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INTRODUCTION

The Denver Livability Partnership (DLP) will expand permanent affordable housing, improve access to jobs and create better multi-modal connectivity along Denver’s transit corridors. Denver will leverage partnerships and opportunities along the west light rail corridor to transform Denver’s west side into livable, transit-oriented neighborhoods. Initially, the DLP will focus on Denver’s west side; however some planning activities are citywide. Best practices learned from this can then be applied to other corridors in Denver, in the region and nationwide. Public Outreach is a major component of the DLP, and as such, is addressed both in the DLP program budget as well as in the Public Outreach Plan. Components of the public outreach effort are subject to Title VI of the Civil Rights Act. Compliance with this Act is explained below.

LEGAL BASIS

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq. Title VI states that 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 otherwise subjected to discrimination under any program or activity that receives Federal financial assistance.

Lau v. Nichols, U. S. Supreme Court Case, 414 U.S. 563 (1974). Title VI prohibits conduct that has a disproportionate effect of LEP persons because such conduct constitutes national origin discrimination.

Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency” reprinted at 65 FR 50121 (August 16, 2000) by President William Jefferson Clinton, Directs Federal agencies to develop and implement a system so LEP persons can meaningfully access services. Instructs Federal agencies to publish guidance for their respective recipients to fulfill obligations to LEP persons under Title VI. Recipients must take “reasonable steps”.

U.S. Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to limited English Proficient (LEP) Persons, DOT LEP Guidance, Federal Register Vol. 70, no. 239, pp. 74087-74100 (December 14, 2005). The guidelines require recipients to take “responsible steps” to ensure access to benefits, services, information, and other important portions of programs and activities to individuals who are Limited English Proficient (LEP).

LEP ASSESSMENT – FOUR FACTOR ANALYSIS

FACTOR 1: NUMBER OF LEPs ELIGIBLE OR LIKELY TO BE ENCOUNTERED BY YOUR FEDERALLY FUNDED PROGRAM

The DLP will focus on Denver’s west side neighborhoods (including West Colfax, Villa Park, Barnum, Barnum West, Sun Valley, Valverde, Westwood, and Athmar Park). However some planning activities undertaken by the DLP are city wide. According to data from the 2010 Census and 2009 American Community Survey the total population of the west side study area is 63,760. 54% of the population of the West Denver Study Area for the DLP or 34,153
citizens reported to speaking English neither well nor very well. 27,901 of those citizens are Spanish speakers. The only other population comprising of more than 1 percent of west side residents is Vietnamese speakers, who make up 1.39% of west side residents. The following tables illustrate the breakdown of non-English speaking populations for the west side study area and the city as a whole:

TABLE 1 ENGLISH PROFICIENCY OF WEST SIDE RESIDENTS

<table>
<thead>
<tr>
<th>Total Study Area Population</th>
<th>English Very Well</th>
<th>English Well</th>
<th>Less than Well</th>
</tr>
</thead>
<tbody>
<tr>
<td>63,760</td>
<td>12,841</td>
<td>16,766</td>
<td>34,153</td>
</tr>
</tbody>
</table>

Source: American Community Survey 2009

TABLE 2 LANGUAGE BREAKDOWN OF WEST SIDE RESIDENTS

<table>
<thead>
<tr>
<th>Language</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPANISH</td>
<td>31,625</td>
<td>49.83%</td>
</tr>
<tr>
<td>ONLY_ENGLISH</td>
<td>29,734</td>
<td>46.85%</td>
</tr>
<tr>
<td>VIETNAMESE</td>
<td>880</td>
<td>1.39%</td>
</tr>
<tr>
<td>AFRICAN_LA</td>
<td>316</td>
<td>0.50%</td>
</tr>
<tr>
<td>HEBREW</td>
<td>121</td>
<td>0.19%</td>
</tr>
<tr>
<td>FRENCH</td>
<td>112</td>
<td>0.18%</td>
</tr>
<tr>
<td>OTHER_NATIONAL</td>
<td>112</td>
<td>0.18%</td>
</tr>
<tr>
<td>PORTUGUESE</td>
<td>108</td>
<td>0.17%</td>
</tr>
<tr>
<td>GERMAN</td>
<td>107</td>
<td>0.17%</td>
</tr>
<tr>
<td>MON_KHMER</td>
<td>53</td>
<td>0.08%</td>
</tr>
<tr>
<td>URDU</td>
<td>50</td>
<td>0.08%</td>
</tr>
<tr>
<td>RUSSIAN</td>
<td>35</td>
<td>0.06%</td>
</tr>
<tr>
<td>THAI</td>
<td>33</td>
<td>0.05%</td>
</tr>
<tr>
<td>ITALIAN</td>
<td>32</td>
<td>0.05%</td>
</tr>
<tr>
<td>TAGALOG</td>
<td>31</td>
<td>0.05%</td>
</tr>
<tr>
<td>POLISH</td>
<td>26</td>
<td>0.04%</td>
</tr>
<tr>
<td>Language</td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>-------------</td>
<td>--------</td>
<td>---------</td>
</tr>
<tr>
<td>PERSIAN</td>
<td>23</td>
<td>0.04%</td>
</tr>
<tr>
<td>KOREAN</td>
<td>21</td>
<td>0.03%</td>
</tr>
<tr>
<td>OTHER_SLAVIC</td>
<td>12</td>
<td>0.02%</td>
</tr>
<tr>
<td>HINDI</td>
<td>11</td>
<td>0.02%</td>
</tr>
<tr>
<td>YIDDISH</td>
<td>10</td>
<td>0.02%</td>
</tr>
<tr>
<td>GREEK</td>
<td>8</td>
<td>0.01%</td>
</tr>
<tr>
<td>SERBO_CROA</td>
<td>5</td>
<td>0.01%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>63,465</strong></td>
<td></td>
</tr>
</tbody>
</table>

