

TITLE VI FY17 Annual Report

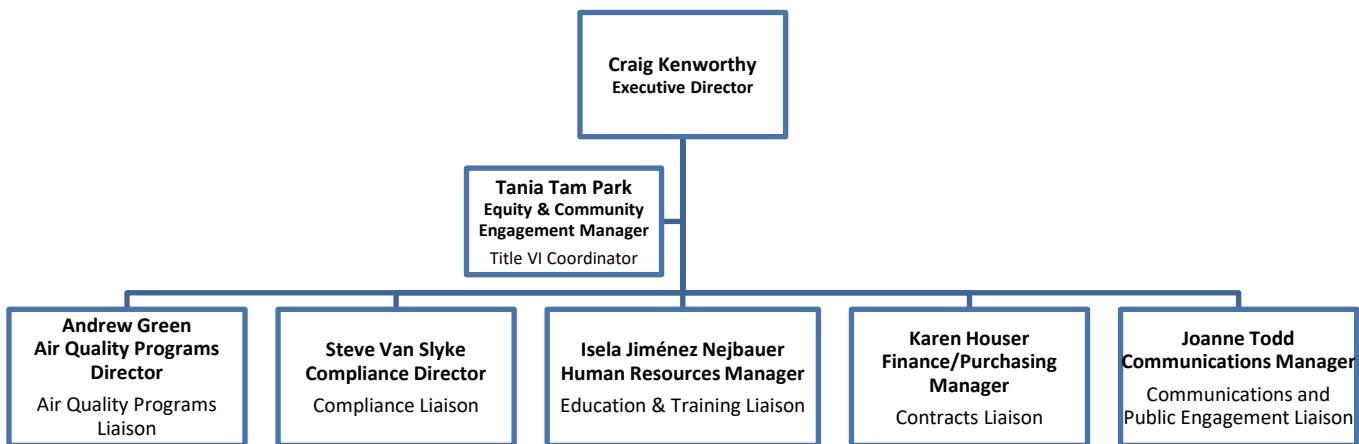


The Agency continued its work towards increasing access to the public through additional fine-tuning of our Title VI Plan. The sections below outline changes we have made in the past fiscal year, which spans from July 2016 through June 2017.

I. ACCOMPLISHMENTS & UPDATES

A. Title VI Organizational Chart

Our Agency's Title VI organizational chart remains consistent from FY17.



As of June 2017

B. Communications and Public Engagement

The Agency continued to provide proactive as well as responsive service to individuals and businesses with limited English proficiency. In FY17, the Agency instituted in-person language interpretation services for those who contact the Agency by phone. Using a third-party service, callers who speak one of our region's top six languages are connected to an interpreter prior to speaking with an Agency staff member. Our region's top six languages include: Spanish, Vietnamese, Korean, Mandarin, Tagalog, and Russian. This service, which we provide for free to the public, allows the caller to establish their need or explain a situation in their primary language before having to explain their situation to an English-speaking staff member. This serves to reduce one barrier to accessing and relaying information or connecting with a relevant staff member. We will begin reporting on call volume and usage beginning in FY18.

In terms of translated written materials, the following table shows the number of words we requested for translation, as that is the primary metric available from our service provider.

Language	Total Words
Chinese - Simplified	127
Korean	147

Russian	140
Somali	150
Spanish	1,031
Tagalog	140
Vietnamese	1,079

For in-person, live interpretation, we worked with a service to provide the following public service:

Clinic	Language	Total Hours
Korean American Grocers Assn.	Korean	7
Puget Sound Clean Air Agency	Korean	2

C. Public Meetings

Much like in the previous year, the Agency participated in events that were primarily hosted by partner organizations and agencies. We use this strategy in order to minimize the draw on community members and also to communicate on terms that are more familiar and ongoing.

D. Hiring and Recruiting

The Agency's hiring and recruiting practices continue to evolve in order to attract a diversity of talent and perspective. In order to get a concrete understanding of what that diversity looks like in terms of gender, race, and ethnicity, we continue to request demographic information from applicants when they are selected for interviews. Providing this information is voluntary and has no impact on employment status.

In addition, as a follow-up to adjustments that began last year, Human Resources scheduled closing meetings with each hiring manager to review the applicant pool that advanced from phone screen to interview(s) to selection.

Position	# of Applicants	Gender	Race	Veteran Status	Phone Screen	Interview	Offer
Enforcement Assistant (term)	4	3 F 1 M	n/a		n/a	4	F
Accounting Support Assistant	1	F	n/a		n/a	1	F

Position	# of Applicants	Gender	Race	Veteran Status	Phone Screen	Interview	Offer
Senior Accountant	4	3 F 1 M	1 Asian 3 White		n/a	4	White F
Air Resources Associate (term)	1	F	n/a		n/a	1	F
Air Quality Permit Engineer	5	n/a	n/a		n/a	5	2 M
Records Administrator	4	1 F 1 M	1 Black/Af.Am 1 White		n/a	4	White M
Administrative Assistant	5	4 F	4 White		n/a	5	White F
Engineer II	1	F	W		n/a	1	White F
Air Resource Specialist, CCC	5	5 F	5 W		n/a	5	White F
Air Resource Specialist, PAF	2	1 F 1 M	1 Latino		n/a	2	White F
Air Resources Associate	4	2 F 1 M	1 Asian 2 White		n/a	4	Asian F
Air Resources Associate, PAF	3	1 F 2 M	1 Asian 2 White		n/a	3	White M
Air Monitoring Specialist	5	1 F 3 M	5 White	1 W M	n/a	5	White M

E. Contracts and Grants

In FY17, the Agency began a process to understand how to implement and appropriately communicate Title VI related obligations to contractors and grant subrecipients. The initial step was to determine which types of vendors and contractors were immediately appropriate to address with updated requirements under Title VI. The next step will be to understand how we ensure all contractors and grant subrecipients are held to account.

There were six contracts designated to apply the Title VI contracts questionnaire to. The Contracts Liaison and Air Quality Programs Liaison worked with Project Managers to understand how best to incorporate this audit at the beginning of a contract agreement. Over the course of the year, two of

the agreements were not pursued and the others continued without incident in relation to Title VI requirements.

In addition, the Agency supports and promotes RFP/RFQ opportunities among Minority and Women-Owned Business Enterprises (MWBE). In FY17, our Agency worked with the following vendors who are certified through the State of Washington as being MWBE.

Minority + Women-Owned Business Enterprise Vendors
Ad Specialties and Promotions, Inc.
Cultures Connecting, LLC
Electrical Systems Solutions, Inc.

II. COMPLAINTS

During the past year, the Agency did not receive any complaints on the basis of discrimination or unequal treatment. Discrimination on the grounds of race, color, sex, national origin, creed, religion, gender identity, sexual orientation, age, disability, marital or veteran status will be addressed by our Agency, following our discrimination complaint procedures in the plan.