



COUNTY OF RIVERSIDE

TITLE VI PUBLIC BROCHURE

WHAT IS TITLE VI?

Title VI is a statute provision of the Civil Rights Act of 1964.

"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."

WHAT DOES THIS MEAN?

The Transportation and Land Management Agency strives to ensure that access to and use of all programs or benefits derived from any activity will be administered without regard to race, color, national origin, sex, age, disability or socioeconomic status. The Department prohibits all discriminatory practices, which include but are not limited to:

- Denial to any individual of any service, participation or benefit provided under the program to which he or she may be otherwise entitled.
- Different standards or requirements of participation.
- Separate treatment in any part of the program.
- Differences in quality, quantity or manner in which the benefits are provided.
- Discrimination in any activities conducted in a facility built in whole or part with federal funds.

LIMITED ENGLISH PROFICIENCY

Executive Order 13166, Improving Access to Services for persons with limited English proficiency and resulting agency guidance, national origin discrimination includes discrimination on the basis of limited English proficiency. It is a priority of the Department to provide timely, reasonable, effective and meaningful access for LEP persons to all its programs and activities. All staff shall provide free language assistance services to LEP individuals with whom they encounter or whenever an LEP person requests language assistance services.

All staff is to ensure the public is treated with dignity and respect, identify the language needs for residents, and utilize available bilingual resources to assist residents when needed.

At a minimum the Department will:

- Provide Spanish interpreter services at public meetings as needed.
- Identify an employee and or volunteer to provide translation for public counter service.
- Provide telephone translation services for all languages other than English.

This brochure is available in alternative formats upon request. For alternative formats or for more Title VI information, call (951) 955-8562

ARE YOUR RIGHTS BEING VIOLATED?

If you believe the Department has denied you access, benefits or excluded you from participation on services because of your race, color, national origin, sex, age, disability or socioeconomic status, you may file a complaint with the Department. File a written complaint within 180 days of the alleged act of discrimination. If you are not capable of providing a written statement, a verbal complaint of discrimination will be accepted. Provide as much detail as possible, sign the complaint and mail it to:

County of Riverside - TLMA
Attn: Brandon Fernandez, Title VI Coordinator
4080 Lemon Street, 14th Floor
Riverside, CA. 92501
Phone: (951) 955-8562
Email: tlmaemployeeresourcecenter@rivco.org

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