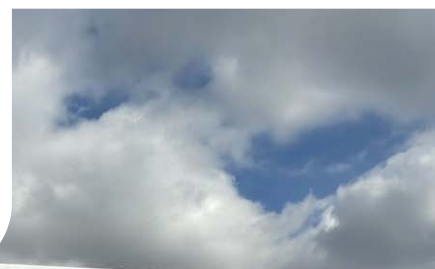




Title VI Program Plan

Title VI forbids discrimination against anyone on the basis of race, color, national origin, gender, disability, or age.



RESOURCE MANAGEMENT AGENCY

PUBLIC WORKS

SUPPORTED BY **FHWA**



Table of Contents

Non-Discrimination Policy Statement.....	2
Introduction.....	3
Organization, Staffing, and Structure	4
Title VI Complaint Procedures.....	5
Caltrans Complaint Process	5
Title VI Complaints Processed Under the Federal Highway Administration (FHWA)	6
Caltrans OCR Investigation Process	6
Public Works Training on Title VI.....	7
Data Collection and Analysis.....	7
Public Outreach and Participation	7
Disadvantaged Business Enterprise	8
Environmental Justice	8
Limited English Proficiency (LEP) Plan	8
Exhibit A: Organizational Chart of RMA.....	10
Exhibit B-1: Title VI Complaint Form (English)	11
Exhibit B-2: Title VI Complaint Form (Spanish).....	12
Exhibit C: Public Participation Plan (PPP).....	13
Goals and Objectives.....	13
Environmental Justice	13
Identification of Stakeholders.....	13
Minority Populations	13
Limited English Proficiency Populations	14
Low-Income Populations	14
Public Comment Process Offered by the Board of Supervisors.....	14
Outreach Efforts.....	14
Exhibit D: Limited English Proficiency (LEP) Plan	15
Introduction	15
Four-Factor Analysis.....	15
Limited English Proficiency Plan Outline.....	16
Language Assistance Measures	16
Outreach Techniques	16
Monitoring and Updating the LEP Plan.....	16

Tulare County Resource Management Agency

Public Works

Non-Discrimination Policy Statement

It is the policy of Tulare County Resource Management Agency, Public Works, that no person shall on the grounds of race, color, national origin, sex, disability, or age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any operation of the Tulare County Resource Management Agency, Public Works, as provided by Title VI of the Civil Rights Act of 1964 and related statutes.

This policy applies to all operations of the Tulare County Resource Management Agency, Public Works, including to its contractors, sub-recipients, and anyone who acts on behalf of the Tulare County Resource Management Agency, Public Works. This policy also applies to the operations of any department or agency to which the Tulare County Resource Management Agency, Public Works, extends federal financial assistance. Federal financial assistance includes grants, training, use of equipment, donations of surplus property, and other assistance.

Prohibited discrimination may be intentional or unintentional. Seemingly neutral acts that have disparate impacts on individuals of a protected group and lack a substantial legitimate justification are a form of prohibited discrimination. Harassment and retaliation are also prohibited forms of discrimination.

Examples of prohibited types of discrimination based on race, color, national origin, sex, disability, or age include: Denial to an individual of any service, financial aid, or other benefit; distinctions in the quality, quantity, or manner in which a benefit is provided; segregation or separate treatment; restriction in the enjoyment of any advantages, privileges, or other benefits provided; discrimination in any activities related to highway and infrastructure or facility built or repaired; and discrimination in employment.

Title VI compliance is a condition of receipt of federal funds. The Title VI Coordinator is authorized to ensure compliance with this policy, Title VI of the Civil Rights Act of 1964, 42 U.S.C § 2000d and related statutes, and the requirements of 23 Code of Federal Regulation (CFR) pt. 200 and 49 CFR pt. 21.