**TABLE 3 LANGUAGE BREAKDOWN OF CITY AND COUNTY OF DENVER RESIDENTS**

<table>
<thead>
<tr>
<th>Language</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>ONLY_ENGLI</td>
<td>379,619</td>
<td>71.29%</td>
</tr>
<tr>
<td>SPANISH</td>
<td>120,435</td>
<td>22.62%</td>
</tr>
<tr>
<td>VIETNAMESE</td>
<td>4,075</td>
<td>0.77%</td>
</tr>
<tr>
<td>AFRICAN_LA</td>
<td>3,095</td>
<td>0.58%</td>
</tr>
<tr>
<td>FRENCH</td>
<td>2,745</td>
<td>0.52%</td>
</tr>
<tr>
<td>RUSSIAN</td>
<td>2,699</td>
<td>0.51%</td>
</tr>
<tr>
<td>CHINESE</td>
<td>2,496</td>
<td>0.47%</td>
</tr>
<tr>
<td>GERMAN</td>
<td>2,309</td>
<td>0.43%</td>
</tr>
<tr>
<td>ARABIC</td>
<td>1,852</td>
<td>0.35%</td>
</tr>
<tr>
<td>OTHER_ASIA</td>
<td>1,350</td>
<td>0.25%</td>
</tr>
<tr>
<td>HINDI</td>
<td>1,170</td>
<td>0.22%</td>
</tr>
<tr>
<td>KOREAN</td>
<td>978</td>
<td>0.18%</td>
</tr>
<tr>
<td>GREEK</td>
<td>772</td>
<td>0.14%</td>
</tr>
<tr>
<td>HEBREW</td>
<td>742</td>
<td>0.14%</td>
</tr>
<tr>
<td>JAPANESE</td>
<td>720</td>
<td>0.14%</td>
</tr>
<tr>
<td>ITALIAN</td>
<td>716</td>
<td>0.13%</td>
</tr>
<tr>
<td>OTHER_INDI</td>
<td>645</td>
<td>0.12%</td>
</tr>
<tr>
<td>Language</td>
<td>Number</td>
<td>Percent</td>
</tr>
<tr>
<td>----------------</td>
<td>--------</td>
<td>---------</td>
</tr>
<tr>
<td>TAGALOG</td>
<td>630</td>
<td>0.12%</td>
</tr>
<tr>
<td>PERSIAN</td>
<td>621</td>
<td>0.12%</td>
</tr>
<tr>
<td>POLISH</td>
<td>475</td>
<td>0.09%</td>
</tr>
<tr>
<td>OTHER_SLAV</td>
<td>466</td>
<td>0.09%</td>
</tr>
<tr>
<td>OTHER_INDO</td>
<td>441</td>
<td>0.08%</td>
</tr>
<tr>
<td>PORTUGUESE</td>
<td>425</td>
<td>0.08%</td>
</tr>
<tr>
<td>MON_KHMER_</td>
<td>393</td>
<td>0.07%</td>
</tr>
<tr>
<td>OTHER_NATI</td>
<td>370</td>
<td>0.07%</td>
</tr>
<tr>
<td>OTHER_PACI</td>
<td>332</td>
<td>0.06%</td>
</tr>
<tr>
<td>SCANDINAVI</td>
<td>321</td>
<td>0.06%</td>
</tr>
<tr>
<td>SERBO_CROA</td>
<td>254</td>
<td>0.05%</td>
</tr>
<tr>
<td>OTHER_WEST</td>
<td>249</td>
<td>0.05%</td>
</tr>
<tr>
<td>THAI</td>
<td>248</td>
<td>0.05%</td>
</tr>
<tr>
<td>HUNGARIAN</td>
<td>224</td>
<td>0.04%</td>
</tr>
<tr>
<td>OTHER</td>
<td>128</td>
<td>0.02%</td>
</tr>
<tr>
<td>URDU</td>
<td>121</td>
<td>0.02%</td>
</tr>
<tr>
<td>NAVAJO</td>
<td>115</td>
<td>0.02%</td>
</tr>
<tr>
<td>FRENCH_CRE</td>
<td>76</td>
<td>0.01%</td>
</tr>
<tr>
<td>YIDDISH</td>
<td>48</td>
<td>0.01%</td>
</tr>
<tr>
<td>HMONG</td>
<td>36</td>
<td>0.01%</td>
</tr>
<tr>
<td>LAOTIAN</td>
<td>34</td>
<td>0.01%</td>
</tr>
<tr>
<td>ARMENIAN</td>
<td>26</td>
<td>0.00%</td>
</tr>
<tr>
<td>GUJARATI</td>
<td>23</td>
<td>0.00%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>532,474</td>
<td></td>
</tr>
</tbody>
</table>

**Factor 2: Frequency that LEPs come into contact with program**

The primary contact which the DLP will have with LEPs will be at public meetings and other workshops such as stakeholder meetings. It is estimated there will be approximately 6 such meetings a quarter. Translation services, child care, travel assistance, and food may be supplied for all meetings as needed. In addition, each of the activities
to be completed by the Denver Livability Partnership will have individual public involvement plans that may include visits to local community centers frequented by specific LEP populations.

