racial [color or national origin] discrimination.

A. Certification and Assurances

23 CFR § 200.9 (a), requires Federally assisted subrecipients to submit an annual Title VI certification and assurances.

Washoe County’s County Manager or designee has signed the Standard USDOT Title VI Assurances in accordance with USDOT 1050.2A (including Appendix A-E) and is attached as ATTACHMENT A.

B. Title VI Program Plan

All subrecipients must document their compliance with DOT's Title VI regulations by submitting a Title VI Program Plan to NDOT annually, and/or upon request. For all recipients (including subrecipients), the Title VI Program Plan must be approved by the recipient's Board of County Commissioners {BCC}, appropriate governing entity, or officials responsible for policy decisions prior to submission.

Washoe County has completed the required elements and documentation for the Title VI Program, has formalized the plan, including all attachments, and has submitted it to NDOT.

FHWA policy (Policy Definition 2), guidance prescribes an interdisciplinary approach to maintaining compliance with Title VI. Washoe County's Title VI Coordinator collaborates with the directors, managers, and supervisors of Washoe County Departments to ensure compliance with Title VI nondiscrimination requirements. This partnership ensures nondiscrimination in the delivery of Washoe County's programs and activities. It is essential that a collaborative relationship be maintained between the Title VI Coordinator and the executives, directors, managers, and supervisors of Washoe County Departments. The directors, managers and supervisors provide organizational knowledge of their respective office disciplines, and the Title VI Coordinator provides a practical application of Title VI.

I. Policy Statement

Title VI 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 excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." Washoe County is committed to complying with the requirements of Title VI in all of its federally funded programs and activities. Additionally, Washoe County is committed to extending nondiscrimination requirements to include associated nondiscrimination regulations including, but not limited to the Federal Highway Act of 1973 (Sex), the Age Discrimination Act of 1975 (Age), the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973 (Disability), Executive Order 13166, and Executive Order 12898. For additional information about Washoe County's Title VI obligations, please contact (775) 399-4229 or visit our web page at www.washoecounty.gov.

El Título VI de la Ley de Derechos Civiles de 1964 establece:

"Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, será excluida de la participación, se le negarán los beneficios o será objeto de discriminación en cualquier programa o actividad que reciba asistencia financiera federal". El Condado de Washoe está comprometido a cumplir con los requisitos del Título VI en todos sus programas y actividades financiados por el gobierno federal. Además, el Condado de Washoe se compromete a extender los requisitos de no discriminación para incluir las regulaciones de no discriminación asociadas, incluyendo pero no limitado a la Ley Federal de Carreteras de 1973 (Sexo), la Ley de Discriminación por Edad de 1975 (Edad), la Ley de Estadounidenses con Discapacidades de 1990 (ADA), la Sección 504 de la Ley de Rehabilitación de 1973 (Discapacidad), la Orden Ejecutiva

13166 y la Orden Ejecutiva 12898. Para información adicional sobre las obligaciones del Título VI del Condado de Washoe, por favor llame al (775) 399-4229 o visite nuestra página web en www.washoecounty.gov.

Making a Title VI Complaint

Any person who believes they have been subject to unlawful discriminatory practice under Title VI may file a complaint with Washoe County. Any such complaint must be in writing and filed with Washoe County’s Title VI Coordinator or Human Resources Department within 180 days following the date of the alleged discriminatory occurrence. For information on how to file a complaint, please contact:

Presentar una queja del Título VI

Cualquier persona que crea que ha sido objeto de una práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante el Condado de Washoe. Cualquier queja de este tipo debe ser por escrito y presentada ante el Coordinador del Título VI del Condado de Washoe o el Departamento de Recursos Humanos dentro de los 180 días siguientes a la fecha del presunto incidente discriminatorio. Para obtener información sobre cómo presentar una queja, comuníquese con:

Elizabeth Jourdin, Title VI Coordinator

Washoe County
1001 E. Ninth St., Bldg. A
Reno, NV 89512

equity@washoecounty.gov

By 
Chair, Washoe County Commission

Dated December 17, 2024

II. Organization & Staffing

Under the authority of Washoe County’s Board of County Commissioners, Washoe County’s HR Manager of Equity and Organizational Effectiveness, Elizabeth Jourdin, will serve as Washoe County’s Title VI Coordinator and be responsible for ensuring the implementation of Washoe County’s Title VI program.

The Title VI Coordinator and HR staff are responsible for coordinating the overall administration of the Title VI program, plan, and assurances, including complaint handling, data collection and reporting, annual reviews and updates, internal training, and monitoring Title VI activities within Washoe County.

Title VI Coordinator’s Responsibilities include but are not limited to:

- Processing the disposition of Title VI complaints received.
- Assisting program personnel to correct Title VI issues or discriminatory practices or policies found through self-monitoring and review activities.
- Ensuring that Title VI requirements are included in policy directives and that the procedures used have built-in safeguards to prevent discrimination.

- Directing efforts to coordinate the development and implementation of a Title VI and related statutes training program.
- Collecting statistical data (race, color, or national origin) of participants in and beneficiaries of agency programs, (e.g., affected citizens, and impacted communities).
- Conducting annual Title VI reviews of the agency to determine the effectiveness of program activities at all levels.
- Conducting or facilitating training programs on Title VI and related statutes for County employees.
- Preparing a yearly report of Title VI accomplishments and goals, as required.
- Developing Title VI information for dissemination to the general public and, where appropriate, in languages other than English.
- Identifying and eliminating discrimination of federally funded programs and activities.
- Establishing procedures for promptly resolving deficiency status and writing the remedial action necessary, all within a period not to exceed ninety business days.

The Title VI Coordinator oversees the day-to-day administrative requirements of Washoe County's Title VI Program. The Title VI Coordinator also serves as one of the individuals to whom complaints alleging discrimination are submitted and is responsible for communicating and coordinating with Washoe County directors, managers, and supervisors on all activities subject to Title VI, E.O. 12898, SB 318, and E.O. 13166, as well as coordinating training for staff. The Title VI Coordinator is also responsible for working with Washoe County's directors, managers, and supervisors to monitor procedures and practices related to Washoe County's projects and services to ensure the programs are operated and the services are provided fairly, equitable, and in a nondiscriminatory manner in accordance with Title VI, E.O. 12898, and E.O. 13166. *Washoe County* directors, managers and supervisors are responsible for providing program activity information to the Title VI Coordinator on an ongoing and timely basis.

Washoe County's organizational chart shows the Title VI Coordinator has direct access to the agency's highest authority on all Title VI matters, and is attached as ATTACHMENT C.

For more information on *Washoe County's* organization and staffing please visit:

www.washoecounty.gov.

III. Program Area Reviews

To ensure that NDOT can provide adequate oversight of Federal funds, all subrecipients must include a description of their review/oversight process as part of their Title VI Plan.

Washoe County's Title VI Coordinator reviews the agency's Title VI program as needed to ensure implementation of the Title VI plan in all County Departments and ensure nondiscrimination in programs and activities. In addition, they review agency operational guidelines and publications, including those for contractors, to verify that Title VI language and provisions are incorporated, as appropriate.

The cornerstone of Title VI compliance in all Washoe County programs is outreach and public

involvement. Washoe County has a Public Involvement Program that is designed to provide early, continuous, and extensive outreach to the public throughout the County, but particularly to ensure that program, project and service selection does not subject minority, low-income, disabled, and elderly populations to disproportionately high and adverse impacts in any Washoe County program or activity.

Project tasks in the areas of Community Engagement & Outreach, Community Services (Building/Construction/Planning/Facilities/Parks/Operations/Right-of-Way/Roads), Construction, Environmental Services, Human Services, Real Property & Assessment, Research, as well as all other County programs, are currently administrated by Washoe County through a combination of contracts with various Contractors and Service Providers, as well as directly through Washoe County agency staff, and are directed to follow federal procurement guidelines, as identified below.

Washoe County is implementing a process to review program activities to ensure nondiscrimination under Title VI. Annually, on a rotating basis, the Title VI Coordinator will perform data analysis and examination of County program and service areas, to include, but not limited to the following:

- Community Engagement & Outreach
- Community Services (Building/Construction/Planning/Facilities/Parks/Operations/Right-of-Way/Roads)
- Environmental Services
- Human Services
- Real Property & Assessment
- Research

Washoe County uses a Public Involvement Program that is designed to provide early, continuous, and extensive outreach to the public, but particularly to ensure that and service delivery and project selection does not subject minority, low-income, disabled and elderly populations to disproportionately high and adverse effects.

Washoe County programs, projects and services will incorporate the following Title VI guidelines, as appropriate, based on the nature of their specific operations:

- Ensure project information is adequately distributed to stakeholders and the public, following Washoe County public involvement procedures and LAP plan;
- Carefully review project activities to avoid disproportionately high or adverse impacts on underserved communities;
- Ensure contracts with standard terms and conditions are submitted with all Requests for Proposals, which include the required Title VI language;
- Ensure contracts with consultants are compiled using standard templates which have the standard contract language regarding Title VI as part of the general terms and conditions and include a provision that says that any subcontracts must include these same provisions;
- Regularly check all contracts and a sampling of subcontracts to ensure compliance with Title VI nondiscrimination language and required contract inclusions;

- Appropriate notices and project documents are placed on Washoe County's web page;
- Washoe County will make a best faith effort to utilize appropriate forms of social media to disseminate meeting notices;
- All notices (as required) are placed in newspapers and in the regular body of the paper and not the legal notices section, unless required by City/County/State code;
- When proposed programs, services, projects are in an identified LEP community, Washoe County will make a best faith effort to utilize ethnic newspapers, radio stations, and other community mediums in the noticing effort;
- Community facilities such as churches, community centers, and commercial businesses will be approached to post notices and hold meetings, as appropriate based on the nature of the program/project/service;
- When warranted, or as directed by Nevada Assembly Bill 266, mailings to property owners will be bilingual English/Spanish;
- Language services (e.g. interpretation and translation) will be made available at Washoe County public meetings when requested by members of the public;
- County staff will utilize Community Advisory Boards, General Improvement Districts, program specific Advisory Boards/Councils Community advisory councils or boards to make presentations on programs, services and projects as a way to provide community engagement and awareness;
- National Environmental Policy Act (NEPA) documents will be made available at local libraries, and affected County offices when projects are environmental in nature. Copies of documents are available upon request and may be translated by request;
- Identifying the minority and low-income composition of a program's service area, and participation rates will be a specific task. Based on the result of this research and analysis, outreach methods are established to involve potentially affected neighborhoods or potential project users most effectively. Post-meeting reviews are held to determine the effectiveness of all aspects of the meeting and to make recommendations for future meetings.
- **Specific to Right-of-Way projects:**
- Ensures the equitable treatment of businesses and persons displaced by road projects, regardless of race, color, or national origin, as outlined by Title VI by operating under the Federal Code of Regulations (49CFR Part 24), to address the requirements established by the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (URA), as amended.
 - ROW uses interpreters and translators as necessary to ensure that those with LEP needs receive meaningful access to Washoe County programs and services;
 - ROW addresses the need for special accommodation for those with disabilities;
 - All projects have a ROW plan that is monitored for compliance with the Uniform Act and Relocation Assistance and Real Property Acquisition Policies Act of 1970 as well as for Title VI compliance; and

- The Title VI Coordinator uses a review process to annually review ROW activities to ensure nondiscrimination.

IV. Subrecipient Reviews

Washoe County is committed to nondiscrimination under Title VI and all associated nondiscrimination regulations when providing programs and activities. Currently, we perform the required annual subrecipient reviews. In addition to completing Title VI training, Washoe County directors, managers, and supervisors in each service area (Public Service Area Definition 4), are responsible for familiarizing themselves with the requirements of Title VI, E.O. 12898, and E.O. 13166, and for ensuring that departmental contractors, consultants, and vendors are complying with the requirements of Washoe County's Title VI Program. Directors, managers, and supervisors are responsible to promptly report issues or complaints concerning Title VI and related statutes to the Title VI Coordinator and for assisting the Title VI Coordinator in their efforts to implement all requirements, internally and externally. They are also responsible for coordinating with the Title VI Coordinator on any proposed changes to operating procedures, instructional memoranda, policies, and manuals, etc. that relate to and or impact compliance under Title VI.

V. Data Collection

In accordance with 49CFR 21.9 and 23 CFR 200.9, Federally assisted recipients, including subrecipients, are required to collect and maintain statistical data by race, color, national origin, and sex of affected communities, and participants and beneficiaries of federal aid.

Washoe County is guided by Federal regulations to collect statistical data on the race, color, and national origin of participants in and beneficiaries of its programs. Accordingly, Washoe County gathers, analyzes, and maintains statistical data on race, color, national origin, sex, age, and disability of participants in and beneficiaries of Washoe County's Federal-aid programs, (e.g., relocatees, affected populations, and participants) to ensure equitable benefits and burdens to the eligible population, including minority and low-income populations.