Reed Schenke
Director, Resource Management Agency

10/4/21

Date

Introduction

Tulare County Resource Management Agency, Public Works (RMA) is a recipient of Federal Highway Administration (FHWA) federal-aid highway funds. Recipients of federal funds are required to comply with various nondiscrimination laws and regulations, including Title VI of the Civil Rights Act of 1964 (Title VI). Title VI forbids discrimination against anyone in the United States on the basis of race, color, or national origin in the programs and activities of an agency receiving federal financial assistance. In addition to Title VI, the other nondiscrimination statutes that afford legal protection are: Section 162 (a) of the Federal-Aid Highway Act of 1973 (23 USC 324) (sex), Age Discrimination Act of 1975 (age), and Section 504 of the Rehabilitation Act of 1973/Americans with Disabilities Act of 1990 (disability). Together, these requirements define an over-arching Title VI Program. It is important to also understand that Title VI and the additional nondiscrimination requirements apply to all RMA programs even when only one program receives federal funds.

The Civil Rights Restoration Act of 1987 defined the word “program” to make clear that discrimination is prohibited throughout an entire agency if any part of the agency receives federal funds. Simply stated, RMA is to ensure that none of its activities or programs treat any part of a community any differently than another. RMA is committed to achieving full compliance and expects every manager, supervisor, employee, and sub-recipient of federal-aid funds administered by RMA to be aware of and apply the intent of Title VI and related nondiscrimination statutes in performing assigned duties.

The FHWA requires RMA, as a recipient, to prepare a plan to clarify roles, responsibilities, and procedures to ensure compliance with Title VI and related nondiscrimination statutes. The Title VI Program Plan focuses on the functional areas with significant public contact responsibilities and provides the policy direction necessary to ensure compliance with Title VI and related nondiscrimination statutes.

Additionally, RMA provides the California Department of Transportation (Caltrans) Title VI brochure, *Caltrans & You - Your Rights Under Title VI and Related Statutes* to the public, which provides the public with information regarding Title VI and related nondiscrimination statutes and their rights under the law. Caltrans Office of Business and Economic Opportunity (OBOE) publishes the brochure on its Internet Web site: <https://dot.ca.gov/programs/civil-rights/title-vi>; the OBOE also reviews the brochure and updates it as needed.

Note: this Plan excludes Tulare County Area Transit (TCAT), as they maintain and update their own plan: <https://ridetcat.org>. This Plan also excludes the Tulare County Association of Governments (TCAG), as they also maintain and update their own plan: <https://tularecog.org/tcag/about-us/title-vi-program/>.

Organization, Staffing, and Structure

The Tulare County Resource Management Agency Director is ultimately responsible for assuring full compliance with the provisions of Title VI of the Civil Rights Act of 1964 and related statutes and has directed that non-discrimination is required of all agency employees, contractors, and agents pursuant to 23 CFR Part 200 and 49 CFR Part 21.

RMA has appointed the Assistant Director of Public Works to perform the duties of the Title VI Coordinator and ensure the implementation of RMA's Title VI program. The position of Assistant Director of Public Works is located within the Public Works Branch. The RMA Organization Chart is depicted in Exhibit A.

Title VI Coordinator is responsible for the overall Title VI program implementation and performs the lead role in the development and implementation of the Title VI program and coordinates compliance across each division within Public Works. The Title VI Coordinator provides guidance and technical assistance on Title VI matters and has overall program responsibility for preparing reports and developing program procedures, which include, but are not limited to:

- Submitting a Title VI Program plan and annual reports on the agency's behalf; and
- Developing procedures for the prompt processing of complaints; and
- Compiling a complaint log, and reporting to the California Department of Transportation; and
- Developing Title VI information for dissemination; and
- Establishing procedures for resolving deficiency status and reducing to writing the remedial action agreed to be necessary; and
- Conducting periodic Title VI Audits.

Title VI Complaint Procedures

RMA established a Title VI complaint procedure. The procedure is described below:

Any person who believes they have been subjected to unlawful discriminatory practice under Title VI has a right to file a formal complaint. Any such complaint must be filed in writing with the Public Works Title VI Coordinator within 180 days following the date of the alleged discriminatory action.