**Factor 3: Nature & Importance of Denver Livability Partnership to the LEP Community**

The DLP will expand permanent affordable housing, improve access to jobs and create better multi-modal connectivity along Denver’s transit corridors. The DLP will leverage partnerships and opportunities along the west light rail corridor to transform Denver’s west side into livable, transit-oriented neighborhoods. Best practices learned from this can then be applied to other corridors in Denver, in the region and nationwide.

Public Outreach is a major component of the DLP, and as such, is addressed both in the DLP program budget as well as in the Public Outreach Plan. Public Outreach is a major component of the DLP, and as such, is addressed both in the DLP program budget as well as in the Public Outreach Plan. The Denver Livability Partnership is engaged in coordinated planning projects to create more walkable neighborhoods for our citizens to make better connection to jobs, transit, and recreational amenities. These planning efforts require substantial input from Denver residents to ensure that their own life experience in moving around the City is captured in our efforts to focus improvement where it is needed. For citizens who have limited or no English capability, it is crucial that our program responds to their needs for unique modes of communication.

The program ultimately will create long term livability in West Denver, and the City as a whole. In partnership with RTD, DLP projects will set the stage for an enhanced transit system by identifying multimodal gaps necessary to make transit connections feasible for the community. Through the work of the DLP, our regional transit system will be better prepared to address the needs of our diverse population.

**Factor 4: The Resources Available to the DLP and Overall Costs**

The DLP is a Combined HUD Community Challenge – DOT Tiger II Planning Grant recipient (for more details regarding specific public outreach strategies, please see Appendix A: Denver Livability Partnership Public Outreach and Communications Plan)

Programmatic public outreach has a budget of $45,000 funded by DOT, and another $19,800 of estimated in-kind budget in the form of donated facilities and supplies. The programmatic budget will fund both programmatic outreach activities as well as some project-level outreach activities, as needed. Each project budget is expected to cover basic public outreach needs, and this programmatic budget is available on an as-needed basis to supplement project outreach requirements such as meeting space, child care, interpreter services, technology and printed materials.
Budget Summary (as proposed in the HUD Community Challenge – DOT Tiger II Planning Grant application):

<table>
<thead>
<tr>
<th>Federally Funded</th>
<th>$44,827</th>
</tr>
</thead>
<tbody>
<tr>
<td>The resources available for Title VI are divided among overall program public outreach budget and individual activity public outreach budgets. Below is a breakdown of how Title VI will be addressed within the overall programmatic public outreach budget.</td>
<td></td>
</tr>
<tr>
<td>Printed Materials</td>
<td>$5,000</td>
</tr>
<tr>
<td>Materials will be printed in both Spanish and English. A Spanish translation will be provided for all printed and distributed materials. Additional translations (Vietnamese, Somali) will be provided as necessary.</td>
<td></td>
</tr>
<tr>
<td>Postage</td>
<td>$2,580</td>
</tr>
<tr>
<td>Public Outreach-Meeting Space</td>
<td>$2,000</td>
</tr>
<tr>
<td>Every attempt will be made to hold meetings in convenient locations for West Side residents in order to lessen the burden of attending public meetings. More familiar locations (Churches, Community Centers, Etc.) will also be considered in order to appeal more to LEP individuals.</td>
<td></td>
</tr>
<tr>
<td>Public Outreach-Technology</td>
<td>$18,247</td>
</tr>
<tr>
<td>All presentations will be translated into Spanish and available prior to the start of the meeting. Other translations will be provided upon request following the presentation. Every attempt possible will be made to convey presentation material through graphics and maps rather than rely on text in presentations.</td>
<td></td>
</tr>
<tr>
<td>Public Outreach-Childcare</td>
<td>$2,000</td>
</tr>
<tr>
<td>Childcare, under the supervision of a licensed and bonded caregiver will be provided at meetings so people could attend meetings and bring their children.</td>
<td></td>
</tr>
<tr>
<td>Language Interpreters</td>
<td>$15,000</td>
</tr>
<tr>
<td>Spanish language interpreters will be provided for all public meetings. “I speak cards” will also be available to assess the need for other language translation services.</td>
<td></td>
</tr>
<tr>
<td>In-Kind (facilities, supplies)</td>
<td>$19,800</td>
</tr>
<tr>
<td>TOTAL PUBLIC OUTREACH BUDGET</td>
<td>$64,627</td>
</tr>
</tbody>
</table>

**LEP Implementation Plan**

**Safe Harbor Stipulation**

Federal law has provided a “safe harbor” for translation of written materials. The guidance identifies actions that will be considered strong evidence of compliance with Title VI obligations. Failure to provide written translations under these cited circumstances does not mean that the recipient is in noncompliance. For example, if the DLP finds that written translation of major documents into languages other than English would be burdensome beyond
the justifiable objectives of the program they are not required to do so. This provision does not apply to the requirement to provide reasonable and meaningful access to the process by LEP individuals through oral translation where such service is needed and reasonable.

The planning process in the City and County of Denver does not use vital documents as defined by federal law which states: “A document will be considered vital if it contains information that is critical for obtaining federal services and/or benefits, or is required by law” (Federal Register, January 22, 2001, volume 66, Number 14).

