

# **Clackamas County Social Services Division**



## **Title VI Civil Rights Plan**

***Effective 2019-2022***

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## **Introduction**

Clackamas County Social Services Division (SSD) has been providing transportation services throughout the county for over 20 years. SSD currently operates two transportation programs: Transportation Reaching People and the Mt. Hood Express. SSD is also the lead agency for the Clackamas County Transportation Consortium.

The Transportation Reaching People (TRP) program is a demand response service that operates with Ride Connection owned vehicles and paid drivers as well as volunteer drivers operating personally owned vehicles and cab rides throughout the county. These services are available to seniors and persons with disabilities.

The Mt. Hood Express (MHX) is a public transit service operated between Sandy and the communities along Highway 26 to Government Camp and Timberline Lodge. The service has two elements. The Express service is a commuter service that provides six to seven runs daily between Sandy and Timberline with limited stops. The Villages Shuttle provides point deviated fixed route services in the Villages at Mt Hood area between Sandy and Rhododendron. These services are open to the general public.

SSD is the lead agency in a partnership called the Clackamas County Transportation Consortium. Senior and community centers in Sandy, Molalla, Estacada, Hoodland, Milwaukie, Oregon City, Gladstone, Lake Oswego, and Canby partner to provide demand response services in their communities. Consortium members provide rides in Ride Connection or center owned vehicles with paid drivers or dispatch volunteers from the TRP program. These services are available to seniors and persons with disabilities.

Looking toward the future, Clackamas County will be receiving funds from the State Transit Improvement Fund (STIF). HB2017 approved a payroll tax on all employees that will be used to fund public transit projects. All future transit projects funded under this new source will be conducted in compliance with Title VI requirements and will be included as part of this plan.

## **Purpose**

Clackamas County Social Services Division (SSD) is deeply committed to providing equitable, nondiscriminatory, and accessible transportation services in all of its programs and to maintaining the highest standards of customer service with all of the communities it serves.

All services are provided in full compliance with FTA Title VI requirements and regulations in order to carry out the provisions of the Department of Transportation's (DOT) Title VI Regulations at 49 CFR Part 21. SSD's Title VI plan will outline the elements of compliance with applicable rules and regulations.

## **Requirements**

### **Title VI Notice to the Public**

SSD posts the following notice in its main lobby, in all vehicles operated by SSD and its partners, and on the county and MHX websites.

Clackamas County operates its programs without regard to race, age, religion, color, sex, national origin, physical or mental disability, marital or veteran status, sexual orientation, gender identity or any other characteristic protected by law in accordance with Title VI of the Civil Rights Act, ORS Chapter 659A or other applicable law. To request additional information on Clackamas County Title VI nondiscrimination requirements or to file a complaint, please call (503) 655-8640 or email

[SocialServiceInformationComplaint@co.clackamas.or.us](mailto:SocialServiceInformationComplaint@co.clackamas.or.us)

**Clackamas County respeta los derechos civiles** Clackamas County opera sus programas sin importar la raza, edad, religión, color, sexo, país de origen, discapacidad física o mental, estado civil o de veterano, orientación sexual, identidad de género ni cualquier otra característica protegida por la ley de acuerdo al Título VI de la Ley de Derechos Civiles, ORS Capítulo 659A o cualquier otra ley aplicable. Para solicitar información adicional sobre el Título VI de Clackamas County, los requisitos de no discriminación, o para presentar una queja; favor de llamar al: (503) 655-8640 o por correo Electrónico a

[SocialServiceInformationComplaint@co.clackamas.or.us](mailto:SocialServiceInformationComplaint@co.clackamas.or.us)

**Округ Клакамас соблюдает гражданские права** Округ Клакамас предлагает услуги своих программ независимо от расового происхождения, возраста, вероисповедания, цвета кожи, пола, национальности, физических или психических функциональных нарушений, семейного положения или статуса ветерана войны, сексуальной ориентации, идентификации пола и любых других характеристик, подлежащих защите от дискриминации в соответствии с разделом VI закона США «О гражданских правах» и (или) разделом 659A свода законодательных постановлений правительства штата Орегон, а также предусмотренных любыми другими применимыми законами. Чтобы запросить дополнительную информацию о наших требованиях недискриминации в Разделе VI или подать жалобу, пожалуйста, звоните (503)655-8640 или по электронной почте [SocialServiceInformationComplaint@co.clackamas.or.us](mailto:SocialServiceInformationComplaint@co.clackamas.or.us)

### **Title VI Complaint Procedure**

Any person who believes that he or she has been discriminated against on the basis of race, color, national origin, or any other characteristic protected by law by Clackamas County Social Services Division (SSD) may file a Title VI complaint by completing and submitting a Title VI Complaint form. This form, attached as part of Appendix A, is available to county staff on the SSD intranet. SSD investigates all Title VI complaints received no more than 180 days after the alleged incident. SSD will process complaints that are complete. If an individual is unable to complete the form for any reason, a verbal complaint will be filed on the individual's behalf and appropriate assistance will be rendered by staff to assist in obtaining the necessary information, including providing translation or interpretation services (see SSD Grievance procedure included as part of Appendix A and LEP policy in Appendix B).