Complaint forms are available online: <https://dot.ca.gov/programs/civil-rights/title-vi>. Examples of the complaint form are included under Exhibit B-1 (English) and Exhibit B-2 (Spanish). Complaints must be filed in writing and should be directed to:

California Department of Transportation
Office of Civil Rights
Attention: Title VI Branch Manager
1823 14th Street, MS 79, Sacramento, CA 95811

Or

Tulare County Resource Management Agency
Public Works Branch – Title VI Coordinator
5961 South Mooney Boulevard, Visalia, CA 93277

If submitted to our Public Works Title VI Coordinator, RMA will submit the Complaint form to Caltrans per their process (detailed below):

Caltrans Complaint Process

The California Department of Transportation (Caltrans), under Title VI of the Civil Rights Act of 1964, ensures *“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.”* Related federal statutes and state law further those protections to include sex, disability, religion, sexual orientation, and age.

Any person who believes they has been discriminated against based on race, color, or national origin by Caltrans or a sub-recipient may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. The Office of Civil Rights (OCR) processes complaints received no more than 180 days after the alleged incident. OCR will only process complaints that are complete, which include the complainant’s contact information, details of the alleged discrimination, and the complainant’s signature.

Once the Title VI complaint is received, OCR will determine which federal administering agency has jurisdiction to investigate/process the complaint.

Title VI Complaints Processed Under the Federal Highway Administration (FHWA)

Title VI complaints filed with Caltrans in which Caltrans is named as the Respondent will be forwarded to the FHWA Division Office. The Complainant will receive an acknowledgement letter informing them that the complaint has been received and forwarded to the FHWA.

Per the FHWA Guidance Memorandum, *Processing of Title VI Complaints*, dated June 13, 2018, all Title VI complaints received by a sub-recipient are to be forwarded to Caltrans to be submitted to FHWA Division Office. Complaints should be sent within one business day of receipt via email to Title.VI@dot.ca.gov. If Headquarters Office of Civil Rights (HCR) determines a Title VI complaint against a sub-recipient can be investigated by Caltrans, HCR may delegate the task of investigating the complaint to Caltrans.

Caltrans OCR Investigation Process

If OCR is delegated the responsibility of performing an investigation, OCR has 90 days to investigate the complaint. If additional time is needed, OCR will call the Complainant and inform them.

If more information is needed to resolve the case, the OCR investigator may contact the Complainant. The Complainant has ten business days from the date of the letter to send the requested information to the investigator assigned to the case.

If the investigator is not contacted by the Complainant or does not receive the additional information within ten business days, OCR can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

OCR will consult with HCR regarding the disposition of the complaint. Disposition of Title VI complaint will be undertaken by HCR, through either (1) informal resolution or (2) issuance of a Letter of Finding of compliance or noncompliance with Title VI. A copy of the Letter of Finding will be sent to all parties via the Division Office.

A person may also file a complaint directly with:

Federal Highway Administration
U.S. Department of Transportation
Office of Civil Rights
1200 New Jersey Avenue, SE
8th Floor E81-105
Washington, DC 20590

For information or guidance on how to file a complaint, or obtain more information regarding Title VI, please contact the Title VI Branch Manager at (916) 324-8379 or visit the Title VI Caltrans webpage: <https://dot.ca.gov/programs/civil-rights/title-vi>.

Public Works Training on Title VI

Public Works is providing training on Title VI and its related statutes for its managers, supervisors, and staff with frequent public contact in the administration of Federal-aid programs. Employees will receive this training at a minimum of every two years. Trainings are offered online or through an instructor-led class. Additional resources are provided on Caltrans' website to enhance the learning objectives. The following components are covered to ensure compliance:

1. Review of Public Works' Title VI Plan
2. Types of language assistance services offered to the public
3. How to handle a potential complaint
4. Where to seek assistance for Title VI questions and concerns
5. Some employees will be provided training on Disadvantaged Business

Enterprises (DBE) and Americans with Disabilities Act compliance, as necessary

Data Collection and Analysis

In accordance with Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations", RMA will develop strategies to address disproportionately high and adverse health or environmental effects on minority and low-income populations to promote nondiscrimination in Federal-aid programs substantially affecting human health and the environment, and to provide minority and low-income communities access to public information and an opportunity for public participation in matters relating to human health or the environment.