Washoe County will collect appropriate statistical data by race, color, and national origin, during public meetings, including those related to community development and planning, and the acquisition and relocating of real property (Real Property Definition 5). Washoe County will provide an opportunity for participants at public meetings to provide associated data, as necessary. This information will be retained per the Federal and State document retention period guidelines and will be made available to authorized agencies during reviews.

Collecting, analyzing, and maintaining statistical data are crucial elements of the Title VI Program because they constitute an effective mechanism by which to numerically verify the distribution and impact of program funding.

Each County program area is responsible for collecting Title VI related data and analyzing the data annually to identify and address any trends or patterns of possible discrimination. Data collection is key to ensuring that all County programs and services, including, but not limited, to human services, public works programs, services, facilities, and projects effectively meet the needs of

“all persons” without discrimination (i.e., disproportionately benefiting or harming one group over another is a violation of Title VI.) Based on Title VI implementing regulations, each Federal program area is required to:

- Provide for the collection of data and information to demonstrate effective enforcement of Title VI;
- Collect data about beneficiaries;
- Analyze the data and information collected;
- Identify potential discrimination and work to eliminate if found; and
- Take affirmative measures to ensure nondiscrimination.

Once Title VI data is collected, the data must be analyzed for identifying patterns of discrimination or the potential for discrimination. When determining compliance with Title VI, considerations include the way services (Services of Public Works Definition 6), are or will be provided; the population eligible by race, color, and national origin; the location of existing or proposed facilities; and the present or proposed membership by race, color, and national origin, of any planning or advisory body.

VI. Training

Under 23 CFR 200.9 (b)(9), Local Public Agency’s (LPA’s) Title VI designee shall be responsible for conducting training programs on Title VI and related statutes.

Washoe County utilized guidance and training from a NDOT approved content training source and accompanying resources for all *Washoe County’s* employees to have a basic understanding of the requirements of Title VI and Washoe County’s Title VI Plan. Staff Awareness training will be required for new hires within one month of employment, and annually for current employees. Supporting data of Title VI Staff Awareness training is attached to this document as ATTACHMENT D.

Washoe County provides training, presentations, and resources that provide comprehensive information on the Title VI requirements, its application to specific program operations, identification of Title VI issues, and the resolution of potential or formal complaints.

Additionally, the Title VI Coordinator and department liaisons meet annually (more often if warranted) to discuss practical solutions to Title VI issues, and Washoe County Title VI Plan.

VII. Complaint Procedures

Recipients and subrecipients of Federal funds must develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. Recipients must also develop a Title VI complaint form, and the form and procedure for filing a complaint shall be available on the recipient’s website.

Washoe County is committed to ensuring its programs and activities are operated in a

nondiscriminatory manner and use a discrimination complaint form which covers the Title VI requirements of race, color, and national origin.

“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.”

Any person who believes that they have been denied the benefits of a program or activity or been discriminated against based on race, color, or national origin by Washoe County, may file a Title VI complaint with Washoe County, the Nevada Department of Transportation, or the Federal Highway Administration by completing and submitting the Title VI Complaint Form. The Complaint Form and Complaint Procedures are available at <https://www.washoecounty.gov/humanresources/civil-rights/title-vi-civil-rights-act/file-a-complaint.php> or at our office and is available in English and in Spanish, per our four factor analysis. Complaint Procedures and Complaint Forms, in English and Spanish, are attached to this document as ATTACHMENT D & E.

All Title VI complaints are forwarded to NDOT or to FHWA for investigation within twenty-one (21) days of receipt of complaint.

Title VI Coordinator	NDOT	Civil Right Program Manager
Washoe County	Office of Civil Rights	U.S. DOT FHWA
1001 E. Ninth St., Bldg. A	123 E. Washington Avenue	705 N. Plaza Street
Reno, NV 89512	Suite G	Suite 220
(P) (775) 328-2081	Las Vegas, NV 89101	Carson City, NV 89701
(F) (000) 000-0000	(P) (702) 730-3305	(P) (775) 687-1204
equity@washoecounty.gov	(F) (000) 000-0000	
	tlewis@dot.nv.gov	

VIII. Dissemination of Information

23 CFR 200.9 (b)(12), states Local Agencies shall develop Title VI information for dissemination to the general public and, where appropriate, in languages other than English.

Information on Washoe County’s Title VI program will be disseminated through the agency’s web page, www.washoecounty.gov, in the lobby of Washoe County buildings open to the public, to agency employees, contractors, and beneficiaries, as well as to the general public in accordance with federal and state statutes/regulations. The Title VI program will be available in other languages as needed and requested.

Washoe County provides Title VI information such as posters, brochures, or survey cards at public meetings. These program posters and brochures are available in languages other than English, as needed. Furthermore, current copies of our Title VI Notice to the Public are available and accessible at Washoe County offices at 1001 E. Ninth Street, Building A.

In addition to language access measures, other major components of the Public Participation Plan include public participation design factors; a range of public participation methods to provide information, invite participation and/or seek input; examples to demonstrate how population-appropriate outreach methods can be and were identified and utilized; statistical collection and analysis of demographical information of participants, and performance measures and objectives to ensure accountability and a means for improving over time. Notice to the Public of their Title VI rights is attached as ATTACHMENT F.

Additional Title VI information is posted on Washoe County's website, www.washoecounty.gov.

IX. Limited English Proficiency

Federally assisted recipients must take responsible steps to ensure meaningful access to benefits, services, information, and other principal elements of its programs and activities for individuals who are Limited English Proficient (LEP). Recipients must use the information obtained in their Four-Factor Analysis to determine the specific language services that are appropriate to provide. Washoe County has a separate Language Access Plan, as directed by Nevada State Assembly Bill, AB266 which governs the organization's language access activities.

LEP Four Factor Analysis for Washoe County

Factor 1: *The number and proportion of LEP persons served or encountered in the eligible service population.* From a county perspective, the following language was listed with the greatest number of speakers who spoke English less than "very well" in Washoe County: **Spanish, Other Indo-European languages, Chinese, and Tagalog (Inc. Filipino)**

Factor 2: *The frequency with which LEP individuals come into contact with your Programs, Activities, and Services.*

The following program areas within Washoe County have been identified to have a higher interaction with the public:

- Human Services;
- Criminal Justice, including Sheriff's Office and Juvenile Justice;
- Services related to Real Property;
- Parks and Recreation;
- Construction;
- Environmental;
- Planning;
- Right of Way;
- Research

The listed program areas have the potential for ongoing frequent contact with LEP populations.

Factor 3: *The importance of LEP persons in your Program, Activities, and Services.*

Since our activities involve a range of life impacting incomes; including those related to transportation, the importance of Washoe County Programs, Activities, and Services are of great significance to the LEP populations of *Washoe County*.

Factor 4: *The resources available to the recipient and costs.*

Washoe County's Title VI Notice to the Public is posted at all Washoe County offices open to the public; the notice is printed in English and Spanish, and available in other languages as requested.

Washoe County utilizes I Speak Cards and translation applications to help LEP individuals to access our programs, services, and activities. These resources are available at public counters and employee desks or job sites. The cost for this resource is administered through the County's language access budget.

Language Assistance Plan (LAP)

Washoe County is committed to assisting people who do not speak English or do not speak English well. Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English are considered Limited English Proficient, or LEP. These individuals may be entitled to language assistance with respect to a particular type of program, service, or activity. This section outlines the LEP protections and plans for compliance. Title VI and Executive Order 13166 prohibit recipients of federal financial assistance from discriminating based on national origin.

It is the policy of Washoe County to take reasonable steps to provide LEP individuals with meaningful access to all programs, services, or activities. Washoe County shall take reasonable steps to effectively inform the public of the availability of language-accessible programs, services, and activities.

Washoe County, guided by our Four Factor Analysis, has minimal contact throughout the year with LEP persons. However, the agency understands the nature and importance of the program, activity, and services to people's lives and will take reasonable steps to promote participation and inclusion in our programs. The agency's Title VI Coordinator will update, evaluate, and monitor its Language Assistance Plan (LAP) in accordance with Nevada Assembly Bill 266.

All staff will be provided with the LAP plan and will be educated on policies, procedures, and services available. This training will be included in our Title VI training held annually for directors, managers, supervisors, our general staff awareness training, and as appropriate for new hires and promoted employees. Washoe County utilizes a variety of language resources to assist the LEP community in gaining access to our programs, services, and activities, as identified in the County's Language Access Plan. These resources are available at public counters and/or job sites.

All vital documents will be translated into Spanish and all other languages can be translated upon request by contacting the Title VI Coordinator.

- Si desea que estos documentos sean traducidos al español, por favor póngase en contacto con el Elizabeth Jourdin.
- 如果您希望将这些文件翻译成中文，请联系联系人Elizabeth Jourdin。
- Kung nais mong isalin ang mga dokumentong ito sa wikang Tsino, mangyaring makipag ugnay sa Contact Elizabeth Jourdin.

Following federal guidance, analysis has been completed to understand language needs and allocate resources appropriately. It is attached as ATTACHMENT G.

X. Environmental Justice

In 1994, Executive Order (EO) 12898 Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations was issued. EO 12898 emphasized a federal agency's responsibility to make environmental justice a goal by identifying and addressing the effects of programs, policies, and activities on minority and low-income populations. This is accomplished by involving the public in developing community development, recreation and transportation projects that fit within their communities without sacrificing equity, environmental justice, and safety.

Washoe County's Community Services Department and Sustainability Manager fulfill this requirement by following the NEPA process. Washoe County promotes public participation through ongoing outreach and event organization. Environmental Justice (EJ) is the fair treatment and meaningful involvement of all people regardless of race, color, national origin, or income with respect to the development, implementation, and enforcement of environmental laws, regulations, and policies. Fair treatment means (1) that all persons share in the benefits of our investments; and (2) that no person (including racial, ethnic, or low-income groups) should bear a disproportionate share of the negative consequences resulting from the execution of Federal, State, and local programs and policies. Based on the guidance of the USDOT Order on Environmental Justice as cited in "An Overview of Transportation and Environmental Justice" there are three fundamental principles of environmental justice, and they are:

- To avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects on minority populations and low-income populations;
- To ensure the full and fair participation by all potentially affected communities in the transportation decision-making process; and
- To prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

In accordance with Executive Order 12898 on EJ and the related US DOT, FHWA Orders, and Nevada Revised Statutes (NRS), Washoe County advances the principles of EJ in all programs, services, and activities through a public involvement program and by screening programs and projects to identify, avoid, minimize, or mitigate disproportionately high and adverse impacts. Washoe County's staff assists with respect to public involvement activities around the County. The community development and transportation planning process requires Washoe County to identify planning assumptions under federal law—one of which is to use the most recently published U.S. Census Bureau data in the development of plans and programs.

XI. Public Participation

Federally assisted recipients must also provide information to the public regarding their Title VI obligations and apprise members of the public of the protections against discrimination afforded to them by Title VI.

At a minimum, recipients must disseminate this information to the public through measures including a posting on its website, and in public areas of the agency's office. Furthermore, notices

will detail a recipient's Title VI obligations in languages other than English, as needed and consistent with the DOT LEP Guidance and the recipient's LAP.

Public outreach strategies employed by Washoe County are often determined by circumstances unique to individual projects and typically include a mix of public hearings and stakeholder meetings as applicable. Information is distributed via Washoe County's web page or social media sites, surveys, advertising, media outreach, community events, and/or targeted presentations. Washoe County's commitment to public participation is based firmly on the belief that public involvement fosters an open decision-making process that elicits active participation from affected individuals, groups, communities, and other public agencies.

All notices are placed on Washoe County's web page, as are project documents referenced in the notice. All notices that may be placed in newspapers are placed in the regular body of the paper and not the legal notices section. If a proposed project is in an identified LEP community, ethnic newspapers, and radio stations are included in the noticing effort. Community facilities such as churches, community centers, and commercial businesses may be approached to post notices of the meeting.

When warranted, and as may be directed by AB266, mailings to property owners are bilingual. Language access resources are available at Washoe County public meetings. Copies of Title VI documents are available upon request and may be translated as requested.

For additional information, see Washoe County's *Community Engagement Plan*.

XII. Review Of Directives

All subrecipients must include a process to review internal directives, policies, and procedures for potential Title VI impacts as part of their Title VI Plan.

Washoe County's Title VI Coordinator will review additions and changes to Washoe County policies and directives, as part of their Title VI plan, to ensure that the content complies with Title VI and related statutes, rules, and regulations. Review logs are used to track review activities of new policy, or changes to existing policy, and are attached as ATTACHMENT H.