IDENTIFYING PERSONS WHO MAY NEED LANGUAGE ASSISTANCE

At meetings and events with the goal of presenting information to the public and/or soliciting input from the public the DLP will attempt to have a Spanish speaker present at the sign-in table to determine whether attendees can speak and understand English. U.S. Census Bureau “I speak” cards will be used to identify persons who speak a language other than English or Spanish. DLP language assistance measures will entail a range of strategies that may include but are not limited to the following:

LANGUAGE ASSISTANCE MEASURES

- Creating multilingual outreach materials
- Providing interpreting services at public meetings
- Limiting text where possible by use of pictograms
- Providing multilingual copies of public presentations
- Including non-traditional methods in the public outreach process (e.g. hair salons, street fairs, faith-based institutions, etc.)
- Providing transportation to public meetings and give preference to meeting locations with access to transit
- Holding some meetings during non-traditional times (mornings, weekends, etc) since evenings often do not work for those who work second- or third-shift jobs or who work two jobs.
- Collecting participant information through other methods beyond the typical sign in sheet (often a barrier to LEP persons)
- Publishing meeting advertisements in ethnic newspapers
- Placing advertisements for public meetings in stores which accept food stamps. A list of such stores can be found at: http://www.fns.usda.gov/cga/Contacts/FieldOffices/Colorado.htm
- Providing childcare by a licensed caregiver at public meetings

DLP STAFF TRAINING

The Public Outreach Team will ensure that all partners understand LEP policies and procedures, and how to carry them out. All partners will be trained on documenting LEP needs, responding to LEP correspondence (Both callers and in-person contact), and responding to LEP civil rights complaints.

The Public Outreach Team will be asked to keep a record of language assistance requests that will be used to assess future needs and to revise the LEP plan if needed.
PROVIDING NOTICE TO LEP PERSONS

The DLP will provide notice in English and Spanish of all public meetings and workshops in accordance of the DLP Public Outreach Plan (Appendix I). The notice will include a provision that interpretation services will be provided for other languages with advanced request.

Section 28-104 of the Denver Ordinance requires that every person or business that falls within this law, post meeting notice in a conspicuous location. This notice shall also include information pertinent to filing a complaint regarding public meeting access by LEP populations. See Appendix II for Title VI notification.

MONITORING AND UPDATING THE LEP PLAN

Monitoring population characteristics and demographic trends will provide the basis for periodic updating of the LEP Plan. Federal DOT guidance suggests that the following parameters be used in updating the LEP Plan:

- How many LEP individuals were encountered in the course of the planning process?
- Were their needs met, and how?
- What is current LEP population within the planning area?
- Has there been a change in the languages spoken by the LEP population?
- Is there a continuing need for assistance in a language previously identified and addressed in the LEP Plan?
- Does the DLP have more or fewer resources available to provide language assistance?
- Have the goals of the LEP Plan been attainable?
- Were complaints received?

AVAILABILITY OF THE LEP PLAN

Copies of the LEP Plan will be posted on the DLP’s website at www.denvergov.org/dlp. Copies will be provided to all DLP partners. As necessary, contractors, consultants, or sub-recipients will be provided with a copy.

Requests for copies of the Plan, questions, or comments should be referred to:

Deirdre Oss, Senior City Planner
Community Planning and Development, City and County of Denver
201 W. Colfax
Denver, Colorado 80202
(720)865-2950
Deirdre.oss@denvergov.org
TITLE VI COMPLAINT PROCEDURES

- Chapter 28, Article IV of the Denver Revised Municipal Code defines the discriminatory practices that may be subject to investigation, conciliation, administrative hearings or other enforcement procedures. The Denver Anti-Discrimination Office (DADO) processes complaints, or refers to other civil rights agencies if we do not have jurisdiction. In an effort to avoid costly and prolonged litigation, we encourage resolution through mediation between both the complainant and the respondent.

- Filing of complaints:
  - Any person may file with the agency a complaint of a violation of the provisions of this article. The complaint shall state as much information concerning the alleged complaint and the DADO office will assist any complainant with filling out information. Any complaint under this article shall be filed with the agency within one hundred eighty (180) days of the occurrence of the discriminatory practice.
  - Complaints filed with the agency under the provisions of this article may be voluntarily withdrawn at the request of the complainant at any time prior to the completion of the agency's investigation and findings as specified in section 28-108, except that the circumstances accompanying said withdrawal may be fully investigated by the agency. (Ord. No. 623-90, § 2, 10-15-90)
  - See Appendix III for the Information Sheet and Appendix IV for Complaint and Intake forms

- Active investigations

According to the State of Colorado Office of Civil Rights there are no active complaints, investigations, or lawsuits against the City and County of Denver. Additionally, there have been no Title VI-related complaints, investigations or lawsuits filed in the last three years.

CONSTRUCTION DURING THE REPORTING PERIOD

The HUD Community Challenge/ Tiger II Planning Grant is applicable for planning and design studies but will not be applied to any construction projects. The City of Denver Community Planning and Development Department is a new FTA grantee—over the last three years we have not received FTA money and have done no construction, and we are doing planning and design. Separate organizations in Denver may have received FAA and FHWA funds for which they administer their own Title VI programs.

PUBLIC PARTICIPATION PLAN

Please see appendix I for the Public Participation Plan.