RMA has identified the demographics and specific language needs of the County's residents and businesses. Based on recent U.S. Census data, most of Tulare County's population speaks a language other than English.

Public Outreach and Participation

Considering our data collection demographics and analysis, RMA developed the Public Work branch's process for conducting public outreach and participation.

Public Works will solicit and consider all opinions from County residents and stakeholders to ensure that projects, programs, and services delivered by Public Works are sensitive to the various demographic backgrounds within the region. Public Works has prepared a Public Participation Plan (PPP) for use by any division to promote public involvement in the planning and decision-making process of projects, programs, and services. The PPP is included under Exhibit C.

Disadvantaged Business Enterprise

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

RMA is making a committed effort to providing business opportunity information and outreach to ensure DBE involvement. RMA currently posts a list of contract opportunities on our county website for DBEs to bid on:

<https://tularecounty.ca.gov/rma/index.cfm/rma-at-work/request-for-bid-proposals-construction-projects/>.

Environmental Justice

In accordance with Executive Order 12898 (“Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations”), Public Works will identify and address the environmental effects of programs, policies, and activities on minority and low-income populations. Public Works will consider demographic data during project design and involve the public in the planning and development process to assess the environmental impacts of projects on the community. The public’s input and demographic data analysis will enable Public Works to develop measures to mitigate any potential adverse effects on minority and low-income populations. Environmental Justice compliance will utilize the PPP as attached in Exhibit C.

Limited English Proficiency (LEP) Plan

In accordance with Executive Order 13166, “Improving Access to Services For Persons with Limited English Proficiency”, RMA will develop an evaluation and implementation program to ensure that Limited English Proficiency (LEP) persons who are served by Federal-aid programs administered by RMA are provided, free of charge, meaningful access to programs, services, and information without unduly burdening the fundamental activities of RMA.

As appropriate, and absent any existing federal or State requirements, RMA will conduct an LEP Needs Assessment using a Four Factor Analysis to identify the need to provide reasonable steps to ensure meaningful access by LEP persons to Federal-aid programs administered by RMA.

Public Works has identified the demographics and specific language needs of the County’s residents and businesses. Based on recent U.S. Census data, most of Tulare County’s population speaks a language other than English.

Public Works has developed a general Limited English Proficiency (LEP) Plan for use by any division to address the public’s language needs. The LEP Plan outlines how to take reasonable steps for providing language assistance to LEP persons who wish to access services provided by Public Works. The LEP Plan identifies the ways in which

assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available. The LEP Plan is included under Exhibit D.

To prepare the LEP Plan, RMA referenced the U.S. Department of Transportation's four-factor LEP analysis, and has considered the following factors:

1. Number and proportion of LEP persons served or encountered in the eligible service population
2. Frequency with which LEP persons come in contact with Public Works programs, activities or services
3. Nature and importance of services provided by Public Works to the LEP population
4. Resources available to Public Works and overall cost to provide LEP assistance

The table details the breakdown of English fluency for people who speak another language and what the top primary languages are in the County.