XIII. Compliance & Enforcement

All subrecipients must include compliance and enforcement procedures as part of their Title VI Plan.

Washoe County is committed to ensuring required Compliance and Enforcement Procedures. Washoe County utilizes contractors, vendors, and consultants to complete various tasks and projects. Washoe County directors, managers, and supervisors in each program area (Program Area Definition 3), are responsible for familiarizing themselves with the requirements of Title VI, E.O. 12898, and E.O. 13166, and for complying with the requirements of Washoe County's Title VI Program. Directors, Managers, and supervisors must promptly report any issues or complaints concerning Title VI and related statutes to the Title VI Coordinator or HR.

Should non-compliance be found, Washoe County shall work with the contractor, consultant, or

vendor to come into voluntary compliance. If that is unsuccessful, Washoe County shall take additional action to ensure compliance, which may include:

- a. Withholding payments to the contractor under the contract until the contractor complies; and/or
- b. Cancelling, terminating, or suspending a contract, in whole or in part.

3. Attachments

A. Assurances

The United States Department of Transportation (USDOT) Standard Title VI/Non-Discrimination Assurances

DOT Order No. 1050.2A

Washoe County (herein referred to as the “Recipient”), **HEREBY AGREES THAT**, as a condition to receiving any Federal financial assistance from the U.S. Department of Transportation (DOT), through the Federal Highway Administration, is subject to and will comply with the following:

Statutory/Regulatory Authorities

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);
- 49 C.F.R. Part 21 (entitled Non-discrimination in Federally Assisted Programs of The Department of Transportation-Effectuation of Title VI of The Civil Rights Act Of 1964);
- 28 C.F.R. section 50.3 (U.S. Department of Justice Guidelines for Enforcement of Title VI of the Civil Rights Act of 1964);

The preceding statutory and regulatory cites hereinafter are referred to as the “Acts” and “Regulations,” respectively.

General Assurances

In accordance with the Acts, the Regulations, and other pertinent directives, circulars, policy, memoranda, and/or guidance, the Recipient hereby gives assurance that it will promptly take any measures necessary to ensure that:

“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.”

The Civil Rights Restoration Act of 1987 clarified the original intent of Congress, with respect to Title VI and other Non-discrimination requirements (The Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973), by restoring the broad, institutional-wide scope and coverage of these non-discrimination statutes and requirements to include all programs and activities of the Recipient, so long as any portion of the program is Federally assisted.

Specific Assurances

More specifically, and without limiting the above general Assurance, the Recipient agrees with and gives the following Assurances with respect to its Federally assisted Title VI Program:

1. The Recipient agrees that each “activity,” “facility,” or “program,” as defined in §§ 21.23(b) and 21.23(e) of 49 C.F.R. § 21 will be (with regard to an “activity”) facilitated or will be (with regard to a “facility”) operated or will be (with regard to a “program”) conducted in compliance with all requirements imposed by, or pursuant to the Acts and the Regulations.

2. The Recipient will insert the following notification in all solicitations for bids, Requests for Proposals for work, or material subject to the Acts and the Regulations made in connection

“Washoe County, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.”

with all Title VI and, in adapted form, in all proposals for negotiated agreements regardless of funding source:

3. The Recipient will insert the clauses of Appendix A and E of this Assurance in every contract or agreement subject to the Acts and the Regulations.
4. The Recipient will insert the clauses of Appendix B of this Assurance, as a covenant running with the land, in any deed from the United States effecting or recording a transfer of real property, structures, use, or improvements thereon or interest therein to a Recipient.
5. That where the Recipient receives Federal financial assistance to construct a facility, or part of a facility, the Assurance will extend to the entire facility and facilities operated in connection therewith.
6. That where the Recipient receives Federal financial assistance in the form, or for the acquisition of real property or an interest in real property, the Assurance will extend to rights to space on, over, or under such property.
7. That the Recipient will include the clauses set forth in Appendix C and Appendix D of this Assurance, as a covenant running with the land, in any future deeds, leases, licenses, permits, or similar instruments entered into by the Recipient with other parties:
 - a. for the subsequent transfer of real property acquired or improved under the applicable activity, project, or program; and
 - b. for the construction or use of, or access to, space on, over, or under real property acquired or improved under the applicable activity, project, or program.
8. That this Assurance obligates the Recipient for the period during which Federal financial assistance is extended to the program, except where the Federal financial assistance is to provide, or is in the form of, personal property, or real property, or interest therein, or structures or improvements thereon, in which case the Assurance obligates the Recipient, or any transferee for the longer of the following periods:
 - a. the period during which the property is used for a purpose for which the Federal financial assistance is extended, or for another purpose involving the provision of similar services or benefits; or
 - b. the period during which the Recipient retains ownership or possession of the property.

9. The Recipient will provide for such methods of administration for the program as are found by the Secretary of Transportation or the official to whom he/she delegates specific authority to give reasonable guarantee that it, other recipients, sub-recipients, sub-grantees, contractors, subcontractors, consultants, transferees, successors in interest, and other participants of Federal financial assistance under such program will comply with all requirements imposed or pursuant to the Acts, the Regulations, and this Assurance.
10. The Recipient agrees that the United States has a right to seek judicial enforcement with regard to any matter arising under the Acts, the Regulations, and this Assurance.

By signing this ASSURANCE, Washoe County also agrees to comply (and require any sub-recipients, sub-grantees, contractors, successors, transferees, and/or assignees to comply) with all applicable provisions governing the Federal Highway Administration access to records, accounts, documents, information, facilities, and staff. You also recognize that you must comply with any program or compliance reviews, and/or complaint investigations conducted by the Federal Highway Administration. You must keep records, reports, and submit the material for review upon request to Federal Highway Administration, or its designee in a timely, complete, and accurate way. Additionally, you must comply with all other reporting, data collection, and evaluation requirements, as prescribed by law, or detailed in program guidance.

Washoe County gives this ASSURANCE in consideration of and for obtaining any Federal grants, loans, contracts, agreements, property, and/or discounts, or other Federal-aid and Federal financial assistance extended after the date hereof to the recipients by the U.S. Department of Transportation under the Title VI Program. This ASSURANCE is binding on Washoe County, other recipients, sub-recipients, sub-grantees, contractors, subcontractors and their subcontractors', transferees, successors in interest, and any other participants in the Title VI Program. The person(s) signing below is authorized to sign this ASSURANCE on behalf of the Recipient.

Washoe County

By 
 Chair, Washoe County Commission

Dated December 17, 2024

Appendix A

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “contractor”) agrees as follows:

1. **Compliance with Regulations:** The contractor (hereinafter includes consultants) will comply with the Acts and the Regulations relative to Non-discrimination in Federally-assisted programs of the U.S. Department of Transportation, Federal Highway Administration, as they may be amended from time to time, which are herein incorporated by reference and made a part of this contract.
2. **Non-discrimination:** The contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21.
3. **Solicitations for Subcontracts, Including Procurements of Materials and Equipment:** In all solicitations, either by competitive bidding, or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the contractor of the contractor’s obligations under this contract and the Acts and the Regulations relative to Non-discrimination on the grounds of race, color, or national origin.
4. **Information and Reports:** The contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Recipient or the Federal Highway Administration to be pertinent to ascertain compliance with such Acts, Regulations, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the contractor will so certify to the Recipient or the Federal Highway Administration, as appropriate, and will set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of a contractor’s noncompliance with the Non-discrimination provisions of this contract, the Recipient will impose such contract sanctions as it or the Federal Highway Administration may determine to be appropriate, including, but not limited to:
 - c. withholding payments to the contractor under the contract until the contractor complies; and/or
 - d. cancelling, terminating, or suspending a contract, in whole or in part.
6. **Incorporation of Provisions:** The contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. The contractor will take action with respect to any subcontract or procurement as the Recipient or the Federal Highway Administration may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the contractor becomes involved in,

or is threatened with litigation by a subcontractor, or supplier because of such direction, the contractor may request the Recipient to enter into any litigation to protect the interests of the Recipient. In addition, the contractor may request the United States to enter into the litigation to protect the interests of the United States.

Appendix B

CLAUSES FOR DEEDS TRANSFERRING UNITED STATES PROPERTY

The following clauses will be included in deeds effecting or recording the transfer of real property, structures, or improvements thereon, or granting interest therein from the United States pursuant to the provisions of Assurance 4:

NOW, THEREFORE, the U.S. Department of Transportation as authorized by law and upon the condition that Washoe County will accept title to the lands and maintain the project constructed thereon in accordance with Title 23, U.S.C, the Regulations for the Administration of Title VI Program, and the policies and procedures prescribed by the Federal Highway Administration of the U.S. Department of Transportation in accordance and in compliance with all requirements imposed by Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Non-discrimination in Federally-assisted programs of the U.S Department of Transportation pertaining to and effectuating the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252; 42 U.S.C. § 2000d to 2000d-4), does hereby remise, release, quitclaim and convey unto Washoe County the right, title and interest of the U.S. Department of Transportation in and to said lands described in Exhibit A attached hereto and made a part hereof.

(HABENDUM CLAUSE)

TO HAVE AND TO HOLD said lands and interests therein unto Washoe County and its successors forever, subject, however, to the covenants, conditions, restrictions and reservations herein contained as follows, which will remain in effect for the period during which the real property or structures are used for a purpose for which Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits and will be binding on Washoe County, its successors and assigns.

Washoe County, in consideration of the conveyance of said lands and interests in lands, does hereby covenant and agree as a covenant running with the land for itself, its successors and assigns, that (1) no person will on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination with regard to any facility located wholly or in part on, over, or under such lands hereby conveyed [,] [and]* (2) that Washoe County will use the lands and interests in lands and interests in lands so conveyed, in compliance with all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation, Effectuation of Title VI of the Civil Rights Act of 1964, and as said Regulations and Acts may be amended, and (3) that in the event of breach of any of the above-mentioned non-discrimination conditions, Washoe County will have a right to enter or re-enter said lands and facilities on said land, and that above described land and facilities will thereon revert to and vest in and become the absolute property of the U.S.

Department of Transportation and its assigns as such interest existed prior to this instruction].*

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary in order to make clear the purpose of Title VI.)

Appendix C

CLAUSES FOR TRANSFER OF REAL PROPERTY ACQUIRED OR IMPROVED UNDER THE ACTIVITY, FACILITY, OR PROGRAM

The following clauses will be included in deeds, licenses, leases, permits, or similar instruments entered into by Washoe County pursuant to the provisions of Assurance 7(a):

- A. The (grantee, lessee, permittee, etc. as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree [in the case of deeds and leases add “as a covenant running with the land”] that:
 - In the event facilities are constructed, maintained, or otherwise operated on the property described in this (deed, license, lease, permit, etc.) for a purpose for which a U.S. Department of Transportation activity, facility, or program is extended or for another purpose involving the provision of similar services or benefits, the (grantee, licensee, lessee, permittee, etc.) will maintain and operate such facilities and services in compliance with all requirements imposed by the Acts and Regulations (as may be amended) such that no person on the grounds of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities.
- B. With respect to licenses, leases, permits, etc., in the event of breach of any of the above Non-discrimination covenants, Washoe County will have the right to terminate the (lease, license, permit, etc.) and to enter, re-enter, and repossess said lands and facilities thereon, and hold the same as if the (lease, license, permit, etc.) had never been made or issued.*
- C. With respect to a deed, in the event of breach of any of the above Non-discrimination covenants, Washoe County will have the right to enter or re-enter the lands and facilities thereon, and the above-described lands and facilities will there upon revert to and vest in and become the absolute property of Washoe County and its assigns.*

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.)

Appendix D

CLAUSES FOR CONSTRUCTION/USE/ACCESS TO REAL PROPERTY ACQUIRED UNDER THE ACTIVITY, FACILITY OR PROGRAM

The following clauses will be included in deeds, licenses, permits, or similar instruments/agreements entered into by Washoe County pursuant to the provisions of Assurance 7(b):

- A. The (grantee, licensee, permittee, etc., as appropriate) for himself/herself, his/her heirs, personal representatives, successors in interest, and assigns, as a part of the consideration hereof, does hereby covenant and agree (in the case of deeds and leases add, "as a covenant running with the land") that (1) no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in the use of said facilities, (2) that in the construction of any improvements on, over, or under such land, and the furnishing of services thereon, no person on the ground of race, color, or national origin, will be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination, (3) that the (grantee, licensee, lessee, permittee, etc.) will use the premises in compliance with all other requirements imposed by or pursuant to the Acts and Regulations, as amended, set forth in this Assurance.
- B. With respect to (licenses, leases, permits, etc.), in the event of breach of any of the above Non-discrimination covenants, Washoe County will have the right to terminate the (license, permit, etc., as appropriate) and to enter or re-enter and repossess said land and the facilities thereon, and hold the same as if said (license, permit, etc., as appropriate) had never been made or issued.*
- C. With respect to deeds, in the event of breach of any of the above Non-discrimination covenants, Washoe County will there upon revert to and vest in and become the absolute property of Washoe County and its assigns. *

(*Reverter clause and related language to be used only when it is determined that such a clause is necessary to make clear the purpose of Title VI.)