Once a complaint is received, SSD will review the complaint to determine if SSD has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by SSD.

SSD has 30 days to investigate the complaint. If more time is needed to resolve the case, SSD may contact the complainant. The complainant has 10 business days from the date of the request for additional information to respond to the investigator. If the investigator does not receive the requested information within 10 business days, the investigator can administratively close the case. A case can be administratively closed if the complainant no longer wishes to have the case reviewed.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the LOF to do so.

Clackamas County also has a Title VI plan for the entire scope of county services. The plan and complaint forms can be found on the county website:

<https://www.clackamas.us/diversity/titlevi.html>

Complaints may also be filed directly with Clackamas County:

Civil Rights Coordinator  
Clackamas County, County Administration,  
2051 Kaen Rd., Suite 450, Oregon City, OR 97045  
[edi@clackamas.us](mailto:edi@clackamas.us)  
503-655-8581

Complaints may also be directly filed with the Federal Transit Administration:

FTA Office of Civil Rights  
1200 New Jersey Ave. SE  
Washington DC 20590  
[www.fta.dot.gov/contact\\_us.html](http://www.fta.dot.gov/contact_us.html)

TTY: 1-800-8778339  
Voice 1-866-377-8642  
VCO: 1-877-877-6280

**Transit Related Title VI Investigations, Complaints and Lawsuits List:**

Clackamas County Social Services Division (SSD) will maintain a complete log of all Title VI complaints received related to transit civil rights complaints. This list will be submitted to Oregon Department of Transportation Rail and Public Transit Division on an annual basis.

The log will include the following elements:

- Date of complaint
- Summary of allegation(s)
- Actions taken in response to the complaint
- Final outcome (if resolved)

The log will include the following:

- Active investigations by the FTA, SSD or other entity based on race, color or national origin discrimination allegations
- Lawsuits based on race, color or national discrimination allegations
- Complaints naming SSD which are based on race, color or national origin discrimination allegations

The log is included as Appendix C.

**Public Participation Plan**

Clackamas County Social Services' governing board, the Clackamas County Board of County Commissioners, typically meets on a weekly basis. Their weekly agenda is published online and made available in other formats as requested. These meetings follow public meeting law and are open to the public.

SSD's four advisory boards, the Community Action Board, the Area Agency on Aging Advisory Council, the Developmental Disabilities Advisory Board and the Veterans Services Advisory

Council, all meet on a monthly basis. Information about these meetings, including agenda items related to transportation services, is published online and available in alternate format upon request. These meetings are open to the public and public attendance and comment is welcome and encouraged.

In addition, Clackamas County has formed a new advisory committee specifically to address new funding for public transit as a result of HB2017 (State Transit Improvement Fund “STIF”). The new committee, the HB2017 Transit Advisory Committee, has been approved under an agreement with Clackamas County, City of Canby, City of Sandy, South Clackamas Transportation District and the City of Wilsonville. This group will provide recommendations to TriMet as the Qualified Entity for Clackamas County for transit projects to be approved for STIF funding. The group includes representatives from transit providers, as well as members representing seniors, low income households, persons with disabilities, and educational institutions. The meetings follow public meeting law and are open to the public. Meetings also include time for public comment.

SSD welcomes public comment and participation for all of its programs. In addition to the steps taken in regards to our governing board and advisory boards, we also provide multiple opportunities for public participation. Strategies we have used in the past include open houses, participation in public events and meetings, surveys, and press releases.

Specific projects or changes to service will each have a public participation plan associated with that process. For example, a proposed time change on a route on the Mt Hood Express will include a plan to provide public input including but not limited to: presenting the plan for feedback at a Villages at Mt Hood meeting and at the Sandy Transit Advisory Committee, publishing information about the proposed change and how to submit feedback in the local newspaper, posting the information on the MHX website and on the MHX Twitter account, and outreach through a variety of events to the general public and to partner agencies, including the informal Mt Hood Transit Advisory group. All public outreach strategies include compliance with our LEP policies (see Appendix B) as well as SSD’s Accessibility Policy (also contained in Appendix B) to provide full access to all members of the public.