Summary of Public Outreach and Involvement Activities Undertaken Since the Beginning of the TIGER Project

- As of June 30, 2011, the Denver Livability Partnership has held one major public outreach kick-off meeting associated with this program, and attended a community barbeque as part of the West Side Transit Enhancement Study. Survey materials were translated into Spanish, Somali, and Vietnamese Individual project meetings will be held as dictated by the Public Involvement Plans for each project at the time of project initiation over the next two years.
For the first public kick-off meeting, to ensure that minority and low-income people had access, we translated all documents; had in-person interpretation available; advertised in both English and Spanish; held the meeting in an in-neighborhood location that was accessible by walking, biking, and transit; provided food and childcare at the meeting.

- DLP has launched a website with information on the program and a sign-up link for the public to receive more information
- DLP has contracted with a translation/interpretation contractor for the duration of the program. To date, survey and meeting notice documents have been translated and some posted to the website. These efforts ensure that minority and low-income people have had and will continue to have meaningful access to DLP activities.
- DLP has formed a public outreach team comprised of project partner representatives to plan for and address public involvement needs. The team is responsible for ensuring that minority and low-income people continue to have meaningful access to activities, including nontraditional outreach methods and use of languages other than English. A public outreach budget is allocated to provide additional funding for these efforts.
APPENDIX I – PUBLIC OUTREACH AND COMMUNICATIONS PLAN

Denver Livability Partnership

Public Outreach & Communications Plan

1 Introduction
Public outreach is critical to the success of the Denver Livability Partnership. While each individual project under the Denver Livability Partnership will determine its own project-appropriate public outreach strategies, this public outreach & communications plan will serve as a guide. Since the target population for each of these projects is highly similar along the West Corridor there are opportunities for efficient programmatic-level outreach efforts at the local level. However, DLP’s audience also includes national leaders so this plan includes a toolkit of options that will be blended together to form a robust public outreach program accessible on the local and national stage. Programmatic public outreach will be led by Denver Community Planning and Development with the help of program partners, project consultants, and community-based organizations in order to increase participation in the program by populations traditionally marginalized in public processes. This public outreach & communications plan is distinct from the Capacity Building and Expanding Cross-cutting Policy Knowledge grant activities, which will be separately planned and implemented.

2 Outreach & Communications Plan Goals
Overall, this public outreach & communications plan is designed to identify multiple communication tools to reach a diverse population of west side citizens. This plan is geared primarily to the following goals:

- Guide overall outreach and communications efforts at both the programmatic and project levels;
- Guide the efforts of the Public Outreach & Communications Team; and
- Achieve the outcome of increased participation and decision-making in developing and implementing plans, strategies, and projects by populations traditionally marginalized in public planning processes
  - For this desired outcome, the number of public participants representing west-side focus neighborhoods will be our performance measure. The benchmark we will achieve is 2,000 plan stakeholders reached program-wide before the conclusion of the HUD/DOT grant period of performance.

3 Target Audience
The target audience for this effort includes:

- community and neighborhood leaders including registered neighborhood organizations
Appendix I – Public Outreach and Communications Plan

- media
- private sector leaders
- property owners
- elected officials
- business owners
- national and local TOD groups
- national and regional HUD/DOT/EPA representatives
- community activists

4 Approach
The Denver Livability Partnership is multi-faceted, and includes stakeholder groups that overlap between projects. As projects will occur at different times throughout the three-year program, it is critical to package a consistent message that can be shared across projects and as part of the Denver Livability Partnership. Our message will stress the importance of our local and federal partnerships in creating livable communities through TOD planning and design.

Within the partnership, each project will develop its own outreach strategy tailored to the needs and audiences of the individual project. These project-specific outreach strategies should be consistent with guidance found in the CPD Small Area Plan Staff Guide or the General Development Plan guidance, as appropriate. Project-specific outreach strategies also should be consistent with this programmatic public outreach & communications plan. The Public Outreach & Communications Team will help project managers achieve this consistency.

A public outreach staff team will meet regularly to develop the public outreach & communications plan, implement programmatic public outreach strategies, manage the public outreach budget, monitor effectiveness, and revise the approach as needed over the course of the program.

5 Branding

5.1 Logos
The team has prepared a program-wide logo for the Denver Livability Partnership to be used on all project materials (Figure 1). In order to create a unified message for the Denver Livability Partnership, a logo has been created to represent all members of the partnership under the unified goals of housing, transportation, and jobs. This unifying logo shall be used on all outreach material rather than including each individual partner’s logo. Individual logos will be permitted on final project specific deliverables where applicable. The logo has been approved for use by all project partners, HUD, and...
Appendix I – Public Outreach and Communications Plan

DOT. Additionally, two different logo formats (one horizontal, the other vertical) have been created in order to work with various publications.

The team, with project manager input and approval, has also designed project-specific icons to be used for project-specific branding and outreach products as needed to ensure consistency and clarity. The color palette used for the project-specific icons – along with the overall program logo – should be used for all materials in order to maintain a consistent style. The horizontal logo is preferred, but the square logo may be used in applications where the proportions of the horizontal logo are impractical.

5.2 Presentations
The public outreach team will provide a PowerPoint slide template to all partners, including a set of slides describing the overall structure and goals of the partnership. The provided slides shall be used in all presentations by partners related to the Denver Livability Partnership in order to maintain a consistent message about the organization and goals of the partnership as whole. Template slides will also be provided to project managers for use in individual project presentations.