Appendix E

During the performance of this contract, the contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the "contractor") agrees to comply with the following non-discrimination statutes and authorities; including but not limited to:

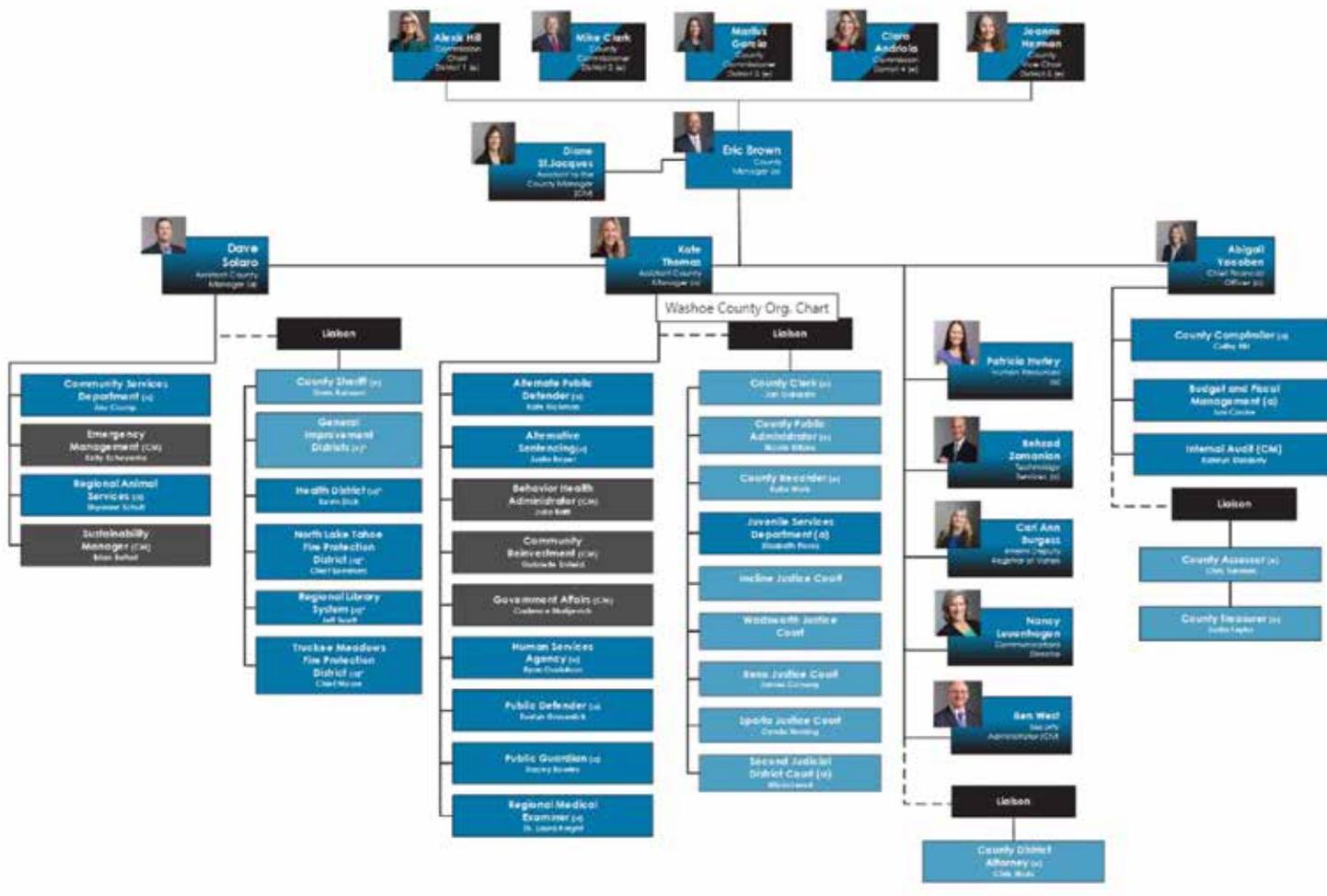
Pertinent Non-Discrimination Authorities:

- Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex);

- Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27;
- The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage, and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, sub-recipients, and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38;
- The Federal Aviation Administration’s Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures Non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations.
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of Limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);

Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq)

B. Washoe County Organizational Chart



Download a full size PDF

https://www.washoecounty.gov/mgrsoff/files/Org-Chart---External_2024.pdf



C. Staff Training

Washoe County is in the process of implementing a Title VI/Nondiscrimination Training Program for Washoe County staff.

The training will be conducted upon hire, every year for general employees, managers, and directors, as required, newly hired, or promoted employees within six months.

Staff will be provided with NDOT-approved content training annually to include policies, procedures, appropriate NRS, and Washoe County's Public Participation Plan elements, as required, that encompasses the required content and awareness of incorporating Title VI into their day-to-day activities, as well as to ensure compliance in Title VI in all agency programs and activities.

In addition, all staff will be given Washoe County's Language Assistance Plan (LAP), summary that outlines our policies and commitment to Limited English Proficiency persons (LEP), provides resources for assistance, and ensures all staff are in compliance with Washoe County's Title VI Plan.

The Title VI Coordinator will track and maintain staff awareness training in Title VI and submit staff sign-in sheets annually to NDOT.

D. Complaint Procedures - Procedimientos De Quejas - 投诉程序 - Mga Pamamaraan Sa Pagreklamo

The complaint procedures are available on Washoe County's web page and covers the following:

- Title VI of the Civil Rights Act of 1964
- Section 504 of the Rehabilitation Act of 1973
- Civil Rights Restoration Act of 1973
- Civil Rights Restoration Act of 1987
- Americans with Disabilities Act of 1990
- Executive Order 12898
- Executive Order 13166

Any person, specific class of persons or entity that believes they have been subjected to discrimination as prohibited by the legal provisions of Title VI based on race, color, or national origin status may file a formal complaint with Washoe County's Title VI Coordinator. A copy of the Complaint Form is available on Washoe County's web page and may be accessed electronically at: www.washoecounty.gov.

Title VI Complaint Reporting

The complaint must be filed within 180 days of the alleged discrimination and include the date the alleged discrimination became known to the complainant or the last date of the incident.

The complaint must be written and signed by the complainant and shall include:

The Complainant(s) name, address, and phone number;

- A detailed description of the alleged incident that led the complainant to believe discrimination occurred;
- The date of the alleged act of discrimination, the date when the complainant(s) became aware of the alleged discrimination, the last date of the conduct or the date or the date the conduct was discontinued;
- The names and job titles of those parties involved in the complaint;
- The facts and circumstances surrounding the alleged discrimination and the basis of the complaint (i.e., race, color, national origin, sex, age, disability, income status or retaliation);
- Names and contact information of persons whom the investigator can contact for additional information to support or clarify the allegations; and
- Corrective action being sought by the complainant. Complaints may be filed by one of the following methods:
 - By completing and signing the Complaint Form and delivering it in person or by mail;
 - By emailing or faxing the Complaint Form and sending the signed original to the Title VI Coordinator; and
 - For the disabled, by calling the Title VI Coordinator where information obtained will be used to complete the Complaint Form and, subsequently, forwarded to the complainant for review, signature, and return.

Upon receipt of a completed complaint, the Title VI Coordinator will determine authority, acceptability or need for additional information and, within five days, acknowledge receipt of the complaint and the intended course of action.

- NDOT has sole authority for and will adjudicate all complaints filed against NDOT sub-recipients;
- Complaints against Washoe County in USDOT funded programs will be referred to NDOT and/or USDOT for processing; and
- Complaints under all other federally funded programs fall under NDOT's authority and jurisdiction.

For acceptance, a complaint must be:

- Timely filed;
- Involve a covered basis (i.e., race, color, or national origin); and

Complaints may be dismissed if the complainant:

- Requests the withdrawal of the complaint;
- Fails to respond to repeated requests for additional information;
- Fails to cooperate in the investigation; or
- Cannot be located after reasonable attempts to reach the complainant have been made.

Complaints that fall under the jurisdiction of USDOT – NDOT Civil Rights Officer, will forward a copy of the complaint and preliminary finding to USDOT-HCR within 60 days. Once USDOT-HCR issues its final decision, it will notify NDOT and, NDOT will notify all parties involved.

All allegations of discrimination will be taken seriously, and every effort will be made to provide a fair and unbiased determination. In instances where there is dissatisfaction with NDOT's determination, the complainant may file a complaint directly with the appropriate USDOT modality:

- US Department of Transportation, Federal Highway Administration, Nevada Division 705 North Plaza Street, Suite 220 Carson City, NV 89701-0602;
- US Department of Transportation, Federal Highway Administration, Office of Civil Rights 1200 New Jersey Ave. SE, Washington, DC 20590;
- US Department of Transportation, Federal Transit Administration FTA Office of Civil Rights, 1200 New Jersey Ave. SE, Washington, DC 20590

Los procedimientos de queja están disponibles en la página web de la Washoe County y cubren lo siguiente:

- Título VI de la Ley de Derechos Civiles de 1964
- Sección 504 de la Ley de Rehabilitación de 1973
- Ley de Restauración de los Derechos Civiles de 1973
- Ley de Restauración de los Derechos Civiles de 1987
- Ley de Estadounidenses con Discapacidades de 1990
- Orden Ejecutiva 12898
- Orden Ejecutiva 13166

Cualquier persona, clase específica de personas o entidad que crea que ha sido objeto de discriminación según lo prohibido por las disposiciones legales del Título VI por motivos de raza, color o estado de origen nacional puede presentar una queja formal ante el Coordinador del Título VI de la Washoe County. Una copia del Formulario de Queja está disponible en la página web de la Washoe County y se puede acceder a él electrónicamente en: www.washoecounty.gov.

Reporte de Quejas del Título VI

La queja debe presentarse dentro de los 180 días posteriores a la presunta discriminación e incluir la fecha en que el denunciante tuvo conocimiento de la presunta discriminación o la última fecha del incidente.

La queja debe ser escrita y firmada por el denunciante e incluirá:

El nombre, la dirección y el número de teléfono del demandante o demandantes;

- Una descripción detallada del presunto incidente que llevó al autor a creer que hubo discriminación;
- La fecha del presunto acto de discriminación, la fecha en que el denunciante o denunciante tuvieron conocimiento de la presunta discriminación, la última fecha de la conducta o la fecha o la fecha en que se interrumpió la conducta;
- Los nombres y cargos de las partes involucradas en la queja;

- Los hechos y circunstancias que rodean la presunta discriminación y la base de la queja (es decir, raza, color, origen nacional, sexo, edad, discapacidad, estado de ingresos o represalias);
- Nombres e información de contacto de las personas con las que el investigador puede ponerse en contacto para obtener información adicional que respalde o aclare las acusaciones; y
- Medidas correctivas solicitadas por el demandante. Las quejas se pueden presentar por uno de los siguientes métodos:
 - Completando y firmando el Formulario de Queja y entregándolo en persona o por correo;
 - Enviando por correo electrónico o fax el Formulario de Queja y enviando el original firmado al Título VI Coordinator; y
 - Para los discapacitados, llamando al Coordinador del Título VI donde la información obtenida se utilizará para completar el Formulario de Queja y, posteriormente, se enviará al denunciante para su revisión, firma y devolución.

Al recibir una queja completa, el Coordinador del Título VI determinará la autoridad, la aceptabilidad o la necesidad de información adicional y, dentro de los cinco días, acusará recibo de la queja y el curso de acción previsto.

- El NDOT tiene la autoridad exclusiva para juzgar todas las quejas presentadas contra los subreceptores del NDOT y lo resolverá;
- Las quejas contra la Washoe County en los programas financiados por el USDOT se remitirán al NDOT y/o al USDOT para su procesamiento; y
- Las quejas bajo todos los demás programas financiados por el gobierno federal caen bajo la autoridad y jurisdicción del NDOT.

Para su aceptación, la queja debe ser:

- Presentado oportunamente;
- Involucran una base cubierta (es decir, raza, color u origen nacional); y

Las quejas pueden ser desestimadas si el denunciante:

- Solicita el retiro de la denuncia;
- No responde a las repetidas solicitudes de información adicional;
- No coopera en la investigación; o
- No se puede localizar después de que se hayan realizado intentos razonables de comunicarse con el denunciante.