To review the public participation plan for a particular project or service change, please contact the Administrative Services Manager, at 503-650-5718.

### **Language Assistance Plan**

#### **Four Factor Analysis**

**Factor 1. Demography:** Clackamas County is located in the heart of the Metro region with both urban and rural areas spread over 1,800 square miles. According to the 2010 Census report population in Clackamas County was 375,992 and expected to increase to over 416,000 by 2018. The population above the age of 65 makes up approximately 11% of the total population.

According to the U.S. Census Bureau 2013-2017 American Community Survey, 5.8% of Clackamas County residents five years and older speak Spanish or Spanish Creole and 12.1% speak languages other than English. The most common broad based non-English languages spoken are Spanish (22,019 speakers), Indo-European (12,348 speakers) and Asian and/or Pacific Island (10,153 speakers). Of our residents, 4.2% speak English "less than well."

**Factor 2. Frequency:** The U.S. Census Bureau data identified Spanish as the most prevalent language spoken by LEP individuals in Clackamas County. The data further reveals that LEP individuals comprise of 4.4% or less of the County's population. Language services are available upon request to any persons utilizing the transportation option.

Periodic surveys of transportation clients of the Mt Hood Express (MHX) and Transportation Reaching People (TRP) document the minority populations that utilize these transportation services. In 2018, the MHX reported 79.37% white/Caucasian 9.52% Hispanic/Latino, 10.32% Native American/American Indian, 3.17% Black/African American and 7.14% other ridership. During FY18, TRP reported 1.2% African American, 1.1% American Indian, 2.3% Asian and 1.9% Hispanic riders for their service.

**Factor 3. Importance:** Transportation is an essential resource for our citizens to be able to get to work, school, medical appointments and other needed services. Our programs are designed to provide an enhanced level of transportation service in the communities we serve. Through outreach, we encourage individuals and families to participate in various programs offered by SSD, including transportation. Outreach activities range from press releases about programs, attendance and participation in community events and providing information to various partner organizations who work with specific populations.

**Factor 4. Resources:** Clackamas County Social Services has provided translation and interpretation services for its clients and customers for many years. The policy and procedure associated with these services is included in the Limited English Proficiency Plan included as Appendix B. This plan is reviewed and amended as needed by the SSD management team on an annual basis or more frequently if needed. All staff members are required to follow the policies and procedures outlined in the plan. Any customer requesting interpretation or translation services will be provided those services free of cost. Information about obtaining interpretation or translation services is posted on websites and in our lobby.

For fixed route services, schedules are available in Spanish on the website and made available at all schedule distribution locations. The schedules include information about how to contact both the contractor and SSD for reasonable accommodations, including interpretation and translation services. For example, Clackamas County has translated schedules into Braille to meet the needs of several riders.

### **Minority Representation Table**

Governing Body: Clackamas County Social Services Division is governed by the Clackamas County Board of County Commissioners, a publicly elected board.

Advisory Boards: SSD maintains four appointed advisory boards. Membership in the board is confirmed by the BCC. All board members will be asked to complete a Title VI Minority Representation Data Collection Form each September during the new fiscal year board orientation. The Clackamas County website lists all the advisory boards and what each board is responsible for on the County Website. Many of the boards advise that all are welcome, and each board advises to contact Clackamas County for additional information. As a whole the County encourages everyone to be an active participant in County lead programs. Please refer to Appendix D for the Data Collection form and the summary of minority representation table. This table will be updated annually.

### **Facility Location Equity Analysis**

Clackamas County Social Services Division will complete a fully compliant Title VI Equity Analysis during the planning phase of a project to ensure a location is selected in a non-discriminatory manner.

### **Fixed Route Service Standards**

#### **Vehicle Load Standards**

For the Mt Hood Express, the average of all loads during the peak operating period does not exceed the vehicles achievable capacities. The Express service is operated using buses with 37 seats and two wheelchair stations with a maximum of **nine** standees. The Villages shuttle service is operated with cutaways with 16 seated and two wheelchair stations with a maximum of **four** standees.

Standing passenger capacity is based on the weight capacity of the bus and is roughly one quarter the amount of seated capacity.

#### **Vehicle Headway Standards**

The Villages Shuttle operates four runs per day during seven days per week in the morning, early afternoon, late afternoon and evening. These times were designed to provide maximum flexibility to local residents seeking services within and outside the service area.

The Express services provides seven runs seven days per week between the hours of 5am and 9pm and provides one additional run during the winter season (December-March) that extends service time to 11:15pm. Service times are variable throughout the day but are designed to provide a gap in service of no more than 2.5 hours during the day.

