

Themes from Community Conversations and Survey around Title VI

Language Access

Consider the literacy level of your populations.

Localize translations to the common dialects in this area.

Kids get asked to interpret for parents all the time.

Our indigenous speakers need services and don't access them now for fear of not having interpretation help. Remember that many of the indigenous languages do not have a written form at the point.

The County needs to get a better understanding of our language needs, then develop programming around that.

Understanding specialized language levels is important. How can we test to know the degree of bilingualism of an employee then utilize them appropriately?

Discrimination Complaints

People will probably be confused and try to file complaints due to other agencies.

The County's complaint process is very confusing for consumers because each department (and sometimes each division) has its own process. Ideally, the County would centralize this.

As much as possible, we should have signage and forms that clarify that our services are available to all people, regardless of their legal status.

A brochure and website should be very clear about where people can complain when they have a discrimination concern.

Provide authentic follow up to complaints and do something when discrimination is present.

Community Engagement

Consider partnerships—ask (and fund) community organizations like CCA, COPA, and BHC to lead this work.

Use real language that normal people understand, not "governmentese" and acronyms.

Be culturally sensible.

When we do this well, there will be less public comment and a happier, better served community.

The community needs someone at the County to be a bridge between them and the specific department or agency they are trying to engage with.

We should have more education for county staff about farmworkers' and immigrants' social backgrounds.

Just ask people. Email, meetings, phone—build relationships so that community engagement is fluid.

Not everyone understands the political process and many do not trust it.

Have childcare and food at meetings.

Be transparent.

Create opportunities for engagement separate from Board meetings.

Use solution-focused groups to help solve specific problems.

Understand the historical and institutional racism and discrimination that people have experienced.