

## Eunie Kang

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**From:** Brett Haddock <brett@bretthaddock.com>  
**Sent:** Wednesday, July 14, 2021 4:23 PM  
**To:** Eunie Kang  
**Subject:** Public Outreach and Legislation Committee

**CAUTION - EXTERNAL SENDER**

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Dear Ms. Kang,

I am writing today in support of Item No. 4, which appears in front of the Public Outreach and Legislation Committee. According to your memorandum, between 20-30% of Santa Clarita residents are Spanish-only or Spanish-preferred households.

With this in mind, I believe that it's important that SCV Water does outreach in both English and Spanish so that all SCV residents have access to important information about our water.

Thank you so much for your time!

## Eunie Kang

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**From:** Karen Daniels <karenjoydaniels@gmail.com>  
**Sent:** Wednesday, July 14, 2021 5:46 PM  
**To:** Eunie Kang  
**Subject:** Spanish Posts - meeting the needs of our community

CAUTION - EXTERNAL SENDER

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I think it's great that our public water agency is adopting strategies for outreach to be more inclusive. The more people who can hear your important messages in time of drought, the better. Meeting the language needs of our community will help instill confidence in the water agency in our community and doesn't isolate a population of people who also need this information.

Thank you,  
Karen Daniels  
91355

## Eunie Kang

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**From:** Sage Rafferty <sagerafferty@gmail.com>  
**Sent:** Thursday, July 15, 2021 8:00 AM  
**To:** Eunie Kang  
**Subject:** Outreach in English and Spanish

**CAUTION - EXTERNAL SENDER**

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Hello

I am writing today in support of Item No. 4, which appears in front of the Public Outreach and Legislation Committee. According to your memorandum, between 20-30% of Santa Clarita residents are Spanish-only or Spanish-preferred households.

With this in mind, I believe that it's important that SCV Water does outreach in both English and Spanish so that all SCV residents have access to important information about our water.

Thank you so much for your time!

Sage Rafferty

## Eunie Kang

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**From:** Rebecca Hindman <rebeccahindman71@gmail.com>  
**Sent:** Thursday, July 15, 2021 11:20 AM  
**To:** Eunie Kang  
**Subject:** Spanish Outreach

**CAUTION - EXTERNAL SENDER**

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Ms. Kang:

I write to the Waterboard on behalf of those that do not get your messaging. We need to have more spanish outreach in SCV. The population of SCV is changing at a rapid rate and over half of our population identifies as non-white with at least 30% of that as non-white hispanic. Please do more for our spanish neighbors so that they may take part in some of the wonderful rebate programs and water saving programs that you offer.

Thank you for your time.

Sincerely,  
Rebecca Hindman

## Eunie Kang

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**From:** Danielle Colayco <danielle.colayco@gmail.com>  
**Sent:** Thursday, July 15, 2021 12:31 PM  
**To:** Eunie Kang  
**Subject:** Bilingual community outreach

**CAUTION - EXTERNAL SENDER**

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Dear Ms. Kang,

I am writing today in support of Item No 4, which appears in front of the Public Outreach and Legislation Committee. According to your memo, between 20-30% of Santa Clarita residents speak Spanish. With this in mind, it's important that SCV Water does outreach in English and Spanish (at a minimum) so that all SCV residents have access to important information about our water.

Thanks for your time,  
Danielle Colayco

## Eunie Kang

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**From:** D Simpson <daniellemshriver@gmail.com>  
**Sent:** Thursday, July 15, 2021 1:07 PM  
**To:** Eunie Kang

### CAUTION - EXTERNAL SENDER

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Dear Ms. Kang,

As I understand it, our local water agency's outreach is considering dropping a language option for outreach materials, leaving only English as an option. I am writing today as a long-time customer in support of Item No. 4, which appears in front of the Public Outreach and Legislation Committee. According to your memorandum shared today, between 20-30% of Santa Clarita residents are Spanish-only or Spanish-preferred households.

With this in mind, I believe that it's important that SCV Water does outreach in both English and Spanish so that all SCV residents have access to important information about our water. Twenty to thirty percent is a significant number of residents. Based on the population details from the US Census Bureau taken in 2019 that number is likely higher than reported.