Las quejas que caen bajo la jurisdicción del USDOT - Oficial de Derechos Civiles de NDOT, enviarán una copia de la queja y el hallazgo preliminar al USDOT-HCR dentro de los sesenta días. Una vez que el USDOT-HCR emita su decisión final, notificará al NDOT y al NDOT notificará a todas las partes involucradas.

Todas las acusaciones de discriminación se tomarán en serio y se hará todo lo posible para proporcionar una determinación justa e imparcial. En los casos en que no esté satisfecho con la

determinación del NDOT, el demandante puede presentar una queja directamente con la modalidad apropiada del USDOT:

- Departamento de Transporte de EE. UU., Administración Federal de Carreteras, División de Nevada 705 North Plaza Street, Suite 220 Carson City, NV 89701-0602;
- Departamento de Transporte de EE. UU., Administración Federal de Carreteras, Oficina de Derechos Civiles 1200 New Jersey Ave. SE, Washington, DC 20590;
- Departamento de Transporte de EE. UU., Administración Federal de Tránsito FTA Oficina de Derechos Civiles, 1200 New Jersey Ave. SE, Washington, DC 20590

投诉程序可在 Washoe 县的网页上找到，涵盖以下内容：

- 1964 年《民权法案》第六章
- 1973 年《康复法》第 504 条
- 1973 年《民权恢复法》
- 1987 年《民权恢复法》
- 1990 年美国残疾人法案
- 第 12898 号行政命令
- 第 13166 号行政命令

任何个人、特定类别的个人或实体，如果认为自己受到第六章法律规定所禁止的基于种族、肤色或国籍身份的歧视，都可以向 Washoe 县的第六章协调员提出正式投诉。投诉表的副本可在 Washoe 县的网页上找到，并可通过以下网址以电子方式访问：www.washoecounty.gov。

第六章 投诉报告

投诉必须在被指控的歧视事件发生后 180 天内提出，并包括投诉人知道被指控的歧视的日期或事件发生的最后日期。

投诉必须由投诉人撰写并签名，并应包括：

投诉人的姓名、地址和电话号码；

- (a) 对使申诉人认为存在歧视的指称事件的详细描述；
- 被指控的歧视行为的日期、投诉人知悉所指控的歧视行为的日期、该行为的最后日期或该行为被停止的日期或日期；
- 投诉当事人的姓名和职务；
- 围绕所指控的歧视的事实和情况以及投诉的依据（即种族、肤色、国籍、性别、年龄、残疾、收入状况或报复）；
- 调查人员可以联系以获取更多信息以支持或澄清指控的人员的姓名和联系信息；和
- 投诉人正在寻求纠正措施。可以通过以下方法之一提出投诉：
 - 填妥及签署投诉表格，并亲自或邮寄送交；
 - 通过电子邮件或传真将投诉表并将签名的原件发送给 Title VI 协调员；和

- 对于残疾人，请致电 Title VI 协调员，获得的信息将用于填写投诉表，然后转发给投诉人进行审查、签名和返回。

在收到完整的投诉后，Title VI 协调员将确定权限、可接受性或需要更多信息，并在五天内确认收到投诉和预期的行动方案。

- **NDOT** 拥有针对 **NDOT** 次级接收者的所有投诉的唯一权力并将作出裁决;
- 在 **USDOT** 资助的项目中针对 **Washoe** 县的投诉将被提交给 **NDOT** 和/或 **USDOT** 进行处理;
- 所有其他联邦资助计划的投诉都属于 **NDOT** 的权力和管辖范围。
- 要接受投诉，投诉必须符合以下条件：
 - 及时归档;
 - 涉及承保基础（即种族、肤色或国籍）;和

如果投诉人有以下情况，投诉可能会被驳回：

- 要求撤回投诉;
- 未能回应一再要求提供额外信息的请求;
- 不配合调查的;或
- 在合理尝试联系投诉人后无法找到。

属于 **USDOT – NDOT** 民权官员管辖范围的投诉将在 **60** 天内将投诉和初步调查结果的副本转发给 **USDOT-HCR**。一旦 **USDOT-HCR** 发布最终决定，它将通知 **NDOT**，**NDOT** 将通知所有相关方。

所有关于歧视的指控都将得到认真对待，并将尽一切努力提供公平和公正的裁决。如果对 **NDOT** 的决定不满意，投诉人可以直接通过适当的 **USDOT** 方式提出投诉：

- 美国交通部，联邦公路管理局，内华达州分部 705 North Plaza Street, Suite 220 Carson City, NV 89701-0602;
- 美国交通部、联邦公路管理局、民权办公室 1200 New Jersey Ave. SE, Washington, DC 20590;
- 美国交通部，联邦运输管理局 FTA 民权办公室，1200 New Jersey Ave. SE, Washington, DC 20590

Ang mga pamamaraan ng reklamo ay magagamit sa web page ng Washoe County at sumasaklaw sa mga sumusunod:

- Titulo VI ng Batas sa Karapatang Sibil ng 1964
- Seksyon 504 ng Batas sa Rehabilitasyon ng 1973
- Batas sa Pagpapanumbalik ng Karapatang Sibil ng 1973
- Batas sa Pagpapanumbalik ng Karapatang Sibil ng 1987
- Batas sa mga Amerikanong may Kapansanan ng 1990
- Kautusang Tagapagpaganap 12898
- Kautusang Tagapagpaganap 13166

Ang sinumang tao, tiyak na klase ng mga tao o entity na naniniwala na sila ay sumailalim sa diskriminasyon na ipinagbabawal ng mga legal na probisyon ng Titulo VI batay sa lahi, kulay, o pambansang pinagmulan na katayuan ay maaaring maghain ng pormal na reklamo sa Title VI Coordinator ng Washoe County. Ang kopya ng Form ng Reklamo ay makukuha sa web page ng Washoe County at maaaring ma access sa elektronikong paraan sa: www.washoecounty.gov.

Pag uulat ng Reklamo sa Titulo VI

Ang reklamo ay kailangang ihain sa loob ng 180 araw mula sa umano'y diskriminasyon at isama ang petsa ng umano'y diskriminasyon na nalaman ng complainant o ang huling petsa ng insidente.

Ang reklamo ay dapat na nakasulat at nilagdaan ng nagrereklamo at dapat isama ang:

Ang pangalan, address, at numero ng telepono ng complainant;

- Isang detalyadong paglalarawan ng umano'y insidente na nagtulak sa complainant na maniwala na nagkaroon ng diskriminasyon;
- Ang petsa ng umano'y pagkilos ng diskriminasyon, ang petsa kung kailan nalaman ng (mga) nagrereklamo ang umano'y diskriminasyon, ang huling petsa ng pag uugali o ang petsa o petsa ng pag uugali ay itinigil
- Ang mga pangalan at titulo ng trabaho ng mga partidong iyon na sangkot sa reklamo;
- Ang mga katotohanan at pangyayari na nakapalibot sa umano'y diskriminasyon at batayan ng reklamo (ibig sabihin, lahi, kulay, pinagmulan ng bansa, kasarian, edad, kapansanan, katayuan ng kita o paghihiganti);
- Mga pangalan at contact information ng mga taong maaaring kontakin ng investigator para sa karagdagang impormasyon para suportahan o linawin ang mga alegasyon; at
- Corrective action na hinahanap ng complainant. Ang mga reklamo ay maaaring ihain sa pamamagitan ng isa sa mga sumusunod na pamamaraan:
 - Sa pamamagitan ng pagkumpleto at paglagda sa Complaint Form at paghahatid nito nang personal o sa pamamagitan ng koreo;
 - Sa pamamagitan ng pag-email o pag-fax ng Complaint Form at pagpapadala ng pirimadong orihinal sa Title VI Coordinator; at
 - Para sa mga may kapansanan, sa pamamagitan ng pagtawag sa Title VI Coordinator kung saan gagamitin ang impormasyong nakuha upang makumpleto ang Form ng Reklamo at, kasunod nito, ipapasa sa complainant para sa pagsusuri, lagda, at pagbabalik.

Sa pagtanggap ng nakumpletong reklamo, ang Coordinator ng Titulo VI ay magpapasiya ng awtoridad, katanggap tanggap o pangangailangan para sa karagdagang impormasyon at, sa loob ng limang araw, kikilalanin ang pagtanggap ng reklamo at ang nilalayong paraan ng pagkilos.

- Ang NDOT ay may tanging awtoridad at magsasagawa ng lahat ng reklamo na isinampa laban sa mga sub-recipient ng NDOT;
- Ang mga reklamo laban sa Washoe County sa mga programang pinondohan ng USDOT ay isasangguni sa NDOT at/o USDOT para sa pagproseso; at
- Ang mga reklamo sa ilalim ng lahat ng iba pang mga programang pinondohan ng pederal ay napapailalim sa awtoridad at hurisdiksyon ng NDOT.

Para sa pagtanggap, ang isang reklamo ay dapat na:

- Napapanahon na isinampa;
- Isali ang sakop na batayan (ibig sabihin, lahi, kulay, o pinagmulan ng bansa); at

Maaaring i dismiss ang mga reklamo kung ang complainant:

- Hinihiling na bawiin ang reklamo;
- Hindi tumugon sa paulit-ulit na kahilingan para sa karagdagang impormasyon;
- Hindi nakikipagtulungan sa imbestigasyon; o
- Hindi matatagpuan matapos ang makatwirang pagtatangka na maabot ang nagrereklamo.

Ang mga reklamo na napapailalim sa hurisdiksyon ng USDOT – NDOT Civil Rights Officer, ay magpapasa ng kopya ng reklamo at paunang paghahanap sa USDOT-HCR sa loob ng 60 araw. Kapag ang USDOT-HCR ay naglabas ng huling desisyon nito, ipapaalam nito sa NDOT at, ipapaalam ng NDOT sa lahat ng partidong kasangkot.

Lahat ng alegasyon ng diskriminasyon ay seryosohin, at ang lahat ng pagsisikap ay gagawin upang magbigay ng isang patas at walang kinikilingan na determinasyon. Sa mga pagkakataong hindi nasisiyahan sa determinasyon ng NDOT, maaaring direktang maghain ng reklamo ang complainant sa naaangkop na USDOT modality:

- Kagawaran ng Transportasyon ng US, Federal Highway Administration, Nevada Division 705 North Plaza Street, Suite 220 Carson City, NV 89701-0602;
- Kagawaran ng Transportasyon ng US, Federal Highway Administration, Opisina ng mga Karapatang Sibil 1200 New Jersey Ave. SE, Washington, DC 20590;
- Kagawaran ng Transportasyon ng US, Federal Transit Administration FTA Office of Civil Rights, 1200 New Jersey Ave. SE, Washington, DC 20590

E. Washoe County Title VI Complaint Form - English - Español - 第六章 投诉表 - Form Ng Reklamo Sa Title VI

- See following pages for forms in different languages.

Title VI Implementation Plan

Title VI of the Civil Rights Act of 1964 states “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.”

Please provide the following information necessary in order to process your complaint. Assistance is available upon request. Complete this form and mail or deliver to *Washoe County*, Elizabeth Jourdin, 1001 E. Ninth St., Bldg. A Reno, NV 89502.

Complainant Name:			
Street Address:			
City:	State:	Zip Code:	
Phone (home):	Phone (cell or other):		
You were discriminated against because of:			
<input type="checkbox"/> Race	<input type="checkbox"/> National Origin	<input type="checkbox"/> Color	<input type="checkbox"/> Sex
Date of Incident:	Time of Incident:		
Person discriminated against (if someone other than complainant):			
Complainant Name:			
Street Address:			
City:	State:	Zip Code:	
Phone (home):	Phone (cell or other):		
Have you filed this complaint with any other federal, state, or local agency or with any federal or state court?			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, check all that apply and provide name of agency and contact information:			
<input type="checkbox"/> Federal Agency	Contact:	Contact's Phone:	Contact's Email:
<input type="checkbox"/> Federal Court	Contact:	Contact's Phone:	Contact's Email:
<input type="checkbox"/> State Agency	Contact:	Contact's Phone:	Contact's Email:
<input type="checkbox"/> State Court	Contact:	Contact's Phone:	Contact's Email:
<input type="checkbox"/> Local Agency	Contact:	Contact's Phone:	Contact's Email:
<input type="checkbox"/> Other	Contact:	Contact's Phone:	Contact's Email:

Have you filed a lawsuit regarding this complaint?

Yes No

In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of the allegations. Please provide any other documentation that is relevant to this complaint.

Check if additional sheets attached

Please sign below. You may attach any written materials or other information you think is relevant to your complaint.