6 Strategies
Multiple strategies will be developed in order to meet outreach & communications goals and reach target audiences, including the diverse stakeholders along the west corridor. A goal of the outreach plan is to promote inclusive public participation, including low-income, minority and limited English proficient persons (LEP) populations. This plan is geared toward strategies that are cost-effective and build on existing City and partner resources. We will reach targeted audiences through:

- Hosting neighborhood and public project meetings, open houses and workshops. These should be coordinated, joint public meetings with partner agencies whenever possible.
- Offering food and/or childcare at meetings as appropriate;
- Creating multilingual outreach materials and providing translators at meetings (historically including Spanish, Somali, and Vietnamese);
- Using the Denver Office of Sign Language Services & Resources when needed to make public meetings accessible to people who are deaf or hard of hearing, and
announcing the availability of such services in all public meeting promotional materials;

- Distributing meeting and program flyers through schools, libraries, places of worship, and other community resources;
- Distributing newsletters, including electronic newsletters; and consider use of a subscription service for e-newsletters and e-blasts;
- Developing and maintaining an online presence through social media, blogs, and a website, building on the existing DenverGov website (www.denvergov.org/DLP); Utilize social media (e.g., Facebook, Twitter) to complement (not replace) other involvement techniques
- Distributing press releases and working with local news organizations to earn media
- Utilizing the services of Denver 8 TV as appropriate;
- Mailing notices, as required by the General Development Plan guidelines; and
- Employing other strategies as necessary to reach target audiences including national audiences.
- Creating and producing “freebies” with the partnership logo and contact information, which can have lasting power

7 Title VI Requirements
See Attached Title VI Plan.

8 Evaluation
Public knowledge of and reactions to the program will be evaluated over the three-year program. Adjustments can be made based on the extent to which the identified outreach plan goals are being achieved. Potential measures of the effectiveness of the public involvement efforts include:

- Extent of media coverage (number of newspaper articles, TV, radio coverage)
- Number of active participants on stakeholder teams
- Number of hits on web site
- Number of mailing list subscribers
- Number of people providing input
- Attendance at public meetings / Number of people signing in
- Number of emails received through online mailto/contact us link
Appendix I – Public Outreach and Communications Plan

9 Budget

Programmatic public outreach has a budget of $45,000 funded by DOT, and another $19,800 of estimated in-kind budget in the form of donated facilities and supplies. The programmatic budget will fund both programmatic outreach activities as well as some project-level outreach activities, as needed. Each project budget is expected to cover basic public outreach needs, and this programmatic budget is available on an as-needed basis to supplement project outreach requirements such as meeting space, child care, translator services, technology and printed materials.

<table>
<thead>
<tr>
<th>Budget Summary (as proposed in our application):</th>
<th>As Approved</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Federally Funded</td>
<td>$44,827</td>
<td></td>
</tr>
<tr>
<td>In-Kind (facilities, supplies)</td>
<td>$19,800</td>
<td></td>
</tr>
<tr>
<td><strong>a. Consumable Supplies</strong></td>
<td>Estimated Cost</td>
<td></td>
</tr>
<tr>
<td>Printed Materials</td>
<td>$5,000</td>
<td></td>
</tr>
<tr>
<td>Postage</td>
<td>$2,580</td>
<td></td>
</tr>
<tr>
<td><strong>b. Non-Consumable Materials</strong></td>
<td>Estimated Cost</td>
<td></td>
</tr>
<tr>
<td>Public Outreach-Meeting Space</td>
<td>$2,000</td>
<td></td>
</tr>
<tr>
<td>Public Outreach-Technology</td>
<td>$18,247</td>
<td></td>
</tr>
<tr>
<td>Public Outreach-Childcare</td>
<td>$2,000</td>
<td></td>
</tr>
<tr>
<td><strong>c. Consultants (Type)</strong></td>
<td>Estimated Cost</td>
<td></td>
</tr>
<tr>
<td>Language Translators</td>
<td>$15,000</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL PUBLIC OUTREACH BUDGET</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(grant funded)</td>
<td>$44,827</td>
<td></td>
</tr>
</tbody>
</table>
CITY AND COUNTY OF DENVER

This establishment is subject to the provisions of Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d, et seq., as amended, and the City and County of Denver’s Anti-Discrimination Ordinance (Chapter 28, Article IV, § 28-91, et seq.) which prohibits discrimination based on:

Race, Age, Color, Sexual Orientation, Gender Variance, Religion, Marital Status, National Origin, Military Status, Gender, or Physical or Mental Disability

Discrimination is prohibited in the areas of:

- Employment
- Housing and Commercial Space
- Public Accommodations
- Private Educational Institutions
- Private Health and Welfare Services

Complaints of possible violations may be filed with Denver’s Anti-Discrimination Office, Agency for Human Rights and Community Relations, 201 West Colfax Avenue, Dept. 1102, Denver, CO 80202

(720) 913-8458  TDD: (720) 913-8475
www.denvergov.org/discrimination
APPENDIX III – DADO COMPLAINT PROCEDURE

COMPLAINT PROCEDURE

After an initial discrimination complaint is received and reviewed, you may be contacted to provide more information about the alleged act of discrimination. An intake interview may be set to get more clarification from the complainant and complete any necessary paperwork. The intake form must be signed and dated.

All pertinent documents should be presented upon submission of the pre-complaint form. Documents essential to the charge will be requested and submitted throughout the investigation period.