Scheduling has involved consideration of a variety of factors including ridership and projected use, jobs access, connections to the Sandy Area Metro and TriMet service, and feedback from

the public and various community partners. All schedule changes will be evaluated to determine their impact on various populations and this documentation will be maintained in program files.

#### **On-Time Performance Standards**

The Mt Hood Express expects a minimum of 95% on time performance on both the Express service and the Villages Shuttle. On-time performance is considered completion of an established run no more than 5 minutes early or 10 minutes late. On time performance measures are reported monthly and are included in monthly performance statistics.

Variations such as construction activities and inclement weather may negatively impact performance standards. These issues are noted as part of the monthly reports.

#### **Service Availability Standards**

The Express service has used the following standards to determine the location of its limited stops: near a population center, proximity to a park and ride location and either recreational or employment destination. In addition, safety considerations around the ability of a transit coach to safely enter and exit the stop are included.

The Villages Shuttle is a point deviated service. Its stops have been established based on the following criteria: near a population center, proximity to employment and community services and the safety of the stop location. In addition, the Villages Shuttle will deviate up to  $\frac{1}{4}$  of a mile from its route to pick up residents closer to their homes. It will also do flag stops on its regularly scheduled route. Information on how to request these and other reasonable accommodations is on the website and included in the schedule.

#### **Vehicle Service Assignments**

The Villages Shuttle service is provided with cutaway buses due to the need to provide fixed route service and deviate on rural roads which may be narrow or require greater maneuverability. The Express service is provided with medium duty buses. These buses do not require the same level of maneuverability and also allow for the greater ridership on The Express line. With a limited fleet, these are the only two options available to provide service.

#### **Transit Amenities Policy**

Installation of transit amenities at fixed route stops is based on a variety of factors, including ownership of the property on which the stop occurs, right of way along Highway 26 and the frequency of use of the stop by riders. The evaluation of the installation of additional amenities will continue to take into account all of these factors.

## **Appendix A**

### **Title VI Complaint Form**

### **Clackamas County Social Services Division Policy 5.D: Citizen Consumer Grievance Process**

## **Clackamas County Social Services Title VI Complaint Form**

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, denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

*Title 42 U.S.C. Section 2000d*

Please provide the following information necessary in order to process your complaint. A formal complaint must be filed within 180 days of the occurrence of the alleged discriminatory act. Assistance is available upon request. Please contact Clackamas County Social Services at 503-655-8640.

**Complete this form and return to:**

**Clackamas County Social Services Division  
Attn: Administrative Services Manager  
2051 Kaen Rd. Oregon City, OR 97045  
[teresachr@clackamas.us](mailto:teresachr@clackamas.us)  
FAX: 503-655-8889**

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Complainants Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Telephone Home:\_\_\_\_\_

Telephone Cell: \_\_\_\_\_ Email Address:\_\_\_\_\_

Person (s) Discriminated Against (if other than complainant):

Name: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Telephone Home:\_\_\_\_\_

Telephone Cell: \_\_\_\_\_ Telephone Work: \_\_\_\_\_

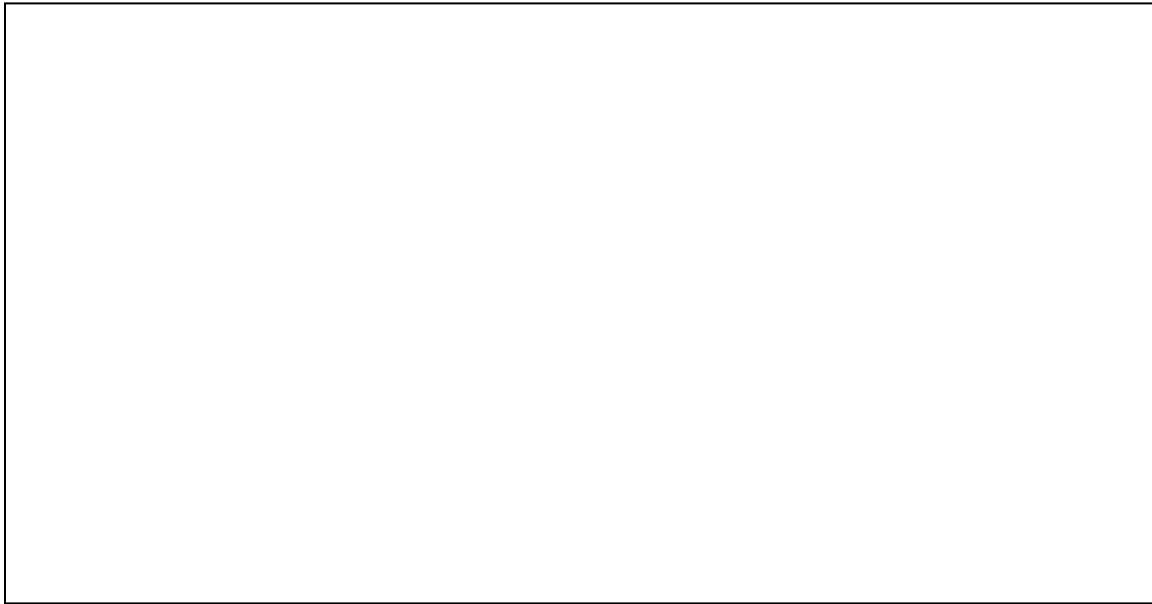
On which of the following is the discrimination based?

