

Wahkiakum County Wahkiakum on the Move

TITLE VI PLAN FOR THE FEDERAL TRANSIT ADMINISTRATION AND WASHINGTON STATE DEPARTMENT OF TRANSPORTATION

(Revised 8/22/2017, 2/1/2019,4/28/2020, 12/18/2024)

Introduction

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, and national origin in programs and activities receiving Federal financial assistance.

Wahkiakum County Health and Human Services is committed to ensuring that no person is excluded from participation in or denied the benefits of its transit services based on race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B

TITLE VI COMPLAINT PROCEDURES

Wahkiakum County Health and Human Services is committed to ensuring that no person is excluded from participation in or denied the benefits of its transit services based on race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

How to file a Title VI Complaint

You may file a signed, written complaint up to one hundred and eighty (180) days from the date the complainant became aware of the incident. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where, and why do you believe you were discriminated against? Include the location, names, and contact information of any witnesses.
- Other information that you deem significant

A form is available at 42 Elochoman Valley Rd., Cathlamet, WA 98612, or on the website at <https://www.co.wahkiakum.wa.us/239/Transit>.

The complaint may also be filed in writing with the Transportation Coordinator, Camille Goldsmith, or the Community Services Manager, Julie Johnston, at the following address:

**Wahkiakum on the Move
Attn: Camille Goldsmith
42 Elochoman Valley Rd.
Cathlamet WA 98612
360-795-3101 or 360-795-8630**

NOTE: Wahkiakum County Health and Human Services encourages all complainants to certify all mail sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the date the complainant became aware of the incident.

What happens to your complaint after it is submitted to Wahkiakum County?

All complaints alleging discrimination based on race, color, or national origin in a service or benefit provided by Wahkiakum County will be directly addressed by Julie Johnston and/or Camille Goldsmith. Wahkiakum County Health and Human Services shall also provide appropriate assistance to complainants, including those with disabilities or who are limited in their ability to communicate in English. Additionally, Wahkiakum County shall make every effort to address all complaints expeditiously and thoroughly.

In instances where additional information is needed to investigate the complaint, Wahkiakum County Health and Human Services will contact you either in writing or by phone to gather any additional information that is deemed to be pertinent in addressing the complaint and coming to a fair and equitable resolution.

Once Wahkiakum County Health and Human Services receives sufficient information to investigate the complaint for possible infractions involving Wahkiakum on the Move, the Community Services Manager (Julie Johnston) and Transportation Coordinator (Camille Goldsmith) will convene with at least one additional individual of the Health and Human Services management team to discuss and resolve any complaints.

How will I be notified of the outcome of your complaint?

Wahkiakum County Health and Human Services management team will contact the complainant by certified mail and advise you (the complainant) of your right to 1) appeal (provide dates, etc.) and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration. Every effort will be made to respond to Title VI complaints within 60 working days of receipt, if not sooner.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Washington State Department of Transportation
Public Transportation Division
Attn: Title VI Coordinator
PO Box 47314
310 Maple Park
Olympia, WA 98504-7314
TitleVI@wsdot.wa.gov

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor - TCR
1200 New Jersey Ave., SE
Washington, DC 20590

United States Department of Justice
Civil Rights Division
Coordination and Review Section - NWB
950 Pennsylvania Avenue NW
Washington DC, 20530

RECORD OF TITLE VI OR OTHER CIVIL RIGHTS

INVESTIGATIONS, COMPLAINTS OR LAWSUITS

None as of 1-1-2014

LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Wahkiakum County Health and Human Services is committed to breaking down language barriers by implementing consistent standards of language assistance across its service area.

Census. The United States is home to millions of national origin minority individuals with Limited English Proficiency (LEP). That is, their primary language is not English, and they cannot speak, read, write, or understand the English language at a level that permits them to interact effectively with recipients of Federal financial assistance.

Because of language differences and the inability to effectively speak or understand English, persons with LEP may be subject to exclusion from programs or activities, experience delays, or be denied services. These individuals may be entitled to language assistance with respect to a particular type of service. The federal government and those receiving assistance from the federal government must take reasonable steps to ensure that LEP persons have meaningful access to the programs, services, and information those entities provide.

