

TITLE VI SUBRECIPIENT PLAN
Non-Discrimination in the Federal Transit Program

Salt Lake County Aging & Adult Services

June 2024

Contents

1. Policy on Title VI	2
2. Compliance/Monitoring Review and Training	3
2.1 In conducting on-site reviews, the UTA Compliance Officer looks for the following:	3
2.2 Certification and Assurance Submission	3
2.3 Title VI Complaint Procedures.....	4
2.4 Procedure for Investigations, Complaints and Lawsuits	4
3. Title VI Complaint Procedure and Investigation Guidelines	5
3.1 Complaint Procedure	5
3.2 Title VI Informal Complaint Policy	6
3.3 Title VI Log of Complaints/Lawsuits, etc.....	6
4. Title VI Notice to Beneficiaries.....	7
5. Title VI Poster Requirements.....	8
6. Public Participation Plan.....	9
7. Limited English Proficiency.....	10
8. Staff Ongoing Title VI Training Process/Description.....	13
APPENDIX A:	14
Salt Lake County Aging & Adult Services Policy 1315 (Grievance Procedure).....	14
APPENDIX B:	22
Title VI Notice to the Public	22
APPENDIX C:	25
Title VI Poster	25

Salt Lake County Aging & Adult Services

Title VI Plan

Non-Discrimination in the Federal Transit Program

“Simple justice requires that public funds to which all taxpayers of all races contribute, not be spent in any fashion which encourages, entrenches, subsidizes or results in racial discrimination.”

—John F. Kennedy

I. Policy on Title VI

Salt Lake County Aging & Adult Services

The Agency affirms:

1. Title VI of the Civil Rights Act of 1964 prohibits discrimination in federally assisted programs. Title VI was amended by the Civil Rights Restoration Act of 1987 (P.L. 100-259), effective March 22, 1988, which added Section 606, expanding the definition of the terms “programs or activities” to include all of the operations of an educational institution, governmental entity, or private employer that receives federal funds if any one operation receives federal funds.
2. Salt Lake County is a government entity. Aging & Adult Services is a division of Salt Lake County. It is the policy of Salt Lake County to ensure compliance with Title VI of the Civil Rights Act of 1964 and all related statutes or regulations in all programs and activities so administered.
3. The Salt Lake County Title VI Coordinator is granted the authority to administer and monitor the Title VI Plan as promulgated under Title VI of the Civil Rights Act of 1964 and any subsequent legislation. The Title VI Coordinator will provide assistance as needed.
4. Salt Lake County Aging & Adult Services will take all steps to ensure that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity of the Agency.
5. The Agency recognizes the need for annual Title VI training for Agency personnel.

Mayor or Designee

Date

Reviewed and Advised as to Form and Legality:

John E. Diaz
Senior Deputy District Attorney
Salt Lake County

2. Compliance/Monitoring Review and Training

Salt Lake County Aging & Adult Services agrees to participate in on-site reviews and cooperate with Compliance Staff throughout the review process.

2.1 In conducting on-site reviews, the UTA Compliance Officer looks for the following:

1. Clearly displayed Title VI posters with the required information (in vehicles and in public spaces)
 - a. Description of Title VI
 - b. Explanation of how to obtain Title VI information
 - c. Explanation of how to file a complaint
 - d. Available complaint forms
2. Current file containing complaints
3. UTA conducts periodic on-site monitor assessments to determine the subrecipient's compliance with the FTA Title VI regulations. These reviews include service measurements, location of transit service and facilities, participation opportunities in the transit planning and decision-making processes, and communication needs of persons with limited English proficiency (LEP).

Salt Lake County Aging & Adult Services agrees to participate in training that includes Title VI and its requirements. The UTA Compliance Officer presents the following:

1. Introduces Title VI and its requirements for compliance
 - a. Provides information regarding outreach opportunities to minority populations and demographic information
2. Provides sample Title VI posters (including required signatures and contact information)
 - a. Discusses required poster locations
3. Discusses LEP and provides the sample UTA LEP tools
4. Discusses Title VI complaint forms
5. Provides sample Title VI complaint forms
6. Discusses the required maintenance of a Title VI file readily available for review
7. Discusses the reporting requirements and the annual Certification and Assurances
 - a. Discusses the required Title VI verification, including a description of lawsuits and complaints for the past year

In addition to new subrecipients, training by the UTA Compliance Officer and UTA Civil Rights staff is also conducted as requested and as changes in the law occur, as needed. Both the Compliance Officer and the Civil Rights staff are also available any time as a technical resource for questions or concerns regarding Title VI and its requirements.

2.2 Certification and Assurance Submission

Salt Lake County Aging & Adult Services agrees to submit the annual Title VI assurance to UTA as part of the annual Certification and Assurance submission.