Race       Color       National Origin       Other

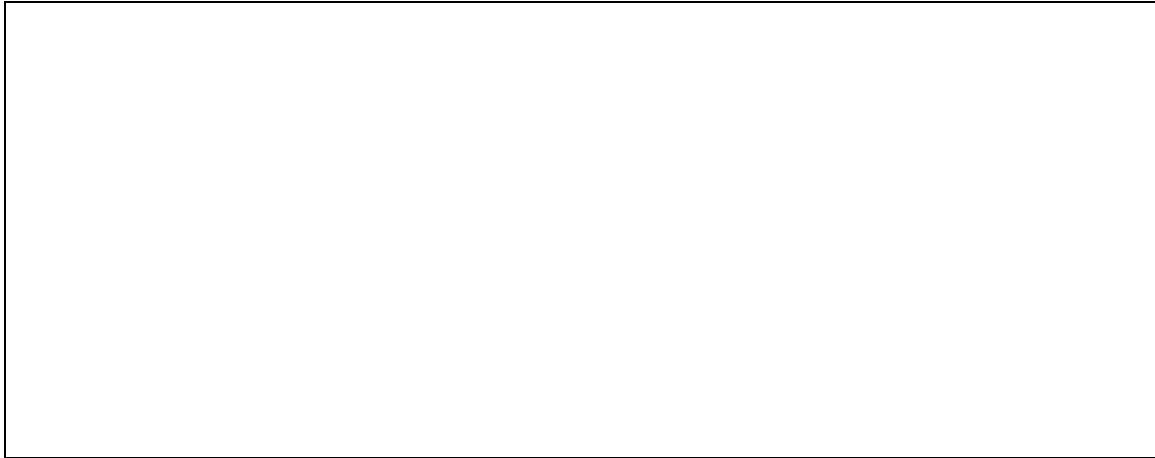
Date of Alleged Discrimination: \_\_\_\_\_

Location: \_\_\_\_\_ Agency or person who was responsible for alleged discrimination: \_\_\_\_\_

Describe the alleged discrimination. Explain what happened and whom you believe was responsible (for additional space, attach additional sheets of paper to this form).

A large, empty rectangular box with a thin black border, intended for the respondent to describe the alleged discrimination.

How can this complaint be resolved? How can the problem be corrected?



Please sign and date. The complaint will not be accepted if it has not been signed. You may attach any written materials or other supporting information that you think is relevant to your complaint.

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Signature

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Date

## **CLACKAMAS COUNTY SOCIAL SERVICES DIVISION**

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### **ADMINISTRATIVE MANUAL**

**SECTION:** **5. CLIENT AND CONSUMER  
CONFIDENTIALITY AND RIGHTS**

**SUBSECTION:** **5.D**

**TOPIC:** **Citizen Consumer Grievance Process**

**DATE:** **March 29, 2000**  
**Revised July, 2007**  
**Revised June, 2015**

### **Citizen Consumer Grievance Process**

#### **Clackamas County Social Services Division**

#### **Clarification Statement –**

- The procedure for complaints where **discrimination** is alleged is covered in [Section 5.E](#) of this manual.
- If a client would like to appeal a **denial of service or benefits determination**, he or she should speak to the individual with whom s/he has been working for information on the specific hearings or appeal process.

**Philosophy Statement** – Clackamas County Social Services prides itself on the excellent work performed by the staff of the agency. However, from time to time complaints are made and can be a natural result of being a visible, active organization providing service to the public. In order to provide quality services and meaningful opportunities for the elderly, persons with a disability and low-income residents of Clackamas County, we must be aware of any concerns about the programs and services we provide, take all complaints seriously, and have a consistent procedure for responding to complaints.

