

Learning Opportunities/Quality Works, Inc.

Title VI Program

Date Approved by MoDOT Transit Section :

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Attachments

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A. Title VI Assurances

Learning Opportunities/Quality Works, Inc. agrees to comply with all provisions prohibiting discrimination on the basis of race, color, or national origin of Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. 200d *et seq.*, and with the U.S. DOT regulations, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act," 49 CFR part 21.

Learning Opportunities/Quality Works, Inc. assures that no person shall, as provided by Federal and State civil rights laws, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity. Learning Opportunities/Quality Works, Inc. further ensures every effort will be made to ensure non-discrimination in all programs and activities, whether those programs and activities are federally funded or not.

Learning Opportunities/Quality Works, Inc. meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding, including Learning Opportunities/Quality Works, Inc. and its third-party contractors by promoting actions that:

- A. Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- B. Identify and address, as appropriate, disproportionately high and adverse effects of programs and activities on minority populations and low-income populations.
- C. Promote the full and fair participation of all affected Title VI populations in transportation decision making.
- D. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- E. Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

Signed:



Title:

Executive Director

Date:

2-5-26

B. Agency Information

1. Mission of Learning Opportunities/Quality Works, Inc.

It is the mission of Learning Opportunities/Quality Works, Inc. to positively impact the lives of individuals through support, advocacy, and connection to resources.

2. History (including year started)

April 1983

3. Regional Profile (regional population; growth projection)

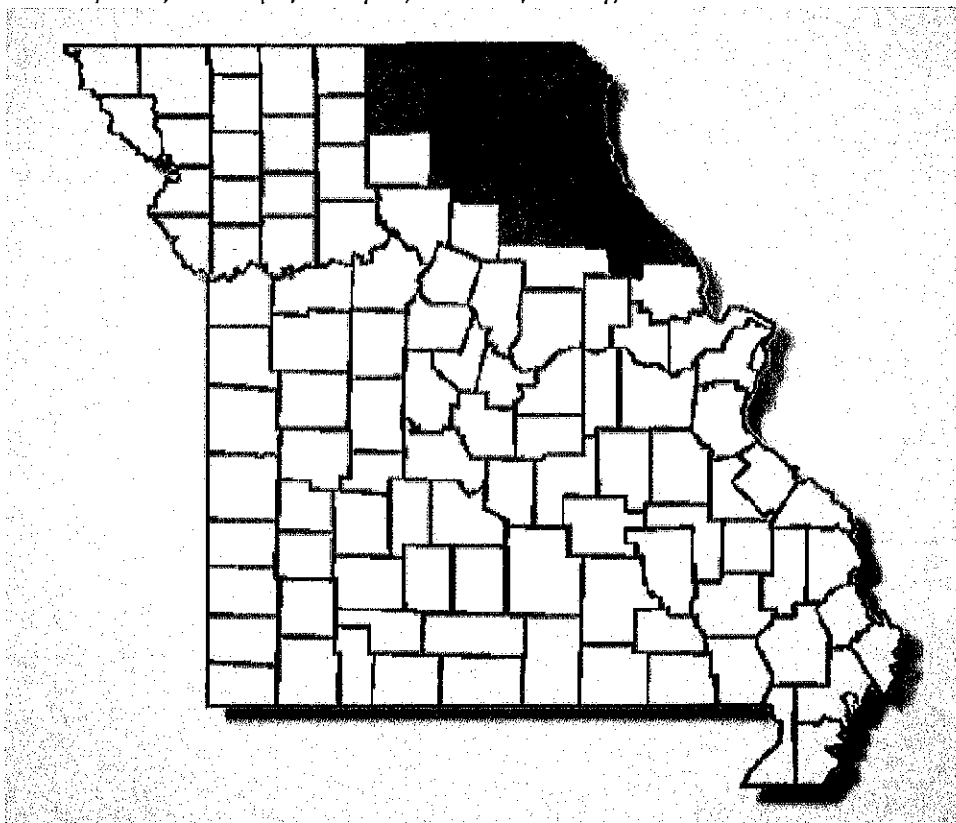
Learning Opportunities/Quality Works, Inc. serves 14 counties in Northeast Missouri.

4. Population served (in relation to regional population)

143,023

5. Service area (include map, with any routes utilized)

Fourteen counties in Northeast Missouri including Adair, Clark, Knox, Lewis, Macon, Marion, Monroe, Putnam, Ralls, Randolph, Schuyler, Scotland, Shelby, and Sullivan.



6. Governing body make-up (include terms of office)

Our governing body consists of 7 dedicated board members. These valued volunteers use their time and energy to oversee the activities of the agency while working together to ensure the best possible quality of life for the individuals with disabilities throughout Northeast Missouri. LOQW, Inc. strives to fill all board positions with capable, competent personnel. LOQW, Inc. shall not discriminate against any community member or applicant for board positions because of race, sex, disability, color, religion, national origin, age, sexual orientation preference, or military status, including those who are disabled veterans, newly separated veterans, campaign veterans, or armed forces medal veterans. Our board members serve without stipulated term limits.