2.3 Title VI Complaint Procedures

UTA investigates and tracks Title VI complaints filed with UTA against subrecipients.

2.4 Procedure for Investigations, Complaints and Lawsuits

UTA has developed and maintains a list of any active investigations conducted by entities other than FTA, lawsuits, or complaints naming the recipient and/or subrecipients that allege discrimination on the basis of race, color, or national origin. This list includes the date the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient or subrecipient in response to the investigation.

3. Title VI Complaint Procedure and Investigation Guidelines

Salt Lake County has developed procedures for investigating and tracking Title VI complaints filed against them and has made those procedures for filing a complaint available to the public.

3.1 Complaint Procedure

Salt Lake County welcomes, respects, and supports the uniqueness and individuality of all residents, Salt Lake County employees and visitors to our community.

As a public entity and recipient of Federal financial assistance, Salt Lake County does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, national origin, disability, age, marital status, sex, sexual orientation, gender identity or religion in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by Salt Lake County directly or through a contractor or any other entity which Salt Lake County arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act, Sections 503 & 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1975 and the Regulations of various federal departments including the U.S. Department Health and Human Services, the U.S. Department of Agriculture, the U.S. Department of Interior, the U.S. Department of Housing and Urban Development and the U.S. Department of Justice.

Equal Access:

Salt Lake County complies with the Americans with Disabilities Act of 1990 (ADA), as amended and Sections 503 & 504 of the Rehabilitation Act of 1973, as amended in providing individuals with disabilities equal access to employment opportunities and the services, programs and activities the County offers. Members of the general public may seek assistance from any County employee in contacting the ADA/504 Program Coordinator, the agency's ADA/504 liaison or the Human Resources Division.

Communication Access:

Salt Lake County will provide free auxiliary aids and services to qualified individuals, including qualified sign language interpreters, alternate formats, etc. If auxiliary aids or services are required to achieve effective communication, please contact the agency or ADA/504 Program Coordinator.

Further Information:

The County has adopted an internal grievance procedure providing for the prompt and equitable resolution of grievances. The grievance procedure is included as Appendix A. Any person, whether a member of the general public, an applicant for employment or an employee who feels that he or she has been discriminated against or denied equal access to employment, programs, services or activities offered or sponsored by Salt Lake County may contact either the:

Human Resources Director / OR

ADA/504 Program Coordinator
Human Resources Division
2001 South State Street, N4-700
Salt Lake City, Utah 84190
385 468-0570, TTY users should call 7-1-1

A person may also file a complaint directly with the Utah Department of Transportation at:

Utah Department of Transportation
Attn: Title VI Coordinator
4501 South 2700 West, P.O. Box 141265
Salt Lake City, UT 84114-1265

A person may also file a complaint directly with the Federal Transit Administration at:

FTA Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

3.2 Title VI Informal Complaint Policy

Title VI complaints may be resolved by informal means. When informal means are utilized, the complainant must be informed of their right to file a formal written complaint. Such informal attempts and their results will be summarized by Salt Lake County's identified Title VI Coordinator. The coordinator will log the complaint. If the complaint cannot be resolved informally, Salt Lake County's identified Title VI Coordinator must inform the complainant of the formal process outlined above and instruct the complainant on how to proceed.

3.3 Title VI Log of Complaints/Lawsuits, etc.

Salt Lake County maintains a list of any alleged discrimination on the basis of race, color, or national origin, including any active investigations conducted by entities other than FTA, lawsuits, and complaints naming the Agency.

4. Title VI Notice to Beneficiaries

Salt Lake County provides information to the public regarding Salt Lake County's obligations under FTA's Title VI regulations and apprise members of the public of the protection against discrimination afforded to them by Title VI. Salt Lake County disseminates this information to the public by posting the notice on its website and in Rides for Wellness program vehicles and office.

5. Title VI Poster Requirements

Salt Lake County Aging & Adult Services provides a poster (found in Appendix B) to meet the requirements listed below and provides updates as required. Salt Lake County Aging & Adult Services ensures they are clearly posted in the Rides for Wellness program offices. Posters will include the following information:

- Description of agency Title VI commitment
- Information for more of Agency's Title VI program and the procedures to file a complaint, contact information, email, and address
- For more information, visit (website – <https://slco.org/non-discrimination/>)
- FTA and UTA Office of Civil Rights, Attention Title VI Program Coordinators, address to file a complaint directly with either the state or federal agency directly
- Additional information if language assistance is needed.

6. Public Participation Plan

Aging & Adult Services works to identify targeted minorities within Salt Lake County. The division performs a community needs assessment every five years to identify unmet service needs in Salt Lake County. The community needs assessment process includes a statistically valid survey of the public, with an emphasis on older adults and caregivers, and focus groups including older adults, caregivers, and direct-service providers to seniors. This community needs assessment helps to inform decision-making regarding programming, services, and targeted outreach.