In addition, everything CCSS does should be conducted consistent with our values:

- All participants (clients; board, committee and task force members; volunteer and paid staff, contract agencies and other organizations; the general public) shall be treated with dignity and respect.
- Anticipation, responsiveness, and innovation is expected in working with each other on the needs of the elderly, persons with a disability and low income people of Clackamas County.
- An open environment, one that is non-bureaucratic and accessible is expected; participants will have multiple opportunities to be involved in decision making (except as relates to legitimate confidential matters).
- The assessment, assurance, and enhancement of quality will take place at all levels.

All applicants or program participants have the right to contest any decision that denies or limits eligibility of the applicant or participant or that terminates or modifies benefits and request a review. Grievances regarding eligibility or benefits should be submitted within 60 days of the denial, limitation, modification or termination of benefits. All grievances regarding eligibility and benefits will be referred to the formal grievance procedure. CCSSD will provide required notification to the appropriate state or federal funder of any grievances regarding eligibility or benefits for their funded programs within 10 days of the submission of the grievance. The appropriate agency and the applicant or program participant will be notified in writing within 10 days of the decision. Certain programs may have additional requirements and those will be addressed as part of the grievance process by management.

### **Procedure:**

The preferred way to handle complaints is to solve them informally by the parties involved. This informal process encourages persons to freely express their concerns so that immediate action may be taken to resolve the issue in a positive and timely way. While the informal process is preferred, it is also necessary to make available a formal grievance process if the complaint cannot be solved informally.

#### **Informal Procedure**

1. When staff or volunteers receive a complaint, they should encourage the consumer to talk directly to the staff person with whom the consumer had the interaction. This includes asking the consumer whether they have talked with the staff person involved. If the consumer has not talked directly to the staff person involved and is willing to, the person receiving the complaint should take the name and phone number of the consumer. The consumer should be advised that the staff person responsible will call the consumer within one working day or when the staff person will be available. It is the responsibility of the staff person first receiving the complaint to inform the staff person responsible for the activity about the pending complaint. It is preferable that consumers not be passed from one staff person to another in order to have their complaint heard.

If the consumer is unwilling to discuss the issue directly with the staff person involved, the person taking the call will take the name and phone number of the consumer and advise him/her that the program manager will call within one working day or when the manager is available. It is the responsibility of the person taking the call to inform the program manager about the complaint and the need to follow up with the consumer.

2. When staff receive a complaint about an activity for which they are responsible they should try to resolve the problem as follows:
  - treat the complaint seriously,
  - listen carefully and ask the consumer to explain his/her concerns and expectations,
  - discuss possible solutions with the consumer,

- inform the consumer of what action will be taken or why no action is necessary or possible.

This may require more than one conversation.

3. If the consumer is not satisfied with the resolution, or insists on talking to the program manager initially, the staff person should refer the consumer to the program manager. The staff person will make the manager aware of the pending complaint. The program manager will try to resolve the issue as follows:
  - treat the complaint seriously,
  - listen carefully and ask the consumer to explain his/her concerns and expectations,
  - ask the staff person directly involved for his/her information on the situation,
  - involve the consumer and staff in the process of discussing possible solutions, if appropriate,
  - inform the consumer and staff of what action will be taken or why no action is necessary or possible.
4. If the consumer is still not satisfied the program manager will refer the person to the Director. The Director will be advised of the referral and the program manager will provide a brief summary of the situation. This will allow the Director to begin to take any appropriate steps and/or follow-up with concerns.
5. If, after discussing the issue with the Director, the consumer is still not satisfied, the consumer will be informed of the formal grievance process. The consumer will be asked to complete a *Consumer Complaint/GrievanceForm*. (**To view or use this form, select it from the Forms folder on Trillium Net.**) This can be done over the phone, in person, or through the mail.

Note: If the consumer chooses to go first to the program manager or Division Director, the informal process as described here will normally still be used. The program manager or Division Director will refer the consumer to the appropriate staff person according to the informal process before initiating the formal process. If the consumer insists on discussing the issue with a manager, the process will start with the manager.

### **Formal Grievance Procedure**

1. The formal grievance procedure consists of a meeting between the consumer, the program manager and the CCSS Director. The contact to schedule this meeting will take place within two working days of receiving the written Consumer Complaint/Grievance Form. If a consumer is unable to complete a written form, a verbal complaint can be the basis for scheduling a meeting.
2. All facts will be considered at this meeting with information being provided from both the consumer and the staff. The program manager and CCSS Director will

document the results of the meeting on the *Consumer Complaint/Grievance Form*. The consumer will accept or reject the decision and sign the form. The consumer will also receive a copy of the form. If the decision is not made at the time of the meeting, a letter or a copy of the Consumer Complaint/Grievance Form will be sent to the consumer within 10 days of the meeting informing the consumer of the outcome.