Signature:	Date:
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Mail or deliver this form to:
Washoe County
 Title VI Coordinator
 1001 E. Ninth St., Bldg. A
 Reno, NV 89502
TitleVICoordinator@washoecounty.gov

Date Received:	By Whom:
-----------------------	-----------------

El Título VI de la Ley de Derechos Civiles de 1964 establece que “Ninguna persona en los Estados Unidos, por motivos de raza, color u origen nacional, será excluida de la participación, se le negarán los beneficios o será objeto de discriminación bajo cualquier programa o actividad que reciba asistencia financiera federal”.

Proporcione la siguiente información necesaria para procesar su queja. La asistencia está disponible bajo petición. Complete este formulario y envíelo por correo o entréguelo a la *Washoe County*, Elizabeth Jourdin, 1001 E. Ninth St., Bldg. A Reno, NV 89502.

Nombre:			
Dirección:			
Ciudad:	Estado:	Código Postal:	
Número de Teléfono (de la casa):	Número de Teléfono (otros):		
¿Cual de los siguientes describe mejor la razón por la supuesta discriminación?			
<input type="checkbox"/> Raza	<input type="checkbox"/> Origen Nacional	<input type="checkbox"/> Color	<input type="checkbox"/> Sexo
Fecha del Incidente:	Hora del Incidente:		
Persona discriminada (si alguien que no es el demandante)			
Nombre:			
Dirección:			
Ciudad:	Estado:	Código Postal:	
Número de Teléfono (de la casa):	Número de Teléfono (otros):		
¿Ha presentado esta queja con cualquier otra agencia federal, estatal o local o con cualquier corte federal o estatal?			
<input type="checkbox"/> Si <input type="checkbox"/> No			
En caso afirmativo, marque todo lo que corresponda y proporcionar el nombre de la agencia y la información de contacto:			
<input type="checkbox"/> Agencia Federal	Póngase en contacto con:	Nº de teléfono de contacto:	Email de contacto:
<input type="checkbox"/> Corte Federal	Póngase en contacto con:	Nº de teléfono de contacto:	Email de contacto:
<input type="checkbox"/> Agencia Estatal	Póngase en contacto con:	Nº de teléfono de contacto:	Email de contacto:
<input type="checkbox"/> Corte Estatal	Póngase en contacto con:	Nº de teléfono de contacto:	Email de contacto:
<input type="checkbox"/> Agencia del gobierno local	Póngase en contacto con:	Nº de teléfono de contacto:	Email de contacto:
<input type="checkbox"/> Otros	Póngase en contacto con:	Nº de teléfono de contacto:	Email de contacto:

¿Ha presentado una demanda respecto a esta queja?

Si No

En sus propias palabras, describa la supuesta discriminación. Explique lo que pasó y quien considera que fue responsable . Usted debe incluir detalles específicos, tales como nombres , fechas, horas , números de ruta , testigos, y cualquier otra información que nos pueda ayudar en nuestra investigación de las alegaciones . Por favor proporcione cualquier otra documentación que sera relevante para la presente queja.

Hojas adicionales adjuntas

Por favor firme abajo. Puede adjuntar cualquier material escrito o cualquier otra información que usted considere relevante para su queja.

Firma:	Fecha:
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Envíe por correo o entregar este formulario a:

Condado de Washoe
 Coordinador del Título VI
 1001 E. Ninth St., Bldg. A
 Reno, NV 89502

TitleVICoordinator@washoecounty.gov

Fecha de recibo:	Por quien:
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Title VI Implementation Plan

1964年《民权法案》第六章规定：“在美国，任何人不得以种族、肤色或民族血统为由，被排除在接受联邦财政援助的任何计划或活动之外，被剥夺其利益或受到歧视。

请提供以下必要信息，以便处理您的投诉。酒店可应要求提供协助。填写此表格并邮寄或递送至 Washoe County, Elizabeth Jourdin, 1001 E. Ninth St., Bldg.内华达州里诺 89502。

投诉人姓名:			
街道地址:			
城市:	州:	邮政编码:	
电话(家里):	电话(手机或其他):		
您因以下原因而受到歧视:			
<input type="checkbox"/> 比赛 <input type="checkbox"/> 民族血统 <input type="checkbox"/> 颜色 <input type="checkbox"/> 生理性别			
事故发生日期:		事故发生时间:	
受到歧视的人(如投诉人以外的人):			
投诉人姓名:			
街道地址:			
城市:	州:	邮政编码:	
电话(家里):	电话(手机或其他):		
您是否向任何其他联邦、州或地方机构或任何联邦或州法院提交过此投诉? ?			
<input type="checkbox"/> 是的 <input type="checkbox"/> 不			
如果是, 请检查所有适用项并提供代理机构名称和联系信息:			
<input type="checkbox"/> 联邦机构	联系:	联系人电话:	联系人邮箱:
<input type="checkbox"/> 联邦法院	联系:	联系人电话:	联系人邮箱:
<input type="checkbox"/> 国家机构	联系:	联系人电话:	联系人邮箱:
<input type="checkbox"/> 州法院	联系:	联系人电话:	联系人邮箱:
<input type="checkbox"/> 当地代理	联系:	联系人电话:	联系人邮箱:
<input type="checkbox"/> 其他	联系:	联系人电话:	联系人邮箱:

您是否已就此投诉提起诉讼？

是的 不

用你自己的话描述所谓的歧视。说明发生了什么以及您认为谁应该对此负责。您应该提供具体详细信息，例如姓名、日期、时间、路线号码、证人以及有助于我们调查指控的任何其他信息。请提供与此投诉相关的任何其他文件。

检查是否附加了其他表格

请在下方签名。您可以附上您认为与您的投诉相关的任何书面材料或其他信息。

签名:

日期:

将此表格邮寄或投递至:

Washoe County

VI 协调员

1001 E. Ninth St., Bldg. A

Reno, NV 89502

TitleVICoordinator@washoecounty.gov

收到:

由谁: :

Title VI Implementation Plan

Nakasaad sa Title VI ng Civil Rights Act of 1964 “Walang tao sa Estados Unidos ang dapat, sa lupa ng lahi, kulay o pinagmulan ng bansa, ay hindi kasama sa pagsali, hindi pagkaitan ng mga benepisyo ng, o sumailalim sa diskriminasyon sa ilalim ng anumang programa o aktibidad na tumatanggap ng pederal na tulong pinansyal.”

Mangyaring ibigay ang sumusunod na impormasyon na kinakailangan upang maproseso ang iyong reklamo. Available ang tulong kapag hiniling. Kumpletuhin ang form na ito at ipadala o ihatid sa RTC Washoe, Dale Keller, 1105 Terminal Way, Reno, Nevada 89502.

Pangalan ng Nagrereklamo:			
Address sa Kalye:			
Lungsod:	Estado:	Zip Code:	
Telepono (bahay):	Telepono (cell o iba pa):		
Nadiskrimina ka dahil sa:			
<input type="checkbox"/> lahi	<input type="checkbox"/> Pinagmulan ng Bansa	<input type="checkbox"/> Kulay	<input type="checkbox"/> Sex
Petsa ng Insidente:	Oras ng Insidente:		
Taong nadiskrimina (kung may iba maliban sa nagrereklamo):			
Pangalan ng Nagrereklamo:			
Address sa Kalye:			
Lungsod:	Estado:	Zip Code:	
Telepono (bahay):	Telepono (cell o iba pa):		
Inihain mo na ba ang reklamong ito sa anumang iba pang pederal, estado, o lokal na ahensya o sa anumang pederal o estado na hukuman			
<input type="checkbox"/> Oo nga <input type="checkbox"/> Hindi			
Kung oo, suriin ang lahat ng naaangkop at magbigay ng pangalan ng ahensya at impormasyon sa pakikipag ugnay:			
<input type="checkbox"/> Pederal na Ahensiya	Makipag ugnay sa:	Telepono ng Contact:	Email ng Contact:
<input type="checkbox"/> Pederal na Hukuman	Makipag ugnay sa:	Telepono ng Contact:	Email ng Contact:
<input type="checkbox"/> Ahensya ng Estado:	Makipag ugnay sa:	Telepono ng Contact:	Email ng Contact:
<input type="checkbox"/> Korte ng Estado:	Makipag ugnay sa:	Telepono ng Contact:	Email ng Contact:
<input type="checkbox"/> Lokal na Ahensya:	Makipag ugnay sa:	Telepono ng Contact:	Email ng Contact:
<input type="checkbox"/> Iba pa:	Makipag ugnay sa:	Telepono ng Contact:	Email ng Contact:

Nag file na po ba kayo ng kaso regarding sa complaint na ito

Oo nga Hindi

Sa iyong sariling mga salita, ilarawan ang umano'y diskriminasyon. Ipaliwanag ang nangyari at sino ang pinaniniwalaan mong may kagagawan. Dapat mong isama ang mga tiyak na detalye tulad ng mga pangalan, petsa, oras, numero ng ruta, saksi, at anumang iba pang impormasyon na makakatulong sa aming pagsisiyasat sa mga paratang. Mangyaring magbigay ng anumang iba pang mga dokumento na may kaugnayan sa reklamong ito.

Suriin kung may mga karagdagang sheet na nakalakip

Pumirma lamang sa ibaba. Maaari kang maglakip ng anumang nakasulat na materyales o iba pang impormasyon na sa tingin mo ay may kaugnayan sa iyong reklamo.

Lagda:

Petsa:

Ipadala sa koreo o ihatid ang form na ito sa:

Washoe County

Title VI Coordinator

1001 E. Ninth St., Bldg. A

Reno, NV 89502

TitleVICoordinator@washoecounty.gov

Petsa ng Pagtanggap:

Sa pamamagitan ng kanino:

F. Notice to Beneficiaries - Aviso A Los Beneficiarios - 受益人须知 - Paunawa Sa Mga Benepisyaryo

WASHOE COUNTY'S NONDISCRIMINATION NOTICE TO THE PUBLIC

Washoe County hereby gives public notice that it is *Washoe County's* policy to assure full compliance with Title VI of the Civil Rights Act of 1964 in all of its programs and activities. Additionally, *Washoe County* is committed to ensuring compliance with associated regulations, statutes, and executive orders, including, but not limited to the Federal Highway Act of 1973 (Sex), the Age Discrimination Act of 1975 (Age), the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973 (Disability), Executive Order 13166, and Executive Order 12898, and other related authorities, in all of its programs and activities. *Washoe County* Title VI and ADA Programs require that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. Any person who believes his/her Title VI or ADA rights have been violated may file a complaint. Any such complaint must be in writing and filed with the *Washoe County* Civil Rights Office within one hundred eighty (180) days following the date of the alleged discriminatory occurrence. For additional information about *Washoe County* Civil Rights programs and the procedures to file a complaint contact the Civil Rights Office via the information listed below:

AVISO DE NO DISCRIMINACIÓN DE LA CIUDAD DE WASHOE COUNTY AL PÚBLICO

Por la presente, *Washoe County* notifica públicamente que es política de *Washoe County* asegurar el pleno cumplimiento del Título VI de la Ley de Derechos Civiles de 1964 en todos sus programas y actividades. Además, *Washoe County* se compromete a garantizar el cumplimiento de las regulaciones, estatutos y órdenes ejecutivas asociadas, incluyendo, pero no limitado a la Ley Federal de Carreteras de 1973 (Sexo), la Ley de Discriminación por Edad de 1975 (Edad), la Ley de Estadounidenses con Discapacidades de 1990 (ADA), la Sección 504 de la Ley de Rehabilitación de 1973 (Discapacidad), la Orden Ejecutiva 13166 y la Orden Ejecutiva 12898, y otras autoridades relacionadas, en todos sus programas y actividades. El Título VI de *Washoe County* y los programas de la ADA requieren que ninguna persona, por motivos de raza, color u origen nacional, sea excluida de la participación, se le nieguen los beneficios o sea objeto de discriminación en cualquier programa o actividad. Cualquier persona que crea que sus derechos del Título VI o de la ADA han sido violados puede presentar una queja. Cualquier queja de este tipo debe ser por escrito y presentada ante la Oficina de Derechos Civiles de *Washoe County* dentro de los ciento ochenta (180) días siguientes a la fecha del presunto suceso discriminatorio. Para obtener información adicional sobre los programas de Derechos Civiles de *Washoe County* y los procedimientos para presentar una queja, comuníquese con la Oficina de Derechos Civiles a través de la información que se indica a continuación:

该机构向公众发出的非歧视通知

Washoe County 特此发出公告，*Washoe County* 的政策是确保在其所有计划和活动中完全遵守 1964 年《民权法案》第六章的规定。此外，*Washoe County* 致力于确保遵守相关法规、法规和行政命令，包括但不限于 1973 年《联邦公路法》（性别）、1975 年《年龄歧视法》（年龄）、1990 年《美国残疾人法》（ADA）、1973 年《康复法》（残疾）第 504 条、第 13166 号行政命令和 12898 号行政命令，以及其他相关机构在其所有计划和活动中。*Washoe County* Title VI 和 ADA 计划要求，任何人不得以种族、肤色或国籍为由被排除在参与任何计划或活动之外，被剥夺其利益或以其他方式受到歧视。任何认为他/她的 Title VI 或 ADA 权利受到侵犯的人都可以提出投诉。任何此类投诉必须以书面形式提出，并在涉嫌歧视事件发生之日起一百八十（180）天内提交给 *Washoe County* 民权办公室。有关 *Washoe County* 民权计划和投诉程序的更多信息，请通过下面列出的信息联系民权办公室：

ABISO SA PUBLIKO ANG HINDI DISKRIMINASYON NG WASHOE COUNTY

Sa pamamagitan nito ay nagbibigay ng paunawa ang ahensya sa publiko na patakaran ng *Washoe County* na tiyakin ang ganap na pagsunod sa Title VI ng Civil Rights Act of 1964 sa lahat ng programa at aktibidad nito. Dagdag pa, ang *Washoe County* ay nakatuon sa pagtiyak ng pagsunod sa mga kaugnay na regulasyon, palatuntunan, at mga kautusang tagapagpaganap, kabilang ang, ngunit hindi limitado sa Federal Highway Act of 1973 (Sex), Age Discrimination Act of 1975 (Edad), ang Americans with Disabilities Act of 1990 (ADA), Section 504 ng Rehabilitation Act of 1973 (Disability), Executive Order 13166, at Executive Order 12898, at iba pang kaugnay na awtoridad, sa lahat ng programa at aktibidad nito. Ang *Washoe County* Title VI at ADA Programs ay nangangailangan na walang tao, sa kadahilanang lahi, kulay, o pinagmulan ng bansa, ay hindi kasama sa pagsali, pagkakaitan ng mga benepisyo ng, o kung hindi man ay sumailalim sa diskriminasyon sa ilalim ng anumang programa o aktibidad. Ang sinumang tao na naniniwala na ang kanyang mga karapatan sa Title VI o ADA ay nilabag ay maaaring maghain ng reklamo. Ang anumang naturang reklamo ay kailangang nakasulat at ihain sa *Washoe County* Civil Rights Office sa loob ng isang daan walumpung (180) araw kasunod ng petsa ng umano'y diskriminasyon. Para sa karagdagang impormasyon tungkol sa mga programa ng *Washoe County* Civil Rights at ang mga pamamaraan upang maghain ng reklamo makipag ugnayan sa Civil Rights Office sa pamamagitan ng impormasyong nakalista sa ibaba:

Elizabeth Jourdin, Title VI Coordinator

Washoe County

1001 E. Ninth St., Bldg. A

Reno, NV 89502

(775) 399-4229

TitleVICoordinator@washoecounty.gov

G. Four Factor Analysis Data

		Washoe County, Nevada Estimate	1000 or more of eligible Population	More than 5% of the eligible population and more than 50	More than 5% of the eligible population and less than 50	5% or less of the eligible population and less than 1000
Speak only English		459,809		22990.45		
Spanish:		357,939				
Spanish:	Speak English less than "very well"	72,740				
Spanish:	Speak English less than "very well"	24,537	24537	5.34%	0	0
French, Haitian, or Cajun:		1,589		0.35%	0	0
French, Haitian, or Cajun:	Speak English less than "very well"	332	0	0.07%	0	0
German or other West Germanic languages:		1,654		0.36%	0	0
German or other West Germanic languages:	Speak English less than "very well"	169	0	0.04%	0	0
Russian, Polish, or other Slavic languages:		1,146		0.25%	0	0
Russian, Polish, or other Slavic languages:	Speak English less than "very well"	346	0	0.08%	0	0
Other Indo-European languages:		5,751		1.25%	0	0
Other Indo-European languages:	Speak English less than "very well"	1,545	1545	0.34%	0	0
Korean:		725		0.16%	0	0
Korean:	Speak English less than "very well"	357	0	0.08%	0	0
Chinese (incl. Mandarin, Cantonese):		2,463		0.54%	0	0
Chinese (incl. Mandarin, Cantonese):	Speak English less than "very well"	1,119	1119	0.24%	0	0
Vietnamese:		1,139		0.25%	0	0
Vietnamese:	Speak English less than "very well"	678	0	0.15%	0	0
Tagalog (incl. Filipino):		8,809		1.92%	0	0
Tagalog (incl. Filipino):	Speak English less than "very well"	2,671	2671	0.58%	0	0
Other Asian and Pacific Island languages:		3,159		0.69%	0	0
Other Asian and Pacific Island languages:	Speak English less than "very well"	859	0	0.19%	0	0
Arabic:		260		0.06%	0	0
Arabic:	Speak English less than "very well"	39	0	0.01%	0	0
Other and unspecified languages:		2,435		0.53%	0	0
Other and unspecified languages:	Speak English less than "very well"	713	0	0.16%	0	0

J. General Complaint Form-Formulario General De Reclamación-一般投诉表- Pangkalahatang Form ng Reklamo

- See following pages for forms in different languages.

Title VI Implementation Plan

Washoe County is committed to extending nondiscrimination requirements to include associated nondiscrimination regulations including, but not limited to the Federal Highway Act of 1973 (Sex), the Age Discrimination Act of 1975 (Age), the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973 (Disability), Executive Order 13166, and Executive Order 12898.

Please provide the following information necessary in order to process your complaint. Assistance is available upon request. Complete this form and mail or deliver to *Washoe County, Elizabeth Jourdin*, 1001 E. Ninth St., Bldg. A Reno, NV 89502.

Complainant Name:			
Street Address:			
City:	State:	Zip Code:	
Phone (home):	Phone (cell or other):		
You were discriminated against because of:			
<input type="checkbox"/> Sex <input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> EO 13166 (LEP) <input type="checkbox"/> EO 12898 (EJ) <input type="checkbox"/> Other (Please list)			
Date of Incident:		Time of Incident:	
Person discriminated against (if someone other than complainant):			
Complainant Name:			
Street Address:			
City:	State:	Zip Code:	
Phone (home):	Phone (cell or other):		
Have you filed this complaint with any other federal, state, or local agency or with any federal or state court? <input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, check all that apply and provide name of agency and contact information:			
<input type="checkbox"/> Federal Agency	Contact:	Contact's Phone:	Contact's Email:
<input type="checkbox"/> Federal Court	Contact:	Contact's Phone:	Contact's Email:
<input type="checkbox"/> State Agency	Contact:	Contact's Phone:	Contact's Email:
<input type="checkbox"/> State Court	Contact:	Contact's Phone:	Contact's Email:
<input type="checkbox"/> Local Agency	Contact:	Contact's Phone:	Contact's Email:
<input type="checkbox"/> Other	Contact:	Contact's Phone:	Contact's Email:

Have you filed a lawsuit regarding this complaint?

Yes No

In your own words, describe the alleged discrimination. Explain what happened and whom you believe was responsible. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of the allegations. Please provide any other documentation that is relevant to this complaint.

Check if additional sheets attached

Please sign below. You may attach any written materials or other information you think is relevant to your complaint.

Signature:

Date:

Mail or deliver this form to:

Washoe County

Title VI Coordinator

1001 E. Ninth St., Bldg. A

Reno, NV 89502

TitleVICoordinator@washoecounty.gov

Date Received:

By Whom:

Title VI Implementation Plan

La Ciudad de Washoe County se compromete a extender los requisitos de no discriminación para incluir regulaciones asociadas de no discriminación, incluyendo, pero no limitado a la Ley Federal de Carreteras de 1973 (Sexo), la Ley de Discriminación por Edad de 1975 (Edad), la Ley de Estadounidenses con Discapacidades de 1990 (ADA), la Sección 504 de la Ley de Rehabilitación de 1973 (Discapacidad), la Orden Ejecutiva 13166 y la Orden Ejecutiva 12898.

Proporcione la siguiente información necesaria para procesar su queja. La asistencia está disponible bajo petición. Complete este formulario y envíelo por correo o entréguelo a la *Washoe County, Elizabeth Jourdin*, 1001 E. Ninth St., Bldg. A Reno, NV 89502.

Nombre del denunciante:			
Dirección:			
Ciudad:		Estado:	Código Postal:
Teléfono (inicio):		Teléfono (celular u otro):	
Usted fue discriminado debido a:			
<input type="checkbox"/> Sexo <input type="checkbox"/> Edad <input type="checkbox"/> Discapacidad <input type="checkbox"/> EO 13166 (LEP) <input type="checkbox"/> EO 12898 (EJ) <input type="checkbox"/> Otros (Lista)			
Fecha del incidente:		Hora del incidente:	
Persona discriminada (si es alguien que no sea el denunciante):			
Nombre del denunciante:			
Dirección:			
Ciudad:		Estado:	Código Postal:
Teléfono (inicio):		Teléfono (celular u otro):	
¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local o con cualquier agencia federal o estatal? <input type="checkbox"/> Si <input type="checkbox"/> No			
En caso afirmativo, verifique todo lo que se aplique y proporcione el nombre de la agencia y la información de contacto:			
<input type="checkbox"/> Agencia Federal	Póngase en contacto con:	Nº de teléfono de contacto:	Email de contacto:
<input type="checkbox"/> Corte Federal	Póngase en contacto con:	Nº de teléfono de contacto:	Email de contacto:
<input type="checkbox"/> Agencia Estatal	Póngase en contacto con:	Nº de teléfono de contacto:	Email de contacto:
<input type="checkbox"/> Corte Estatal	Póngase en contacto con:	Nº de teléfono de contacto:	Email de contacto:
<input type="checkbox"/> Agencia local	Póngase en contacto con:	Nº de teléfono de contacto:	Email de contacto:
<input type="checkbox"/> Otros	Póngase en contacto con:	Nº de teléfono de contacto:	Email de contacto:

¿Ha presentado una demanda con respecto a esta queja?

Si No

En sus propias palabras, describa la supuesta discriminación. Explique lo que sucedió y quién cree que fue el responsable. Debe incluir detalles específicos como nombres, fechas, horas, números de ruta, testigos y cualquier otra información que nos ayude en nuestra investigación de las acusaciones. Sírvase proporcionar cualquier otra documentación que sea pertinente para esta queja.

Compruebe si las hojas adicionales adjuntas

Por favor, firme a continuación. Puede adjuntar cualquier material escrito u otra información que crea que es relevante para su queja.

Firma:

fecha:

Envíe por correo o entregar este formulario a:

Condado de Washoe

Title VI Coordinator

1001 E. Ninth St., Bldg. A

Reno, NV 89502

TitleVICoordinator@washoecounty.gov

Fecha de recibo:

Por quien:

Title VI Implementation Plan

实体 致力于扩展非歧视要求，以包括相关的非歧视法规，包括但不限于 1973 年联邦公路法（性别）、1975 年年齡歧视法（年齡）、1990 年美国残疾人法（ADA）、1973 年康复法第 504 条（残疾）、第 13166 号行政命令和 12898 号行政命令。

请提供以下必要信息，以便处理您的投诉。酒店可应要求提供协助。填写此表格并邮寄或交付给实体、第六章协调员、地址、城市、州、邮政编码。

投诉人姓名:			
街道地址:			
城市:	州:	邮政编码:	
电话（家里）:	电话（手机或其他）:		
您因以下原因而受到歧视： <input type="checkbox"/> 性 <input type="checkbox"/> 年齡 <input type="checkbox"/> 残疾 <input type="checkbox"/> 第13166号行政命令（LEP） <input type="checkbox"/> 行政命令 12898 <input type="checkbox"/> 其他（请列出）			
事故发生日期:	事故发生时间:		
受到歧视的人（如投诉人以外的人）:			
投诉人姓名:			
街道地址:			
城市:	州:	邮政编码:	
电话（家里）:	电话（手机或其他）:		
您是否向任何其他联邦、州或地方机构或任何联邦或州法院提交过此投诉？？			
<input type="checkbox"/> 是的 <input type="checkbox"/> 不			
如果是，请检查所有适用项并提供代理机构名称和联系信息:			
<input type="checkbox"/> 联邦机构	联系:	联系人电话:	联系人邮箱:
<input type="checkbox"/> 联邦法院	联系:	联系人电话:	联系人邮箱:
<input type="checkbox"/> 国家机构	联系:	联系人电话:	联系人邮箱:
<input type="checkbox"/> 州法院	联系:	联系人电话:	联系人邮箱:
<input type="checkbox"/> 当地代理	联系:	联系人电话:	联系人邮箱:
<input type="checkbox"/> 其他	联系:	联系人电话:	联系人邮箱:

您是否已就此投诉提起诉讼？

是的 不

用你自己的话描述所谓的歧视。说明发生了什么以及您认为谁应该对此负责。您应该提供具体详细信息，例如姓名、日期、时间、路线号码、证人以及有助于我们调查指控的任何其他信息。请提供与此投诉相关的任何其他文件。

检查是否附加了其他表格

请在下方签名。您可以附上您认为与您的投诉相关的任何书面材料或其他信息。

签名:

日期:

将此表格邮寄或投递至:

Washoe County

VI 协调员

1001 E. Ninth St., Bldg. A

Reno, NV 89502

TitleVICoordinator@washoecounty.gov

收稿日期:

由谁: :

Title VI Implementation Plan

Ang Washoe County ay nakatuon sa pagpapalawig ng mga kinakailangan sa hindi diskriminasyon upang isama ang mga kaugnay na regulasyon sa hindi diskriminasyon kabilang ang, ngunit hindi limitado sa Federal Highway Act of 1973 (Sex), ang Age Discrimination Act of 1975 (Edad), ang Americans with Disabilities Act of 1990 (ADA), Section 504 ng Rehabilitation Act of 1973 (Disability), Executive Order 13166, at Executive Order 12898.