Salt Lake County Aging & Adult Services participates in community fairs and outreach activities in the community to help reach targeted populations and inform them of available programs and services. The division operates 15 senior centers where publications are available to the public and maintains a presence on social media. Aging & Adult Services also hires and retains staff who speak multiple languages in an effort to reach and provide services to LEP communities. Language assistance is provided through external contractors.

Salt Lake County Aging & Adult Services coordinates with the regional mobility manager to ensure that Salt Lake County Aging & Adult Services is included in regional planning efforts and that regional planning efforts include outreach to targeted populations within Salt Lake County.

Salt Lake County Aging & Adult Services will provide a summary to UTA of all outreach efforts upon request or prior to future plan submittals and review.

7. Limited English Proficiency

A. Salt Lake County Aging & Adult Services is committed to compliance with Title VI of the Civil Rights Act of 1964 and all related regulations and directives. By completing the Four Factor Analysis below, Salt Lake County Aging & Adult Services assures that no person shall on the grounds of race, color or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any FTA service, program, or activity.

1. Aging & Adult Services serves over 18,000 clients annually, with 1,441 using services in the Rides for Wellness program. Aging & Adult Services' clients speak 45 distinct languages, with the following languages being the most common: English (92.5%), Spanish (3.2%), Russian (0.5%), Tongan (0.4%), and Mandarin Chinese (0.4%). Aging & Adult Services estimates that of the 1,441 clients utilizing senior transportation, 7.5% of them will be from LEP communities. Those communities' languages are listed above.
2. The Rides for Wellness program uses sedans and ADA accessible vehicles to provide non-emergency medical transportation for older adults in Salt Lake County who have no other means of transportation to those appointments. LEP clients come into contact with the Rides for Wellness program regularly, depending on the client's medical ride schedule. Some individuals may utilize the program only once. Others may have regularly scheduled weekly or more frequent medical appointments that result in regular, frequent contact with the program. The Rides for Wellness program works to provide exceptional customer services for all of its clients and solicits feedback from all clients periodically through surveys and customer service interactions. Public meetings are posted on the Utah Public Notice Website and language assistance is provided upon request.
3. The Rides for Wellness program is a critical program for older adults. It provides free/at suggested donation medical rides to older adults in Salt Lake County, many of whom are homebound and medically frail, who lack other means of transportation. As a result, the Rides for Wellness program is a vital program for all its clients, including those with limited English proficiency.

LEP persons interact with Aging & Adult Services by use of a translator or interpretation service as needed. Many LEP clients bring a caregiver or assistant with them to receive senior transportation to avoid language barriers. LEP communities are not underserved by Aging & Adult Services – the division's proportion of LEP clients is in line with the demographic makeup of the Salt Lake County Community.

The Rides for Wellness program:

- a. Participates in the development of a coordinated plan to meet the specific transportation needs of seniors and people with disabilities, including those with LEP needs.
- b. Provides special language assistance for public meetings upon request.

4. The policy of Aging & Adult Services is to provide individuals with limited English proficiency meaningful access to its services. The division participates in efforts to target LEP communities through various outreach activities. The division publishes information about its programs, including senior transportation, in English and in Spanish. The division operates a Refugee program which connects Refugee participants to critical community services. Aging & Adult Services participates in community fairs and other outreach activities. Language assistance is provided as needed using external contractors. The cost of these efforts varies depending on the services required and participant need.

The Rides for Wellness program makes every effort to employ bilingual and multilingual staff members and, where possible, pair clients with drivers who speak their native language. The program contracts with Ute Cab to provide services and works to pair clients with cab drivers who can converse with them in their primary language wherever possible. Not all LEP individuals speak languages that are also spoken by program personnel or Ute Cab drivers. In these instances, clients are encouraged to bring a family member or other individual who may translate for them; clients of the program may bring companions with them to appointments at no cost. Drivers also utilize translation software, where necessary, to facilitate communication with LEP individuals. In some cases, the program may utilize volunteer or paid interpreters to communicate with LEP individuals.