3. A copy of all Consumer Complaint/Grievance Forms, any letters or other correspondence, and the log of complaints received by the CCSS Director will be kept as per the county's retention schedule.

## **Appendix B**

### **Clackamas County Social Services Division Policy 5.H: Limited English Proficiency**

## **CLACKAMAS COUNTY SOCIAL SERVICES DIVISION**

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### **ADMINISTRATIVE MANUAL**

**SECTION:**

#### **5. CLIENT AND CONSUMER CONFIDENTIALITY AND RIGHTS**

**SUBSECTION:**

**5.H**

**TOPIC:**

#### **Communication with Clients with Limited English Proficiency and Low Literacy**

**DATE:**

**April 29, 2015**

**POLICY:**

Clackamas County Social Services Division (SSD) is committed to providing meaningful access, communication, and equal opportunity to participate in services for persons with Limited English Proficiency (LEP), Low Literacy (LL), and their authorized representatives. This is assured through the provision of language assistance, the translation of vital documents, and staff trained to identify and assist LEP and LL clients.

Language assistance will be provided through the use of competent bilingual staff, staff interpreters, and contracted interpreters. LEP clients and their representatives will be informed by staff of the availability of these services which are offered free of charge. SSD will monitor changes in demographics, types of services provided, and other factors that might necessitate reevaluation of or revision of this policy or its procedures.

Clients have the right to be served in their preferred language. Staff members should refrain from making assumptions based on their own perceptions of a client's English fluency. Many people can speak enough English to carry on basic conversations but may not understand English well enough to receive equal access to services if those services are only provided in English.

## **PROCEDURES**

### **1. Determining Linguistic Needs**

- A. Language Needs Assessments – SSD will annually assess demographics and language needs of the individuals eligible for its programs. This will be done by conducting an annual assessment of at least:
  1. Annual data collected for each program, including demographic data
  2. US Census Data for Clackamas County
  3. School District demographic data:  
<http://www.ode.state.or.us/sfda/reports/r0067Select.asp>

### **2. Providing Notice to LEP Clients**

Notice to LEP clients of free language assistance will be provided through written notice in languages the LEP consumer will understand. Notices and signs will inform consumer in intake areas and other points of entry. Multi-language "I Speak..." cards will be posted at reception and will be available to staff on request.

### **3. Points of Contact Requiring LEP and LL Services**

SSD will provide LEP and LL services at all points of client contact, including at the Public Services Building.

### **4. LEP, LL and other Resources**

- A. Telephone translation services are available. Instructions on how to access Language Line are available on Trillium under Information and Resources/Communication Aids.
- B. Interpretation and Translation services are also available. A complete list of service providers is available on Trillium under Information and Resources/Interpretation and Translation.
- C. In addition, services for persons with impaired vision or hearing can be found on Trillium under Information and Resources/Communication Aids.

### **5. Identifying LEP Persons and Their Language**

- A. In-person Communication
  1. Multi-language identification cards or "I speak"" cards are available at the reception counter or by requesting from support staff.
- B. If the LEP person does not read or recognize any of the languages included in one of the methods described above, SSD shall immediately use a telephone interpreting service to identify the individual's primary language. Upon identification of the LEP person's primary language, the staff member will provide language assistance services as needed.
- C. Telephone Communication When a staff person places or receives a telephone call and can determine the language spoken by the person on the line:
  1. The staff member will ensure that language assistance will be provided pursuant to this policy. If staff cannot determine the language spoken by the person on the line, a telephone interpreter service provider will be immediately contacted to make an assessment of the language spoken by the other party and to assist the other party as specified in this Agreement.

### **D. Written Translations**

1. SSD shall have vital documents translated into the most frequently spoken languages based on the Analysis conducted in 1.A.
  2. SSD will provide translation of written materials at no cost to clients, as well as written notice of the availability of free translation for LEP clients.
  3. The primary language of each LEP applicant or participant shall be documented in a conspicuous location in the individual's record to alert staff that language assistance services must be provided.
6. **Identifying LL Persons**
- A. In-person Communication
1. Verbal and visual signs – sometimes people with low literacy, embarrassed by the limitation, may try to evade having to read and/or write something. Clues such as the following may, by themselves other with other clues, help identify a person with low literacy:
    - a. “I left my glasses at home” – This phrase, whether from a low literacy client or not, suggests the following assistance might be necessary:
      - i. Important documents will likely need to be read to the client to be understood.
      - ii. Responses to fields and questions on forms will likely need to be filled in by staff.
    - b. “I don’t write very well.” – this will likely require a staff member to interview the client to fill in responses to needed information on forms.
    - c. The client takes only a passing glance at a lengthy and detailed document. This might suggest the following actions:
      - i. A brief verbal summary of the document by staff followed by questions/statements such as:
        1. “It is important that you understand this, is there a method you would prefer to receive this information?”
        2. “Do you have any questions about this information?”
      - d. If directed to printed material in response to a request for information, a client instead continues to ask different staff member’s questions, this could suggest a lack of comfort with the printed material. Asking the client if help is needed or if he/she has any questions is probably sufficient.