Language Spoken at Home

51.3% +/- 0.9%

Language other than English spoken at home in Tulare County, California

21.6% +/- 0.1%

Language other than English spoken at home in United States

Table: DP02
Table Survey/Program: 2019 American Community Survey
5-Year Estimates

Types of Language Spoken at Home in Tulare County, California

English only - 48.7%

Spanish - 47.4%

Other Indo-European languages - 1.4%

Asian and Pacific Islander languages - 2.1%

Other languages - 0.4%

0% 5% 10% 15% 20% 25% 30% 35% 40% 45% 50%

Chart Survey/Program: 2019 American Community Survey 5-Year Estimates

Exhibit A: Organizational Chart of RMA

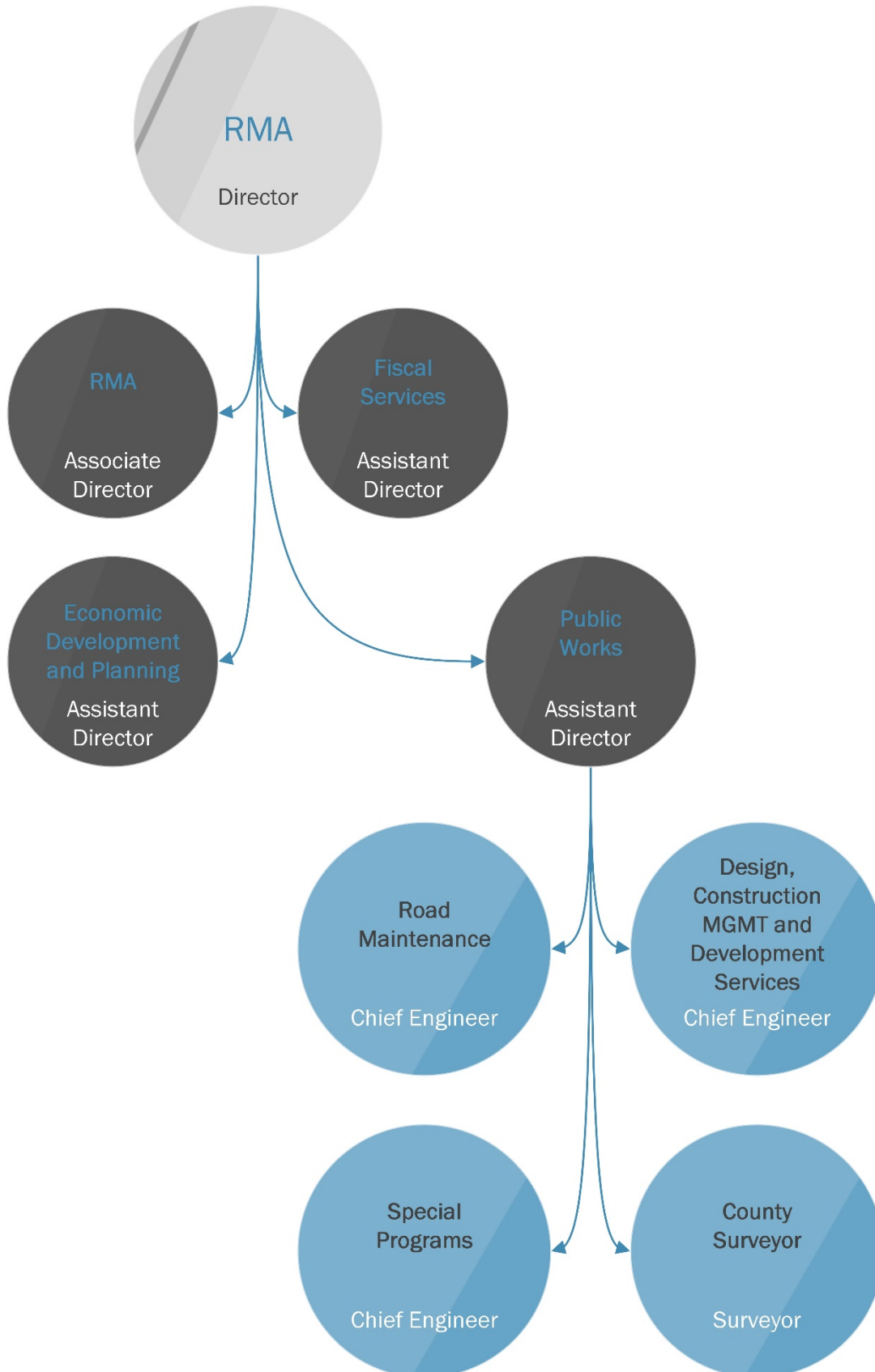


Exhibit B-1: Title VI Complaint Form (English)