The Salt Lake County Aging & Adult Services Language Assistance Plan includes the following:

- a. Aging & Adult Services serves over 18,000 clients annually, with 1,441 using services in the Rides for Wellness program. Aging & Adult Services' clients speak 45 distinct languages, with the following languages being the most common: English (92.5%), Spanish (3.2%), Russian (0.5%), Tongan (0.4%), and Mandarin Chinese (0.4%). Aging & Adult Services estimates that of the 1,441 clients utilizing senior transportation, 7.5% of them will be from LEP communities. Those communities' languages are listed above.
- b. Salt Lake County Aging & Adult Services provides interpretation and translation services as needed using external contractors. Language assistance may be provided upon request. Vital documents are generally published in both English and Spanish, with additional languages available upon request.
- c. Salt Lake County lists translation services on the Title VI Nondiscrimination section of its website. These are available at low or no cost to members of the public. AAS also works closely with community agencies that provide translation services and utilizes these services at client intake and at other appropriate times, as necessary, to ensure equal access to programs and services for individuals with limited English proficiency. When necessary, intake documents and other written information is translated and provided in other languages to LEP clients. These resources are available to all Salt Lake County Aging & Adult Services clients, regardless of point of intake or services received. The cost for translation services varies according to need.

- d. Salt Lake County Aging & Adult Services regularly assess language needs of clientele both individually and in the aggregate, making strategic adjustments as necessary to ensure assistance offered is aligned with community LEP needs. The division performs a community needs assessment every five years which helps to inform this plan.
- e. Aging & Adult Services' staff are trained to offer language assistance as needed. Staff members have access to resources to obtain language assistance for all clients and members of the community.

8. Staff Ongoing Title VI Training Process/Description

All Salt Lake County Aging & Adult Services' Rides for Wellness program staff and volunteers will be trained annually on Title VI. Training will include the following documents:

- Non-discrimination poster
- Title VI complaint form
- Complaint log
- LEP (Four Factor Analysis and Language Assistance Plan)
- Title VI brochure

A training roster will be signed when training is completed and filed as part of the Title VI program documentation.

APPENDIX A:

Salt Lake County Aging & Adult Services Policy 1315 (Grievance Procedure)

1315

SALT LAKE COUNTY
COUNTYWIDE POLICY
ON
**AMERICANS WITH DISABILITIES ACT / SECTION 504 GRIEVANCE
PROCEDURE**

Policy

In accordance with the requirements of Section 504 of the Rehabilitation Act of 1973 (Section 504) and Title II of the Americans with Disabilities Act of 1990, as amended (ADA), Salt Lake County does not discriminate on the basis of disability in providing individuals with disabilities equal access to the services, programs or activities the County sponsors. Salt Lake County provides equal employment opportunities to all employees and applicants for employment without regard to physical or mental disability. Salt Lake County does not retaliate or discriminate against, or coerce, intimidate or threaten any individual who (1) opposes any act or practice made unlawful by Section 504 or the ADA; or (2) files a grievance or complaint, testifies, assists, or participates in any investigation, proceeding, or hearing under Section 504 or the ADA.

Purpose

To provide a prompt and equitable resolution of grievances alleging any action prohibited by Section 504, the ADA, or the Federal regulations implementing these laws. The applicable Federal laws and regulations may be examined by contacting the Section 504/ADA Coordinator at the address or phone number provided below.

1.0 Definitions

- 1.1 ADA: Americans with Disabilities Act of 1990, as amended (42 U.S.C. § 12101, et seq.): The ADA is a federal law that makes it unlawful to discriminate against a qualified individual with a disability. It provides that no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be subjected to discrimination by a public entity.
- 1.2 ADA/504 PROGRAM COORDINATOR: The individual designated to administer, promote, and oversee Salt Lake County's compliance with the Americans with Disabilities act of 1990, as amended and Section 504 of the Rehabilitation Act of 1973
- 1.3 EEO MANAGER: The individual designated by Salt Lake County to monitor compliance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act, monitor employment practices in respect to equal employment opportunity and affirmative action and coordinate the enforcement of County policy prohibiting discrimination and reprisal.

- 1.4 **QUALIFIED INDIVIDUAL WITH A DISABILITY:** A person with a disability who, with or without reasonable modifications to rules, policies, or practices, the removal of architectural, communication, or transportation barriers, or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by the County.
- 1.5 **SECTION 504:** Rehabilitation Act of 1975, as amended (29 U.S.C. § 793, 794): Section 504 of the Rehabilitation Act makes it unlawful to discriminate against a qualified individual with a disability. It provides that no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be subjected to discrimination by any such entity.

2.0 Procedure

- 2.1 Any person who believes a Salt Lake County agency or program has violated Title II of the ADA, believes she or he has been subjected to discrimination on the basis of disability or who believes that she or he has been subjected to retaliation under Section 504 or the Title II of the ADA may file a grievance under this procedure. It is against the law for Salt Lake County to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

- 2.2 Grievances must be submitted to Salt Lake County's ADA/Section 504 Program Coordinator (or her/his designee) as soon as possible but no later than sixty (60) calendar days after the date the person filing the grievance becomes aware of the alleged discriminatory action.

The ADA/504 Program Coordinator may be contacted at:
 2001 South State Street, Suite N4600
 Salt Lake City, Utah 84190-3150
 (385) 468-0584
 TTY 711 (Relay Utah) and give the operator the number you wish to call.