When filing your complaint with the Denver Anti-Discrimination Office, you are filing with the City of Denver only. The Denver Anti-Discrimination Office (DADO) has limited jurisdiction within the City and County of Denver separate and independent of the Colorado Civil Rights Division (CCRD) and the Equal Employment Opportunity Commission (EEOC). If you believe you have experienced discrimination you may alternatively file a claim with the Colorado Civil Rights Division or the Equal Employment Opportunity Commission. Please note that should you choose to file a claim with either of these two larger agencies, it will negate the jurisdiction of the Denver Anti-Discrimination Office.

You have the right to seek legal counsel or any other representation in resolving your complaint/charge.

The Denver Anti-Discrimination Office will send a letter of notification to the Respondent within 15 days of initial intake of complaints.

The Respondent must contact our office upon receipt of notification and schedule a fact-finding conference. A written response may be requested of the Respondent. Both the Complainant and Respondent shall be notified by phone and by letter of fact-finding conference date. The intent of the fact-finding conference is to identify the issues of the case. During the conference the parties will attempt to determine which elements are undisputed, to resolve those issues which can be resolved, and to ascertain whether there is a basis for conciliation agreement.

An investigation will be conducted of charges that can not be resolved through mediation, no fault settlements or other alternative dispute resolution techniques.

Both Complainant and Respondent are responsible for notifying the agency with all changes in address, telephone numbers and other pertinent information.

FILING PROCEDURES

Confidentiality
The identity of persons and properties contained in reports submitted to the agency shall be kept confidential, subject to the provisions of the Colorado Open Records Act or pursuant to court order.

Conciliation Agreement
The agency shall endeavor to eliminate the alleged violation by a conciliation agreement, signed by all parties and the director or agency representative, whereunder the alleged violation is eliminated and the Complainant/Charging Party is made whole to the greatest extent practicable.
Appendix III – DADO Information Sheet

CASE RULINGS

No Jurisdiction/Exemptions
1) Respondent is not located within the boundaries of the City and County of Denver.
2) Respondent is a governmental entity and/or political subdivision.
3) Respondent is a religious organization or association.
4) Respondent has less than 20 employees.
5) Complaint was not filed within 180 days of the alleged discriminatory act.
6) Respondent is not a multiple unit dwellings of more than 2 dwelling units where at least one of the units is owner occupied. (Example: A duplex where the owner stays in one of the units.)
7) It is not discriminatory for fringe benefits, insurance coverage, or any other term, condition or privilege of employment, to be denied where the employee seeks coverage for an individual on the basis that the individual is their spousal equivalent, with respect to sexual orientation or marital status.

No Probable Cause
Upon said ruling a letter of “No Probable Cause” will be sent to Complainant and Respondent from the Director of Human Rights/Community Relations.

Probable Cause
Upon said ruling of “Probable Cause” a letter will be sent to Complainant and Respondent.

Formal Hearing Process
After the investigation is completed or where the agency has not settled by conciliation or dismissed the complaint, or where the agency has made a finding of probable cause, the agency may conduct a formal hearing.

Right to Sue Letter
Upon request and pursuant to the Denver Charter, the Denver Anti-Discrimination Office will issue a right to sue letter.

The director or his/her designated hearing officer shall conduct the hearing.

At the hearing the Denver Anti-Discrimination Office will present its charges against the Respondent on behalf of the Claimant at any time. The Denver Anti-Discrimination Office may use a mediator or alternative dispute resolution method at its own discretion in an attempt to resolve the complaint.

Decision and Order
After the hearing, the hearing officer shall promptly issue a written recommendation including findings of fact and conclusions of law to the director. The director shall approve or disapprove the recommendations and shall issue the decision and order pursuant to Section 28-112 and Section 28-115.

Enforcement
The decision and order of the Agency shall be served on the Respondent, with notice that, if the Agency determines that the Respondent has not corrected the discriminatory practice and complied with the order within 30 calendar days following service of its order, the Agency will conduct further enforcement proceedings.

The director may seek judicial enforcement of any orders of the agency.

Appeal Process/Judicial Review
Any person suffering a legal wrong, or aggrieved, by order or decision of the Agency in a matter pursuant to the provisions of this article, (Chapter 28, Article IV of the Revised Municipal Code) is entitled to a judicial review thereof, in accordance with Colorado Rule of Civil Procedure 106, upon filing in the appropriate court a written complaint for such review.

Withdrawal
If the Complainant decides to withdraw the charge it must be done in writing.

Denver Anti-Discrimination Office (DADO 10/2011)
APPENDIX IV – TITLE VI INTAKE FORM

Pre-COMPLAINT FORM

Name: __________________________ Date: __________________________

Address: __________________________ __________________________ __________________________

Phone (Daytime): __________________________ (Evening): __________________________

E-Mail Address (personal): __________________________

Name of company, organization or person(s) against whom you are filing:

______________________________

Address (Optional): __________________________ Phone (Optional): __________________________

(City/State) __________________________ (Zip Code) __________________________

Briefly describe what happened to you that caused you to file this complaint:

______________________________

I feel that this action was taken against me because of my...

____ Race ______ Gender ______ Sexual Orientation

____ Color ______ Religion ______ Marital Status

____ Age ______ National Origin ______ Military Status

____ Retaliation ______ Gender Variance ______ Physical or Mental Disability

Explain:

______________________________

Who referred you to the Denver Anti-Discrimination Office?

______________________________

ANY COMPLAINT UNDER THIS ORDINANCE SHALL BE FILED WITH THE AGENCY WITHIN 180 DAYS OF OCCURRENCE OF THE DISCRIMINATORY PRACTICE.