STATE OF CALIFORNIA • DEPARTMENT OF TRANSPORTATION

TITLE VI AND OTHER DISCRIMINATION COMPLAINT FORM

OCR-0002 (REV 04/2020)

Page 1 of 3

Section I - Applicability

Name:	Electronic Mail Address:
Phone Number (Include Area Code):	Work Phone Number (Include Area Code):
Address:	
City, State, Zip:	
Accessible Format Requirements: <input type="checkbox"/> Large Print <input type="checkbox"/> TDD <input type="checkbox"/> Audio Tape <input type="checkbox"/> Other	
Are you filing this complaint on your own behalf? <input type="checkbox"/> Yes (Go to Section II) <input type="checkbox"/> No	
If not, please supply the name and relationship of the person for whom you are complaining:	
Briefly and clearly explain why you have filed for a third party.	

Section II - Title VI

Discrimination Because of: <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin	Other Areas of Discrimination: <input type="checkbox"/> Sex <input type="checkbox"/> Age <input type="checkbox"/> Disability <input type="checkbox"/> Retaliation
Name and Position of Person(s) That Discriminated Against You:	Location Including City, State, Zip:

Explain as briefly and clearly as possible what happened, and how you were discriminated against. Include date of alleged discrimination (Month, Day, Year). Indicate all persons who were involved. Be sure to describe how other persons were treated differently than you. Attach any written material pertaining to your case.

ADA Notice For individuals with sensory disabilities, this document is available in alternate formats. For alternate format information, contact the Forms Management Unit at (916) 445-1233, TTY 711, or write to Records and Forms Management, 1120 N Street, MS-89, Sacramento, CA 95814.

Exhibit B-2: Title VI Complaint Form (Spanish)

ESTADO DE CALIFORNIA • DEPARTAMENTO DE TRANSPORTE
FORMULARIO DE QUEJAS SOBRE DISCRIMINACION
DEL TÍTULO VI Y OTRAS DISCRIMINACIONES
OCR-0002ES (REV 01/2021)

Página 1 de 3

Sección I - Aplicabilidad

Nombres y Apellidos: Correo Electrónico:

Teléfono 1 (incluya el código de área): Teléfono 2 (incluya el código de área):

Dirección: Ciudad, Estado, Código Postal:

¿Requiere un Formato Alternativo? ☐ Texto Grande ☐ TDD ☐ Audio ☐ Otro

¿Está presentando esta queja en nombre propio? ☐ Si (Vaya a la Sección II) ☐ No

Si su respuesta es no, por favor proporcione el nombre y su relación con la persona que representa para presentar esta queja:

Explique breve y claramente por qué representa a un tercero.

Sección II – Título VI

Tipo de Discriminación:

☐ Raza ☐ Color ☐ Origen Nacional

Otras Formas de Discriminación:

☐ Sexo ☐ Edad ☐ Discapacidad ☐ Represalia

Nombre y Cargo de la Persona(s) que Discriminó Contra Usted: Lugar, incluyendo Ciudad, Estado y Código Postal:

Explique lo más breve y claramente posible lo que sucedió y cómo fue discriminado. Incluya la fecha de la supuesta discriminación (Mes, Día, Año). Indique todas las personas que estuvieron involucradas. Asegúrese de describir cómo otras personas fueron tratadas de manera diferente a usted. Adjunte cualquier material escrito relacionado con su caso.

Aviso de ADA Este documento está disponible en formatos alternativos para individuos con discapacidades sensoriales. Para mayor información, llame a la Unidad de Manejo de Formularios al (916) 445-1233, TTY 711, o escriba a: Records and Forms Management (Administración de Registros y Formularios), 1120 N Street, MS-89, Sacramento, CA 95814.