- 2.3 Grievances must be in writing, containing the name and address of the person filing it. The grievance must state the problem or action alleged to be discriminatory and the remedy or relief sought.
 - 2.3.1 Upon request, Salt Lake County personnel will assist an interested person in filing a grievance and will forward completed grievance to the ADA/504 Program Coordinator for investigation or other appropriate action.
- 2.4 The ADA/504 Program Coordinator shall notify the relevant elected official or department director and division director that a grievance has been filed.
- 2.5 The ADA/504 Program Coordinator (or designee) will conduct an investigation of the grievance. This investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the grievance. The

1315

ADA/504 Program Coordinator will maintain the files and records of the County relating to such grievances.

- 2.6 Upon request, the ADA/504 Program Coordinator (or designee) will make appropriate arrangements to ensure that individuals with disabilities are provided reasonable modifications and appropriate auxiliary aids and services where necessary to participate in this grievance process. Such arrangements may include making the grievance procedure available in alternative formats such as Braille, large print, audio recording, providing interpreters for the deaf or hard-of-hearing, or assuring a barrier-free location for proceedings.
- 2.7 The ADA/504 Program Coordinator (or designee) will issue a written decision to the individual on the grievance no later than thirty (30) calendar days after its filing.
- 2.8 The person filing the grievance may appeal the decision of the ADA/Section 504 Program Coordinator by writing to the Deputy Mayor, within fifteen (15) calendar days of receiving the ADA/504 Program Coordinator's decision.
- 2.9 Filing a grievance with the ADA/504 Program Coordinator (or her/his designee) does not prevent the person filing the grievance from filing a complaint with the:

Office for Civil Rights, Region VIII
US Department of Health and Human Services
200 Independence Ave, S.W.
Room 509F, HHH Bldg.
Washington, D.C. 20201
Phone: (800) 368-1019
FAX: (303) 844-2025
TDD: (800) 537-7697

- 2.10 Employees requesting workplace accommodations for a disability must file a request for accommodation with the Salt Lake County ADA/504 Program Coordinator, pursuant to County Human Resources Policy #3-200 ADA Policy, Reasonable Accommodations.
- 2.11 Applicants for employment and Salt Lake County employees who believe they have been subjected to discriminatory treatment on the basis of their disability or to retaliation as a result of requesting a disability accommodation, objecting to a discriminatory practice, or for participating in an ADA/504 grievance process, may file an internal discrimination complaint with the EEO Manager, pursuant to Human Resources Policy #3-100; or may file a grievance of employment discrimination pursuant to the procedures outlined in Human Resources Policy #3-500, Grievance Procedure, the Appeal Procedure for the Career Service Council.

1315

APPROVED and PASSED this 9 day of December, 2014.

SALT LAKE COUNTY COUNCIL

Signature on file with Salt Lake County
Michael Jensen, Chair

ATTEST:

Signature on file with Salt Lake County
Sherrie Swensen, County Clerk

APPROVED AS TO FORM

Signature on file with Salt Lake County
District Attorney's Office Date

1315

CONDADO DE SALT LAKE
POLÍTICA PARA TODO EL CONDADO
SOBRE
LEY DE ESTADOUNIDENSES CON DISCAPACIDADES/PROCEDIMIENTO DE QUEJAS DE
LA SECCIÓN 504

Política

De acuerdo con los requisitos de la Sección 504 de la Ley de Rehabilitación de 1973 (Sección 504) y el Título II de la Ley de Estadounidenses con Discapacidades de 1990, según enmendada (ADA), el condado de Salt Lake no discrimina por motivos de discapacidad al proporcionar a las personas con discapacidades igualdad de acceso a los servicios, programas o actividades que patrocina el Condado. El condado de Salt Lake ofrece igualdad de oportunidades de empleo a todos los empleados y solicitantes de empleo, sin tener en cuenta su discapacidad física o mental. El condado de Salt Lake no toma represalias ni discrimina, ni coacciona, intimida ni amenaza a ninguna persona que (1) se oponga a cualquier acto o práctica que sea ilegal según la Sección 504 o la ADA; o (2) presente una queja o reclamo, testifique, asista o participe en cualquier investigación, procedimiento o audiencia en virtud de la Sección 504 o la ADA.

Objetivo

Proporcionar una resolución pronta y equitativa de las quejas que aleguen cualquier acción prohibida en virtud de la Sección 504, la ADA o las regulaciones federales que implementan estas leyes. Las leyes y regulaciones federales aplicables se pueden examinar comunicándose con el Coordinador de la Sección 504/ADA, a la dirección o al número de teléfono que se proporciona a continuación.

