



**Civil
Rights Office**
Oficina de Derechos Humanos

Title VI & Language Access



Title VI of the Civil Rights Act

Title VI of the Civil Rights Act of 1964 is a Federal law that prohibits discrimination based on race, color, or national origin in programs or activities receiving federal financial assistance.

It requires that services, programs, and benefits funded by Federal monies be provided equitably to all residents of the County of Monterey.





County Obligations Under Title VI

- **Compliance Requirement:** As a recipient of Federal funding, the County must comply with Title VI to prevent discrimination and promote equal access to services.
- **Consequences of Non-Compliance:** May result in penalties, loss of Federal funding, audits by State and Federal agencies, increased legal liability, and damage to reputation.
- **Title VI Complaints:** Constituents may file a complaint if they believe they were discriminated against when accessing services from the County.





County of Monterey Title VI Implementation Plan

In December of 2017, the Board of Supervisors adopted the County's Title VI Implementation Plan after an internal evaluation identified the need to strengthen compliance and improve service delivery.

Our current plan was approved by the Board of Supervisors on February 18, 2025.





County of Monterey Title VI Implementation Plan

The Plan, based on Title VI of the Civil Rights Act, outlines how the County can prevent discrimination and promote equitable access to services, focusing on the following areas:

- **Language Access and Effective Communication**
- **Community Engagement**
- **Training and Education**
- **Discrimination Complaint Process**





Development of an Internal Language Access Plan

Departments and agencies are encouraged to develop an internal Language Access Plan to support their work.

A Language Access Plan:

- Clarifies roles and responsibilities
- Establishes internal processes
- Supports training and capacity development
- Improves efficiency and consistency in service delivery





Language Access Plan

A major component of the County's Title VI Plan is its Language Access Plan.

It is based on the County's Language Access Policy, which:

- Ensures equitable access to services
- Inclusivity and representation
- Nondiscrimination
- A commitment to a bilingual workforce





Title VI Compliance & Effective Language Access Planning

To help agencies comply with Title VI of the Civil Rights Act, the U.S. Department of Justice, through its Civil Rights Division, provides guidance and assistance to help agencies take reasonable steps and ensure meaningful access for LEP populations.

It developed a **Four-Factor Test** that provides a structured framework for assessing needs and prioritizing resources based on actual service demand.





Department of Justice Four-Factor Test for Effective Language Access

The **Four-Factor Test** for Language Access considers:

- **Number or Proportion of LEP Individuals Served**
Review demographic data and language trends
- **Frequency of Contact with LEP Individuals**
Frequent contact increases the need for reliable language services
- **Nature and Importance of the Encounter**
High-impact services (rights, health, safety) require accurate communication
- **Resources Available and Costs**
Language services should be reasonable, sustainable, and effective





Title VI Compliance & Equal Opportunity Plan (EOP)

The **EOP Title VI Section** helps departments determine whether they are complying with Federal law by collecting data useful for analyzing service delivery under the **Four-Factor Test**.

The data collected supports departments by:

- Helping understand community language needs
- Establishing a process for language assessments and tracking LEP interactions
- Preparing staff to serve residents regardless of language
- Supporting budgeting by providing justification for allocating funds for language services
- Respond to audits by Federal and State agencies





Title VI Compliance & Equal Opportunity Plan (EOP)

Providing language access is a legal requirement because federally funded programs cannot exclude individuals from services based on national origin, including the language they speak.

Collecting language and ethnicity data supports compliance with **Title VI** and other Federal and State laws and regulations that require access for LEP populations.

Without accurate data, we cannot determine:

- Who we serve
- How often services are used
- What language resources are needed





Civil Rights Office Contact Info



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