This will require agencies to establish creative solutions to address the needs of this ever-growing population of individuals for whom English is not their primary language.

According to the 2023 Census Data for Wahkiakum County, 95% of Wahkiakum County speaks English.

Spanish speaking in the household represents 4% of the non-English speaking Wahkiakum County.

ANALYSIS OF FACTORS

Factor No. 1: The number or proportion of LEP persons in the service area.

Wahkiakum County Health and Human Services jurisdiction covers Wahkiakum County, which is mainly English-speaking. Most of the population we have business with is White (90.4%). The other three largest ethnic populations are Hispanic/Latino (5.2%), two or more races (4.8%), and American Indian/Alaskan Native (1.9%).

Factor No. 2. The frequency with which LEP individuals come into contact with the service.

(All) contacts with Wahkiakum Health and Human Services are made through the use of the English language.

The Guest Services Representatives speak English and translate in person or over the phone a total of approximately 0 times a day. We have an average of 0 calls a month that require translations.

Factor No. 3: The nature and importance of service provided by Wahkiakum on the Move.

Wahkiakum County Health and Human Services provides essential transit services to the public.

Transportation to the Public is provided along State Route 4 from Pacific County through Wahkiakum County and into the Longview/Kelso area of Cowlitz County.

Factor No. 4. The resources available to the recipient of the federal funds to assure meaningful access to the service by LEP persons.

Wahkiakum County Health and Human Services' current in-house language capabilities are English. Experienced staff is fluent in English.

The transit system also recognizes the need for language services in languages other than English and, through Wahkiakum Health and Human Services, can utilize Language Line Services for over-the-phone interpretation services.

IMPLEMENTATION PLAN

Wahkiakum County Health and Human Services has implemented its plan and will review it annually, including any contacts with the LEP persons, to determine the frequency of contacts, the language used, and how the contacts were handled.

We identify LEP persons in the service area by relying on federal Census data and contacting our core ridership.

To comply with 49 CFR 21.9(d), Wahkiakum County Health and Human Services and its sub-recipients must inform beneficiaries of their Title VI obligations and the

protections against discrimination afforded them by Title VI. Wahkiakum on the Move has established a statement of rights and a policy statement.

NOTIFYING BENEFICIARIES OF THEIR RIGHTS UNDER TITLE VI

1. On the Wahkiakum County Web site at www.co.wahkiakum.wa.us/239/Transit
2. On the Wahkiakum on the Move schedule

ANALYSIS OF CONSTRUCTION PROJECTS

Over the last three years, Wahkiakum County Health and Human Services has had no issues requiring an environmental assessment (EA) or environmental impact statement (EIS).

INCLUSIVE PUBLIC PARTICIPATION

Community Outreach is a requirement of Title VI. Recipients and sub-recipients shall seek out and consider the viewpoints of minority and low-income populations while conducting public outreach. Recipients have a wide latitude in determining what specific measures are most appropriate. They should make this determination based on the composition of the affected population, the public involvement process, and the resources of Wahkiakum County Health and Human Services. Wahkiakum County Health and Human Services has engaged the public in its planning and decision-making processes, as well as its marketing and outreach activities.

Public Meetings

Wahkiakum County Health and Human Services Advisory Board meets on the third Thursday of each month (except in August). The meeting is open to the public, and notice is published in the local paper.

Board Meetings. The Board of County Commissioners sessions are scheduled each Tuesday of the month. (The final Tuesday meeting is canceled if there are more than four Tuesdays in a given month.)

Major Service Change. Any permanent changes in service are announced at the County Board of Commissioners meeting a minimum of 30 days before implementation.

Fare Increase. Any fare increases are announced at the County Board of Commissioners meeting at least 30 days before implementation.

Membership of Non-Elected Committees

Wahkiakum County Health and Human Services values the viewpoints of minority, LEP, and low-income participants in Wahkiakum County. All committees and advisory groups attempt to recruit a representative cross-section of our community. Service recipients, their families, and others are especially appreciated.