<https://www.census.gov/quickfacts/fact/dashboard/santaclaritacitycalifornia/PST045219>

Furthermore, two languages of material are not enough. Any language spoken other than English in our fair city should be made available for something as important as their utility bill. Failing to provide adequate Language Access Services for non-English speakers is not only a disservice to customers, it also violates CA and Federal law concerning materials in non-English language.

For example, the California Civil Rights Act prohibits discrimination by agencies that receive state funds and requires them to provide equal access to benefits without regard to the beneficiary's race, color, national origin, or ethnic group identification among other factors. Additionally the Bilingual Services Act requires local agencies to provide language access services to limited English-proficient speakers. The newly restructured SCV Water Agency does accept State funding and thereby is required to provide any language requested by customers. I sincerely hope that the idea is taken off the table as it is not only inconsiderate, it is also against laws that apply to your agency.

If you have any further questions or concerns feel free to reply back to the message.

Thank you for your time.

**Danielle Shriver**

28155 Seco Canyon Road, Unit 68  
Santa Clarita, CA 91390

**Call/Text/Signal: (818) 941-1484**

Email: [DanielleMShriver@gmail.com](mailto:DanielleMShriver@gmail.com)

Pronouns: She/Her

Employed by: Ninth Circuit Court of Appeals

Please excuse potential typos. This message was likely sent via a mobile device.



ITEM NO.  
4

## COMMITTEE MEMORANDUM

**DATE:** July 15, 2021  
**TO:** Public Outreach and Legislation Committee  
**FROM:** Steve Cole  
Assistant General Manager *SC*  
**SUBJECT:** Discussion of Equitable and Inclusive Engagement Efforts

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### SUMMARY

In response to board requests and shifting demographics in our service area, staff is initiating discussion on practices and policies to insure we are being equitable and inclusive in our engagement efforts.

### DISCUSSION

SCV Water practices have included outreach in Spanish for the annual water quality report and, more recently, the Prop 218 notice for the 2021 rates case. We are also testing some social media posts in Spanish.

To help inform our discussion, here are some things we may consider:

- Estimates of Spanish speakers in the Santa Clarita Valley vary from 20 – 30%, however data capturing Spanish-*only* or Spanish-*preferred* households is not readily available. Staff will present the latest available information to better inform the discussion.
- In addition to language, it is also important to consider other economic or cultural barriers to participation as we seek to identify potentially under-served populations in our engagement efforts.
- Research is underway on the practices of other jurisdictions in our area, as well as best practices, particularly in the water industry.

### FINANCIAL CONSIDERATIONS

A nominal cost is associated with the recent Spanish translation efforts. Future costs would be determined based on research needed and policies adopted.

### RECOMMENDATION

The Public Outreach and Legislation Committee provide input on this topic.

## Eunie Kang

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**From:** Ricardo Rivera <ricardoisawesome@yahoo.com>  
**Sent:** Thursday, July 15, 2021 2:33 PM  
**To:** Eunie Kang  
**Subject:** Item No 4

CAUTION - EXTERNAL SENDER

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Dear Ms. Kang,

I am writing today in support of Item No. 4, which appears in front of the Public Outreach and Legislation Committee. According to your memorandum, between 20-30% of Santa Clarita residents are Spanish-only or Spanish-preferred households.

With this in mind, I believe that it's important that SCV Water does outreach in both English and Spanish so that all SCV residents have access to important information about our water.

Thank you so much for your time!

Ricardo Rivera



## Eunie Kang

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**From:** Glenda Nowakowski <glenda.nowakowski@gmail.com>  
**Sent:** Thursday, July 15, 2021 3:04 PM  
**To:** Eunie Kang  
**Subject:** Item 4, Public Outreach and Legislation Committee

**CAUTION - EXTERNAL SENDER**

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Dear Ms. Kang,

I am writing in support of Item 4 in front of the Public Outreach and Legislation Committee. Up to thirty percent of the residents of the Santa Clarita Valley are Spanish speakers, and every single one of them deserves to have readily accessible information about their water.

Please continue your outreach in Spanish as well as English. Also, please do take into consideration the cultural and economic barriers mentioned in the July 15 memo from Steve Cole. Thank you for your time.

Sincerely,  
Glenda Nowakowski

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*Glenda Nowakowski*  
*Pronouns: she, her*

*"There are times when you must speak, not because you are going to change the other person, but because if you don't speak, they have changed you."—Mary Quinn, aka Maud*