7. **Obtaining a Qualified Interpreter**
- A. SSD will maintain an accurate and current list of bilingual staff and staff interpreters including their name(s), phone number and hours of availability.
- B. If no qualified staff exists, a qualified outside interpreter will be contacted.
- C. Such interpreters shall provide linguistically appropriate services, be capable of communicating in both English and the primary language of the client, and be able to interpret information effectively. Interpretation services shall be sufficient for the provider to be able to understand and communicate with the client regarding his/her health care needs, respond to client questions and concerns and communicate instructions to the client.
- D. The LEP client may request to have a friend or family member act as interpreter. These requests will be considered after the LEP client has understood that interpreter services are being offered without charge (staff

will document the offer and response in the person's file). If the LEP client persists in requesting his/her friend or family member their competency to interpret, ability and willingness to protect confidential information, and any potential conflicts of interest must be considered. If the friend or family member is not competent or appropriate for any of these reasons, interpreter services will be provided.

- E. Minor children and other clients of SSD services will not be used to interpret in order to ensure confidentiality of information and accurate communication.
- F. SSD shall assure that the provision of interpreter services are culturally appropriate, i.e., demonstrate both awareness for and sensitivity to cultural differences and similarities, and the effect of those on the health care of the consumer.

## 8. **DEFINITIONS**

Limited English Proficiency (LEP) – Someone for whom English is not the native language and with sufficient difficulty speaking, reading, writing, or understanding English that he/she lacks the ability to fully participate in American society.

Low Literacy (LL) – Someone with a limited ability to read, write, and speak in English and who lacks the ability to compute and solve problems well enough to fully develop her/his knowledge and potential

## **Appendix C**

### **Log of Title VI Complaints**

## **Title VI Complaints Log: Clackamas County Social Services Division**

This log will be updated on an annual basis and submitted to ODOT for any complaints received from 2014 to 2017

<b>2014-2017</b>	<b>Date (MM/DD/YY)</b>	<b>Summary (include basis of complaint: race, color, national origin, or other)</b>	<b>Status</b>	<b>Action(s) Taken</b>
<b>Investigations</b>				
<b>Lawsuits</b>				
<b>Complaints</b>				

## **Appendix D**

### **Title VI Minority Representation Data Collection Form**

#### **Minority Representation in Advisory Boards**

## **Title VI Minority Representation Data Collection Form**

**The following letter is included as part of new member orientation packets.**

Date: \_\_\_\_\_

As Clackamas County Social Services Division is a recipient of Federal funds, we are required under Title VI of the Civil Rights statute to ascertain the racial/ethnic make up of any non-elected boards, commissions, councils, etc.

Data from this section is used for statistical and reporting purposes. The information may be subject to disclosure under federal or state law or rule.

### **Anti-Discrimination Notice**

Clackamas County operates its programs without regard to race, age, religion, color, sex, national origin, physical or mental disability, marital or veteran status, sexual orientation, gender identity or any other characteristic protected by law in accordance with Title VI of the Civil Rights Act, ORS Chapter 659A or other applicable law.

We invite council members to voluntarily self-identify their race/ethnicity in order for use to comply with FTA Title VI regulations. This information will be used according to the provisions of applicable federal and state laws, executive orders and regulations, including those requiring the information be summarized and reported to the federal government for civil rights enforcement policies.

If you chose to voluntarily self-identify, please mark the one box describing the race/ethnicity category with which you primarily identify.

Asian or Pacific Islander

Black (not of Hispanic origin)

Hispanic/Latino

American Indian or Alaskan Native

White (not of Hispanic origin)

Thank you for your participation. If you need additional information about our Title VI program, please contact Teresa Christopherson at 503-650-5718.

Sincerely,

Brenda Durbin, Director

## **Clackamas County Social Services Division**

### Advisory Board Minority Representation

Body	Asian or Pacific Islander	Black (not of Hispanic origin)	Hispanic/ Latino	American Indian or Alaskan Native	White (not of Hispanic origin)
Clackamas County Population (2010 Census)	4.4%	0.9%	8.4%	0.7%	82.7%
Community Action Board					100%
Area Agency on Aging Advisory Council	5%			0%	95%