1.0 Definiciones

1.1 ADA: Ley de Estadounidenses con Discapacidades de 1990, según enmienda (42 U.S.C. § 12101, *et seq.*): La ADA es una ley federal que establece que es ilegal discriminar a una persona calificada que tenga una discapacidad. Dispone que ninguna persona calificada con discapacidad podrá ser excluida de participar en ninguna entidad pública ni ser objeto de discriminación por parte de esta.

1.2 COORDINADOR DEL PROGRAMA ADA/504: La persona designada para administrar, promover y supervisar el cumplimiento del Condado de Salt Lake con la Ley de Estadounidenses con Discapacidades de 1990, según enmienda, y la Sección 504 de la Ley de Rehabilitación de 1973

1.3 GERENTE DE EEO: La persona designada por el condado de Salt Lake para supervisar el cumplimiento de la Ley de Estadounidenses con Discapacidades y la Sección 504 de la Ley de Rehabilitación, supervisar las prácticas de empleo con respecto a la igualdad de oportunidades de empleo y la acción afirmativa y coordinar la aplicación de la política del condado que prohíbe la discriminación y las represalias.

1.4 PERSONA CALIFICADA CON UNA DISCAPACIDAD: Una persona con una discapacidad que, con modificaciones razonables de las reglas, políticas o prácticas, la eliminación de barreras

arquitectónicas, de comunicación o de transporte, o la provisión de ayudas y servicios auxiliares o sin esto cumple con los requisitos esenciales de elegibilidad para recibir servicios o participar en programas o actividades proporcionados por el condado.

1.5 ARTÍCULO 504: Ley de Rehabilitación de 1975, según enmienda (29 U.S.C. § 793, 794): La Sección 504 de la Ley de Rehabilitación establece que es ilegal discriminar a una persona calificada que tenga una discapacidad. Establece que ninguna persona calificada que tenga una discapacidad, por razón de dicha discapacidad, será excluida de la participación en ninguna de esas entidades ni será objeto de discriminación por parte de ella.

2.0 Procedimiento

2.1 Cualquier persona que crea que una agencia o programa del condado de Salt Lake ha violado el Título II de la ADA, que crea que ha sido objeto de discriminación por motivos de discapacidad o que crea que ha sido objeto de represalias en virtud de la Sección 504 o del Título II de la ADA puede presentar una queja en virtud de este procedimiento. Es contra la ley que el condado de Salt Lake tome represalias contra cualquier persona que presente una queja o coopere en la investigación de una queja.

2.2 Las quejas deben enviarse al Coordinador del Programa ADA/Sección 504 del Condado de Salt Lake (o su designado) lo antes posible, pero a más tardar sesenta (60) días calendario después de la fecha en que la persona que presenta la queja se entera de la supuesta acción discriminatoria.

El Coordinador del Programa ADA/504 puede ser contactado al:

2001 South State Street, Suite N4600

Salt Lake City, Utah 84190-3150

(385) 468-0584

TTY 711 (Relay Utah) y dé al operador el número al que desea llamar.

2.3 Las quejas deben hacerse por escrito, con el nombre y la dirección de la persona que las presenta. La queja debe indicar el problema o la acción que se alega como discriminatoria y el remedio o reparación que se busca.

2.3.1 Previa solicitud, el personal del condado de Salt Lake ayudará a una persona interesada a presentar una queja y enviará la queja completa al Coordinador del Programa ADA/504 para su investigación u otra acción apropiada.

2.4 El Coordinador del Programa ADA/504 notificará al funcionario electo pertinente o al director de departamento y al director de división que se ha presentado una queja.

2.5 El Coordinador del Programa ADA/504 (o la persona designada) llevará a cabo una investigación de la queja. Esta investigación puede ser informal, pero debe ser exhaustiva y dar a todas las personas interesadas la oportunidad de presentar pruebas pertinentes a la queja. El Coordinador del Programa ADA/504 mantendrá los archivos y registros del Condado relacionados con dichas quejas.

2.6 Previa solicitud, el Coordinador del Programa ADA/504 (o la persona designada) hará los arreglos apropiados para garantizar que las personas con discapacidades reciban modificaciones razonables y ayudas y servicios auxiliares apropiados cuando sea necesario para participar en este proceso de quejas. Dichos arreglos pueden incluir la disponibilidad del procedimiento de reclamación en formatos

alternativos como el braille, la letra grande, la grabación de audio, el suministro de intérpretes para las personas sordas o con problemas de audición, o la garantía de un lugar sin barreras para los procedimientos.

2.7 El Coordinador del Programa ADA/504 (o la persona designada) emitirá una decisión por escrito a la persona sobre la queja a más tardar treinta (30) días calendario después de su presentación.