Mangyaring ibigay ang sumusunod na impormasyon na kinakailangan upang maproseso ang iyong reklamo. Available ang tulong kapag hiniling. Kumpletuhin ang form na ito at ipadala sa koreo o ihatid sa Washoe County, Elizabeth Jourdin, 1001 E. Ninth St., Bldg. A, Reno, Nevada 89502.

Pangalan ng Nagrereklamo:			
Address sa Kalye:			
Lungsod:	Estado:	Zip Code:	
Telepono (bahay):	Telepono (cell o iba pa):		
Nadiskrimina ka dahil sa: <input type="checkbox"/> Sex <input type="checkbox"/> Edad <input type="checkbox"/> Kapansanan <input type="checkbox"/> EO 13166 (LEP)			
<input type="checkbox"/> EO 12898 (EJ) <input type="checkbox"/> Iba pa (Pakilista na lang)			
Petsa ng Insidente:	Oras ng Insidente:		
Taong nadiskrimina (kung may iba maliban sa nagrereklamo):			
Pangalan ng Nagrereklamo:			
Address sa Kalye:			
Lungsod:	Estado:	Zip Code:	
Telepono (bahay):	Telepono (cell o iba pa):		
Inihain mo na ba ang reklamong ito sa anumang iba pang pederal, estado, o lokal na ahensya o sa anumang pederal o estado na hukuman			
<input type="checkbox"/> Oo nga <input type="checkbox"/> Hindi			
Kung oo, suriin ang lahat ng naaangkop at magbigay ng pangalan ng ahensya at impormasyon sa pakikipag ugnay:			
<input type="checkbox"/> Pederal na Ahensiya	Makipag ugnay sa:	Telepono ng Contact:	Email ng Contact:
<input type="checkbox"/> Pederal na Hukuman	Makipag ugnay sa:	Telepono ng Contact:	Email ng Contact:
<input type="checkbox"/> Ahensya ng Estado:	Makipag ugnay sa:	Telepono ng Contact:	Email ng Contact:
<input type="checkbox"/> Korte ng Estado:	Makipag ugnay sa:	Telepono ng Contact:	Email ng Contact:
<input type="checkbox"/> Lokal na Ahensya:	Makipag ugnay sa:	Telepono ng Contact:	Email ng Contact:
<input type="checkbox"/> Iba pa:	Makipag ugnay sa:	Telepono ng Contact:	Email ng Contact:

Nag file na po ba kayo ng kaso regarding sa complaint na ito

Oo nga Hindi

Sa iyong sariling mga salita, ilarawan ang umano’y diskriminasyon. Ipaliwanag ang nangyari at sino ang pinaniniwalaan mong may kagagawan. Dapat mong isama ang mga tiyak na detalye tulad ng mga pangalan, petsa, oras, numero ng ruta, saksi, at anumang iba pang impormasyon na makakatulong sa aming pagsisiyasat sa mga paratang. Mangyaring magbigay ng anumang iba pang mga dokumento na may kaugnayan sa reklamong ito.

Suriin kung may mga karagdagang sheet na nakalalip

Pumirma lamang sa ibaba. Maaari kang maglakip ng anumang nakasulat na materyales o iba pang impormasyon na sa tingin mo ay may kaugnayan sa iyong reklamo.

Lagda:

Petsa:

Ipadala sa koreo o ihatid ang form na ito sa:

Washoe County

Title VI Coordinator

1001 E. Ninth St., Bldg. A

Reno, NV 89502

TitleVICoordinator@washoecounty.gov

Petsa ng Pagtanggap:

Sa pamamagitan ng kanino:

Definitions

Policy² - A policy is a set of ideas or plans that is used as a basis for making decisions, especially in politics, economics, or business. 2022.

Program Area³ - Title VI monitoring will be accomplished in the respective program areas, such as planning, design build, project development, right-of-way, construction, research, complaints, and records and reports. n.d.

Public Service Area⁴ - Public Service Area means areas of a Place of Public Accommodation or an Educational Institution wherein employees interact with the public in the normal course of business. A geographical area where services, programs, or activities are provided to/in. n.d.

Real Property⁵ - That which consists of land, and of all rights and profits arising from and annexed to land, of a permanent, immovable nature. n.d.

Services of Public Works⁶ - Consisting of the construction, repair, renovation, or maintenance of public buildings, structures, sewers, water works, roads, bridges, docks, underpasses and viaducts, as well as any other improvement to be constructed, repaired or renovated or maintained on public property to be paid, in whole or in part, with public funds or with financing to be retired with public funds in the form of lease payments or otherwise. n.d.

²Collins COBuild Advanced Learner's Dictionary. HarperCollins Publishers.

³49 C.F.R. § 21.7(b).

⁴Law Dicitonary/Public Works/Public Service Area

⁵A Law Dictionary, Adapted to the Constitution and Laws of the United States. John Bouvier.

⁶23 CFR § 635.502 Law Dicitonary/Public Works.



Here's a list of **educational resources** to help deepen your understanding of **Title II** of the **Americans with Disabilities Act (ADA)** and **Title VI** of the 1964 **Civil Rights Act**, as well as their application and compliance requirements:

Title II - Americans with Disabilities Act (ADA)

1. U.S. Department of Justice (DOJ) ADA Title II Information

- **Resource Link:** DOJ Title II Overview
- **Description:** An official overview of Title II of the ADA, providing guidance for public entities regarding their obligations to individuals with disabilities.

2. ADA National Network

- **Resource Link:** ADA National Network
- **Description:** A national resource for ADA education and training, providing information on how to comply with Title II in all public sector services, programs, and activities.

3. ADA.gov - U.S. Department of Justice

- **Resource Link:** ADA.gov Resources
- **Description:** Official government site with comprehensive information on the ADA, including Title II, enforcement, and how public entities must comply.

4. ADA Title II Compliance Checklist - ADA National Network

- **Resource Link:** ADA Checklist for Title II
- **Description:** An accessible tool for public entities to use when assessing their compliance with Title II of the ADA, ensuring equal access for individuals with disabilities.

5. U.S. Access Board - Accessibility Guidelines and Standards

- **Resource Link:** Access Board ADA Guidelines
- **Description:** The Access Board offers guidelines for the design, construction, and alteration of facilities to ensure accessibility for individuals with disabilities under Title II.

6. The ADA National Network - Public Entity Compliance Resources

- **Resource Link:** Public Entity Compliance



- **Description:** Includes training resources, fact sheets, and webinars on Title II compliance for public entities, including state and local governments.

7. ADA Checklist for Emergency Preparedness

- **Resource Link:** Emergency Preparedness ADA Checklist
- **Description:** A specific checklist for ensuring that emergency preparedness programs, services, and activities comply with Title II of the ADA.

8. National Council on Disability (NCD) - ADA Report and Resources

- **Resource Link:** NCD ADA Reports
- **Description:** The NCD's publications and reports on the ADA, focusing on public sector compliance and improvements in accessibility for individuals with disabilities.

Title VI - Civil Rights Act of 1964

1. U.S. Department of Justice (DOJ) Civil Rights Division

- **Resource Link:** DOJ Title VI Overview
- **Description:** Official page detailing Title VI, including guidance on nondiscrimination in federally funded programs and services, including examples of discriminatory practices.

2. U.S. Department of Transportation (DOT) Title VI Regulations

- **Resource Link:** DOT Title VI Regulations
- **Description:** Guidance specifically related to transportation services, detailing how Title VI applies to recipients of federal transportation funds.

3. Federal Highway Administration (FHWA) Title VI Guidelines

- **Resource Link:** FHWA Title VI Program
- **Description:** Includes resources on Title VI compliance for state and local transportation agencies, with an emphasis on underserved populations.

4. National Association for the Advancement of Colored People (NAACP) - Civil Rights Advocacy Resources

- **Resource Link:** NAACP Civil Rights Resources



- **Description:** Provides a broad overview of civil rights laws, including Title VI, as well as advocacy materials for racial justice and equality.
- 5. **U.S. Department of Health and Human Services (HHS) Title VI Compliance Guidance**
 - **Resource Link:** HHS Title VI Guidance
 - **Description:** HHS provides guidance for compliance with Title VI in health and human services programs, focusing on preventing discrimination in federally funded programs.
- 6. **U.S. Equal Employment Opportunity Commission (EEOC) Title VI Enforcement**
 - **Resource Link:** EEOC Title VI Overview
 - **Description:** The EEOC's overview of Title VI and its relationship with employment discrimination laws in federally funded programs.
- 7. **Title VI Compliance Manual - National Highway Traffic Safety Administration (NHTSA)**
 - **Resource Link:** NHTSA Title VI Manual
 - **Description:** NHTSA provides detailed resources to ensure transportation-related programs comply with Title VI's nondiscrimination requirements.

General Resources for Both Title II & Title VI

1. **National Disability Rights Network (NDRN)**
 - **Resource Link:** NDRN Website
 - **Description:** Provides resources and legal support for individuals with disabilities, covering both Title II of the ADA and civil rights under Title VI.
2. **National Public Radio (NPR) - Civil Rights and Disability News**
 - **Resource Link:** NPR Civil Rights & Disability
 - **Description:** News articles and feature stories related to civil rights, including both Title VI and Title II compliance in public services.
3. **ADA Trainer Network**
 - **Resource Link:** ADA Trainer Network



- **Description:** Provides access to trainers and experts on Title II of the ADA, offering free webinars, workshops, and resources for public entities.
4. **National Conference of State Legislatures (NCSL) - Civil Rights & Disability Resources**
- **Resource Link:** NCSL Civil Rights Resources
 - **Description:** A broad overview of civil rights issues, with resources for understanding both Title VI and Title II, particularly in state and local government contexts.
5. **Federal Communications Commission (FCC) - Accessibility & ADA Resources**
- **Resource Link:** FCC ADA Resources
 - **Description:** Focuses on communication access requirements under the ADA, which intersects with both Title VI and Title II compliance.

Complaint Procedures and Forms

1. Title II 1990 ADA

- a. Complaint form:
<https://washoecountynv.seamlessdocs.com/ng/fa/ADATitleIIComplaints>

2. Title VI 1964 Civil Rights Act

- a. Title VI plan:
https://www.washoecounty.gov/humanresources/files/hrfiles/WC-HR-TitleVIPlan_v8.pdf
- b. [Language Access policy](#)
- c. [Language Access plan](#)
- d. Complaint process:
https://www.washoecounty.gov/humanresources/files/hrfiles/Washoe-County-Title-VI-Complaint-Procedure_Oct20221.pdf
- e. Complaint form: <https://forms.washoecounty.us/ng/fa/TitleVIComplaintForm>

Training & Webinars

1. ADA Online Training - ADA National Network

- **Resource Link:** ADA Online Training



- **Description:** Free and low-cost online training modules and webinars covering all aspects of ADA compliance, with a focus on Title II for public entities.
2. **Department of Justice Title VI Training**
 - **Resource Link:** <https://youtu.be/lw0mefqIZ5Y?si=xLp5FUito8S7HeF7>
 - **Description:** General training on the key components of compliance with Title VI legislation.
 3. **ADA Title II Training - U.S. Department of Justice**
 - **Resource Link:** DOJ ADA Training
 - **Description:** DOJ offers training resources and webinars focused on Title II and compliance for public entities.
 4. **Washoe County HR ADA Training in Bridge: contact HR for access to the ADA training program in our learning management system.**

These resources should help you gain a clearer understanding of Title II and Title VI, their enforcement, and best practices for compliance. Many of these organizations also offer webinars, workshops, and events where you can interact with experts in the field.