Exhibit C: Public Participation Plan (PPP)

As a recipient of Federal funding, Tulare County Resource Management Agency, Public Works (RMA) adheres to Title VI of the Civil Rights Act of 1964 and has integrated this Public Participation Plan (PPP) into its Title VI Program. This plan provides guidelines for involving the public to ensure that all groups are represented, and their needs considered. RMA is committed to ensuring it serves the residents and businesses of the County fairly, consistently, and in the most cost-efficient and appropriate manner within available resources.

Goals and Objectives

The goal of RMA's PPP is to offer a variety of opportunities for the public to engage in planning and decision-making activities. The objectives of the plan are as follows:

- To determine what barriers may exist to public participation within the unincorporated County service area, such as language
- To provide a general notification of meetings for public input, in a manner that is understandable to all populations in the unincorporated service area
- To hold meetings in locations that are accessible and reasonably welcoming to all area stakeholders, including, but not limited to minority, Limited English Proficiency (LEP), and low-income members of the public
- To utilize a variety of communication methods to capture public input from populations that are not likely to attend or engage in public meetings

Environmental Justice

To comply with Executive Order 12898 ("Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations"), RMA will assess the environmental impacts of projects on the community by factoring in information on demographic data, minority, LEP, and low-income populations. RMA can develop measures to mitigate any potential adverse project effects to these populations.

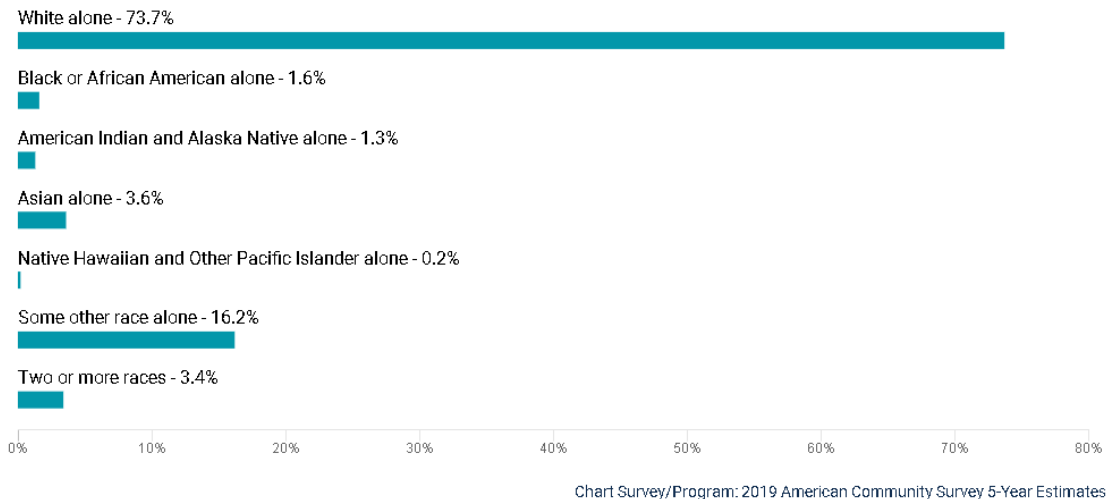
Identification of Stakeholders

Stakeholders are those individuals who are either directly or indirectly impacted by RMA's plan, project, or program. Those individuals who may be adversely affected, or who may be denied the benefit of a plan's recommendations, are of interest in the identification of specific stakeholders. Project Coordinators will outreach to stakeholders as indicated in the PPP.

Minority Populations

According to the U.S. Census Bureau, there are over 460,000 residents within the County. The table on the following page provides a demographic breakdown of the County.

Population by Race in Tulare County, California



Limited English Proficiency Populations

A LEP individual is someone with limited ability to read, write, speak, or comprehend English. Reasonable efforts will be made to engage LEP populations utilizing techniques, such as those outlined in the LEP Plan (Exhibit D). This includes the development of public notices in appropriate non-English languages that will provide contact information where individuals can be informed of the affected project or services to provide input and comments. Other efforts may include conducting focus groups in areas with high concentrations of LEP populations for the purpose of gaining input from a particular defined portion of the community. RMA will maintain records of outreach to LEP communities.