2.8 La persona que presenta la queja puede apelar la decisión del Coordinador del Programa de la ADA/Sección 504 escribiendo al Vicecalde, dentro de los quince (15) días calendario posteriores a la recepción de la decisión del Coordinador del Programa de la ADA/504.

2.9 La presentación de una queja ante el Coordinador del Programa ADA/504 (o la persona designada) no impide que la persona que presenta la queja presente una queja ante el:

Office for Civil Rights, Region VIII
US Department of Health and Human Services
200 Independence Ave, S.W. Room 509F, HHH Bldg.
Washington, D.C. 20201
Teléfono: (800) 368-1019
FAX: (303) 844-2025
TDD: (800) 537-7697

2.10 Los empleados que soliciten adaptaciones en el lugar de trabajo para una discapacidad deben presentar una solicitud de adaptación ante el Coordinador del Programa ADA/504 del Condado de Salt Lake, de conformidad con la Política de Recursos Humanos del Condado #3-200 Política de la ADA, Adaptaciones Razonables.

2.11 Los solicitantes de empleo y los empleados del condado de Salt Lake que crean que han sido objeto de un trato discriminatorio por su discapacidad o de represalias como resultado de solicitar una adaptación por discapacidad, objetar una práctica discriminatoria o participar en un proceso de quejas ADA/504 pueden presentar una queja interna por discriminación ante el Gerente de EEO, de conformidad con la Política de Recursos Humanos #3-100; o pueden presentar una queja por discriminación en el empleo de conformidad con los procedimientos descritos en la Política de Recursos Humanos # 3-500, Procedimiento de quejas, el Procedimiento de apelación para el Consejo de Servicio de Carrera.

APROBADO el día 9 de diciembre de 2014.

CONSEJO DEL CONDADO DE SALT LAKE
Signature on file with Salt Lake County
Michael Jensen, jefe

CERTIFICA:
Signature on file with Salt Lake County
Sherrie Swensen, secretaria del condado

APROBADO EN CUANTO A LA FORMA
Signature on file with Salt Lake County
Fecha de la Oficina del Fiscal de Distrito

APPENDIX B:

Title VI Notice to the Public

Salt Lake County Aging & Adult Services

- Salt Lake County Aging & Adult Services operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Salt Lake County ADA/504 Coordinator.
- For more information on the Salt Lake County civil rights program and the procedures to file a complaint, see <https://slco.org/non-discrimination/>.
- Complaints must be filed in person or in writing. Complaints should be directed to:
Human Resources Director / OR
ADA/504 Program Coordinator
Human Resources Division
2001 South State Street, N4-700
Salt Lake City, Utah 84190
385 468-0570, TTY users should call 7-1-1
- A complainant may file a complaint directly with the Utah Transit Authority:
UTA Title VI and ADA
Civilrights2@rideuta.com
- A complainant may file a complaint directly with the Utah Department of Transportation:
Utah Department of Transportation
Attn: Title VI Coordinator
4501 South 2700 West, P.O. Box 141265
Salt Lake City, UT 84114-1265
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint at:
Federal Transit Administration, Office of Civil Rights
Attn: Title VI Program Coordinator
East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE
Washington, DC 20590

Servicios para Adultos y Personas Mayores del condado de Salt Lake

- El Departamento de Servicios para Adultos y Personas Mayores del condado de Salt Lake opera sus programas y servicios sin distinción de raza, color ni nacionalidad de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante el Coordinador de la ADA/504 del Condado de Salt Lake.
- Para obtener más información sobre el programa de derechos civiles del condado de Salt Lake y los procedimientos para presentar una queja, consulte <https://slco.org/non-discrimination/>.
- Las quejas deben presentarse en persona o por escrito. Las quejas deben dirigirse a:
Human Resources Director / OR
ADA/504 Program Coordinator
Human Resources Division
2001 South State Street, N4-700
Salt Lake City, Utah 84190
385 468-0570. Los usuarios de TTY deben llamar al 7-1-1
- El demandante puede presentar una queja directamente ante la Autoridad de Tránsito de Utah:
Título VI de UTA y ADA
Civilrights2@rideuta.com
- El demandante puede presentar una queja directamente ante el Departamento de Transporte de Utah:
Departamento de Transporte de Utah
Attn: Coordinador del Título VI
4501 South 2700 West, P.O. Box 141265
Salt Lake City, UT 84114-1265
- El demandante puede presentar una queja directamente ante la Administración Federal de Tránsito:
Administración Federal de Tránsito, Oficina de Derechos Civiles
Attn: Coordinador del Programa del Título VI
East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE
Washington, DC 20590

APPENDIX C:

Title VI Posters

Title VI Notice to the Public in English



NON-DISCRIMINATION TITLE VI POSTER

Title VI and Nondiscrimination Commitment (FHWA):

Pursuant to Title VI of the Civil Rights Act of 1964 and related laws and regulations, Salt Lake County will not exclude from participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color, national origin, sex, age or disability.