DENVER ANTI-DISCRIMINATION OFFICE (DADO 10/2011)
Appendix IV – Title VI Intake Form

COMPLAINT FORM

1. Complainant
   Full Name: __________________________________________
   Address: __________________________________________
   (a) a.k.a. __________________________________________ (If known by other name, i.e., maiden name)

   (b) (Optional): Home address
   Street Number/Name ________________________________ City/State __ Zip __________
   Phone Number (Daytime): ____________________________ (Evening): ______________
   E-Mail Address (personal): __________________________

2. Respondent
   Full Name: ______________________________ Phone (Optional): ____________________
   Address (Optional): ______________________________
   Official Corporate Name (d.b.a.): ____________________
   (a) Respondent Corporate Address: ____________________

3. Date of alleged violation: ____________________________

4. This complaint concerns:
   ____ Employment ____ Educational Institutions
   ____ Housing & Commercial Space ____ Health and Welfare Services
   ____ Public Accommodations

5. List basis (bases) of alleged discrimination:
   ____ Race ____ Gender ____ Sexual Orientation
   ____ Color ____ Religion ____ Marital Status
   ____ Age ____ National Origin ____ Military Status
   ____ Retaliation ____ Gender Variance ____ Physical or Mental Disability
   (Specify) __________________________

6. Have you filed for unemployment compensation? __ Yes __ No
   If yes, when did you file ________________ Awarded or not __________?
   Did you allege discrimination __ Yes __ No

DENVER ANTI-DISCRIMINATION OFFICE (DAO 10/2011) – 1
Appendix IV – Title VI Intake Form

7. Have you filed this complaint with the Colorado Civil Rights Division, Equal Employment Opportunity Commission, or the Department of Housing and Urban Development?
   __ Yes __ No  If yes, when did you file? __________________________

   Did you file a complaint about this matter with any other state or federal agency?
   __ Yes __ No

8. Jurisdiction: Does the Denver Anti-Discrimination Office have jurisdiction: __ Yes __ No
   Why not: _______________________________________________________

9. Evidence of Discrimination:
   What evidence of discrimination did Complainant provide?
   (a) Comparative data: ____________________________________________
   (b) Evidence of discrimination motivation: __________________________
   (c) Violation of Ordinance: _______________________________________
   (d) Evidence of discriminatory pattern and/or patterns: _______________
   (e) Other evidence: _____________________________________________

10. Documents: List all documents submitted by Complainant
    (code document copies).
    (a) ___________________________________________________________
    (b) ___________________________________________________________
    (c) ___________________________________________________________
    (d) ___________________________________________________________

11. Witnesses: List witnesses named by Complainant:
    Name: ___________________________  Name: _________________________
    Title: ___________________________  Title: _________________________
    Phone H: _______  W: ___________  Phone H: _______  W: ___________
    Address: _________________________  Address: _______________________
    Information: ______________________  Information: ____________________
    E-mail: ___________________________  E-mail: _______________________.
    (If more than two witnesses are listed, attach separate sheet, PAGE NO.)

12. Person who always knows how to contact Complainant: (Not in same household)
    Name: ___________________________  Relationship if any
    Address: __________________________  Zip Code: ______________
    Phone H: _________________________  W: ______________
    E-mail: ___________________________
Appendix IV – Title VI Intake Form

13. Relief through other agency or agencies:
   Has Complainant sought relief through another agency or process?
   ____ Yes ____ No (If yes) who? (i.e., insurance claims or union grievance, etc.)

14. Relief sought by Complainant:

15. Recommended for Conciliation? ____ Yes ____ No
   (Based on Complainant's willingness to seek conciliation)

16. Other Comments:

Intake Person __________________________ Date ______________________

PLEASE STATE YOUR ACCOUNT OF THE INCIDENT(S) OF DISCRIMINATION:
(Use Additional Paper)

AFFIDAVIT IN SUPPORT OF INTAKE STATEMENT

I have voluntarily made the following statement to ______ employed by the Denver Anti-Discrimination Office. This statement and my conduct are not for the purpose of harassment or entrapment of the person, employer, or organization against whom the complaint is filed. I have read the foregoing statement consisting of ___ pages including this one, and swear to the best of my knowledge and belief that it is true. Please know if you are represented by legal council this intake (Complaint Form) application may have to be notarized.

_________________________________________ Date
Signature ____________________________

Subscribed and sworn before me on this _______ Day of ____________, 20______

Notary Public
201 W. Colfax Ave., Denver, CO 80202
My Commission Expires: ____________

DENVER ANTI-DISCRIMINATION OFFICE (DADO 10/2011) – 3
AUTHORIZATION TO RELEASE INFORMATION

I, ____________________________, hereby authorize and direct ____________________________, to release to the Denver Anti-Discrimination Office any documents pertaining to me, relevant to the investigation of this charge.

The authorization includes examination and copying of documents, including but not limited to any and all personnel records, performance evaluations, financial records, rental and housing contracts, applications, etc. I further authorize and direct the above-named party(s) to furnish oral reports to the Denver Anti-Discrimination Office as may be requested.

Signature of Complainant ____________________________ Date ____________

ANY COMPLAINT UNDER THIS ORDINANCE SHALL BE FILED WITH THE AGENCY WITHIN 180 DAYS OF THE OCCURRENCE OF THE DISCRIMINATORY PRACTICE.