Low-Income Populations

RMA will identify low-income populations within the service area. The low-income threshold will be defined as households with a per capita income of 80% or less of the national average. Low-income populations in the unincorporated County areas will be given reasonable opportunity to provide input on plans and programs to avoid disproportionate harm or lack of benefit.

Public Comment Process Offered by the Board of Supervisors

The public may be heard during the regular Board of Supervisors meetings held every Tuesday at 9:00 AM. The meetings are in the Board Chambers located at 2800 W. Burrel Ave. in Visalia, CA, 93291.

Outreach Efforts

RMA will also provide the public an opportunity to comment at community meetings and via online platforms, such as Zoom. RMA will engage the community through the County's website, social media, and brochures placed at libraries, community centers, shopping centers, public parks, and recreation areas within the communities. RMA's staff and/or a contracted non-English interpreter for LEP will attend community meetings to inform residents of Public Works services and provide them an opportunity to express their input in a language they are comfortable communicating in.

Exhibit D: Limited English Proficiency (LEP) Plan

Introduction

The County of Tulare Resource Management Agency, Public Works (RMA) is a recipient of Federal financial assistance and acknowledges that as a condition of receiving these funds, it is required to comply with Title VI of the Civil Rights Act of 1964.

Title VI and other nondiscrimination authorities provide that no person shall be excluded, on the grounds of race, color, national origin, sex, age, disability, religion, sexual orientation, or gender identity from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance from the U.S. Department of Transportation.

Executive Order 13166, titled *Improving Access to Services for Persons with Limited English Proficiency*, indicates that differing treatment based upon a person's inability to speak, read, write or comprehend English is a type of national origin discrimination. It directs each Federal agency to publish guidance for its respective recipients on how their recipients can provide meaningful access to LEP persons in compliance with Title VI regulations. This order applies to all State and local agencies that receive Federal funds, including RMA.

RMA prepared this Limited English Proficiency (LEP) Plan to address the County's responsibilities as a recipient of Federal financial assistance as it relates to the needs of individuals with limited English language skills. A LEP individual is someone with limited ability to read, write, speak, or comprehend English. The LEP Plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, and applicable regulations and guidance documentation. RMA will take reasonable steps to ensure that all persons have meaningful access to its programs, services, and information, at no additional cost to the individual.

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

Four-Factor Analysis

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

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter RMA programs, activities, or services.
2. The frequency with which LEP persons come in contact with RMA programs, activities, or services.
3. The nature and importance of programs, activities, or services provided by RMA to the LEP population.

4. The resources available to RMA to provide LEP assistance.

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

Limited English Proficiency Plan Outline

How RMA staff may identify a LEP person who needs language assistance:

- Collect and examine records of language assistance requests (such as call logs from public counters, dispatch, and the general information line) to predict the need for language assistance at future events or meetings; or
- Collect demographic data to determine LEP assistance in our service areas; or
- Survey employees and contractors to record the frequency and type of language assistance requests made by constituents

RMA will modify outreach strategies based on information gathered and survey results.

Language Assistance Measures

There are plans for a number of language assistance options available to LEP persons, including both oral and written language services. There are also various ways in which RMA staff can respond to LEP persons, whether in person, by telephone, or in writing.

- Printed brochures, service notices, and other vital documents in languages as needed
- Bilingual staff that can assist clients in languages other than English
- Assistance to LEP persons at community events as needed

Outreach Techniques

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

Monitoring and Updating the LEP Plan

RMA will update the LEP every three years as required by the U.S. DOT. At a minimum, the plan will be reviewed and updated when more data from the U.S. Census is available, or when it is clear that higher concentrations of LEP individuals are present in Tulare County.