Title VI and Nondiscrimination Commitment (FTA):

Pursuant to Title VI of the Civil Rights Act of 1964 and related laws and regulations, Salt Lake County will not exclude from participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color and national origin.

Complaint Procedures:

Salt Lake County has established a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discrimination when found. Any person who believes that he or she has been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with Salt Lake County. Any such complaint must be in writing and filed with the Salt Lake County's Title VI Coordinator within one hundred eighty (180) calendar days following the date of the alleged discriminatory occurrence. For more information, please contact the Salt Lake County's Title VI Coordinator. Complaints may also be filed at the local level, with the Utah Transit Authority's Title VI Administrator.

ADA/504 Statement:

Pursuant to Section 504 of the Rehabilitation Act of 1973 (Section 504), the Americans with Disabilities Act of 1990 (ADA) and related federal and state laws and regulations, Salt Lake County will make every effort to ensure that its facilities, programs, services, and activities are accessible to those with disabilities. Salt Lake County will provide reasonable accommodation to disabled individuals who wish to participate in public involvement events or who require special assistance to access Salt Lake County facilities, programs, services or activities. Because providing reasonable accommodation may require outside assistance, organization or resources, Salt Lake County asks that requests be made at least five (5) calendar days prior to the need for accommodation. Questions, concerns, comments or requests for accommodation should be made to Salt Lake County's ADA Coordinator.

Services are provided free without charge for individuals with special needs with disabilities. Any fees will be paid by the recipient or subrecipient. The public will have access to translators, "I Speak Cards", TTY/TDD services and vital documents translated when requested.

SLCO Title VI Administrator

SLCO ADA Coordinator
Phone: 385-468-0570

UTA Title VI and ADA

UTA Compliance Officers
civilrights2@rideuta.com

Title VI Notice to the Public in Spanish



CARTEL TITULO VI NO-DISCRIMINACION

Título VI y Compromiso a no discriminación (FHWA):

Según el Título VI de el Acto de Derechos Civiles de 1964 y leyes y reglamentos relacionados, Salt Lake County no quedará libre de participación en, negará beneficios de, o sujetará a discriminación a nadie en base a raza, color, origen nacional, sexo, edad o discapacidad.

Título VI y Compromiso a no discriminación (FTA):

Según el Título VI de el Acto de Derechos Civiles de 1964 y leyes y reglamentos relacionados, Salt Lake County no quedará libre de participación en, negará beneficios de, o sujetará a discriminación a nadie en base a raza, color, y origen nacional.

Proceso para Tramitar Quejas:

Salt Lake County ha establecido un proceso para tramitar quejas de discriminación y tomará acción pronta y rasonablemente para investigar y eliminar discriminación cuando ésta suceda. Cualquier persona que crea que él o ella ha sido ofendido(a) por una práctica ilícita y discriminadora bajo el Título VI tiene derecho a someter una queja formal con Salt Lake County. Tal queja debe ser por escrito y sometida al Coordinador de Título VI de Salt Lake County durante los ciento ochenta (180) días a partir de la fecha del presunto acontecimiento. Para más información, por favor comuníquese con el Coordinador de Título VI de Salt Lake County.

Declaración ADA/504:

Según la Sección 504 de al Acto de Rehabilitación de 1973 (Sección 504), El Acto de Ley para Estadounidenses con Discapacidades de 1990 (ADA) y leyes y reglamentos estatales y federales relacionados, Salt Lake County hará todo esfuerzo para asegurar que sus instalaciones, programas, servicios, y actividades sean accesibles a todos aquellos con discapacidades. Salt Lake County hará modificaciones razonables para individuos con discapacidades quienes deseen participar en eventos públicos o a quienes requieren asistencia especial para accede programas, servicios o actividades. Ya que porveer tales modificaciones puede requerir asistencia de terceras personas, organización o recursos, Salt Lake County pide que cualquier petición sea hecha al menos cinco (5) días antes de la fecha en que se necesita tal modificación. Preguntas o solicitudes deben ser dirigidas al Coordinador de ADA de Salt Lake County.

Los servicios serán proveídos libres de cargo a individuos con necesidades especiales o discapacidades. Cualquier cargo será pagado por el beneficiario. El public tendrá acceso a traductores, tarjetas "Yo Hablo", servicios TTY/TDD y documentos esenciales traducidos cuando sea necesario.

SLCO Title VI Administrator

SLCO ADA Coordinator
Phone: 385-468-0570

Coordinador Título VI/ADA de UTA

UTA Title VI Compliance Officer
Email: Civilrights2@rideuta.com