They include:

Kayla Murphy - President

Jason Meininger - Vice-President

Marsha Kelley - Secretary/Treasurer

Shelley Buhlig - Member

Brock Sousa - Member

Brad Phanner - Member

Halli Ritter - Member

Wendy Hays has served as our Executive Director since 8/1/1997

C. Notice to the Public

Notifying the Public of Rights under Title VI

Learning Opportunities/Quality Works, Inc. posts Title VI notices on our agency's website, in public areas of our agency, and on our vehicles.

Learning Opportunities/Quality Works, Inc. operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964.

For more information on the Learning Opportunities/Quality Works, Inc.'s Title VI program, and the procedures to file a complaint, contact Mary Kendrick/Human Resources Coordinator at mkendrick@loqw.com or visit our administrative office at 201 N Locust St., Monroe City, MO 63456. For more information visit loqw.com.

If you believe you have been discriminated against on the basis of race, color, or national origin by Learning Opportunities/Quality Works, Inc., you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

To obtain additional information about your rights under Title VI, contact:

Mary Kendrick
Human Resources Coordinator
201 N Locust St, Monroe City, MO 63456
573-735-4282
mkendrick@loqw.com

How to file a Title VI complaint with Learning Opportunities/Quality Works, Inc.

1. Contact Learning Opportunities/Quality Works, Inc. at 201 N Locust St., Monroe City, MO 63456 or may be requested by calling 573-735-4282, or go to our website [@loqw.com](http://loqw.com).
2. In addition to the complaint process at Learning Opportunities/Quality Works, Inc., complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, East Building, 5 th Floor – TCR 1200 New Jersey Ave., SE Washington, DC 20590.
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated and include your contact information.

If information is needed in another language, contact Mary Kendrick/Human Resource Coordinator at 573-735-4282.

D. Procedure for Filing a Title VI Complaint

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of Learning Opportunities/Quality Work Inc. 's programs, activities, and services.

RIGHT TO FILE A COMPLAINT : Any person who believes they have been discriminated against on the basis of race, color, or national origin by Learning Opportunities/Quality Works, Inc. may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form** . Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT : Information on how to file a Title VI complaint is posted on our agency's website, and in public areas of our agency.

You may download the Learning Opportunities/Quality Work Inc. Title VI Complaint Form at loqw.com, or request a copy by writing to Learning Opportunities/Quality Work Inc., 201 N Locust St, Monroe City, MO 63456 . Information on how to file a Title VI complaint may also be obtained by calling 573-735-4282 at Learning Opportunities/Quality Work Inc.

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address, and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to Learning Opportunities/Quality Work Inc

Name: Mary Kendrick

Title: Human Resources Coordinator

Address: 201 N Locust St, Monroe City, MO 63456

Phone: 573-735-4282

Email: mkendrick@loqw.com

COMPLAINT ACCEPTANCE : Learning Opportunities/Quality Works, Inc. will process complaints that are complete. Once a completed Title VI Complaint Form is received, Learning Opportunities/Quality Works, Inc. will review it to determine if Learning Opportunities/Quality Works, Inc. has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by Learning Opportunities/Quality Works, Inc.

INVESTIGATIONS : Learning Opportunities/Quality Works, Inc. will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, Learning Opportunities/Quality Works, Inc. may contact the complainant. Unless a longer period is specified by Learning Opportunities/Quality Works, Inc., the complainant will have ten (10) days from the date of the letter to send requested information to the Learning Opportunities/Quality Works, Inc. investigator assigned to the case.

If the requested information is not received within that timeframe the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING : After the Title VI investigator reviews the complaint, the Title VI investigator will issue one of two letters to the complainant: a closure letter or letter of finding (LOF).

- A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.

- A Letter of Finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken.

If the complainant disagrees with Learning Opportunities/Quality Works, Inc.'s determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. Learning Opportunities/Quality Works, Inc. will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, Learning Opportunities/Quality Works, Inc. will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, East Building, 5th Floor - TCR 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, contact Learning Opportunities/Quality Works, Inc. at 573-735-4282 or at 201 N Locust St., Monroe City, MO 63456.

**E. Monitoring Title VI Complaints, Investigations, Lawsuits
and Documenting Evidence of Agency Staff Title VI Training**

Documenting Title VI Complaints/Investigations

All Title VI complaints will be entered and tracked in Learning Opportunities/Quality Works, Inc.'s complaint log. Active investigations will be monitored for timely response on the part of all parties. The agency's Title VI Coordinator shall maintain the log.

During the reporting period, Learning Opportunities/Quality Works, Inc. had ____ Title VI Complaints.

Agency Title VI Complaint Log

Date complaint filed	Complainant	Basis of complaint R-C-NO	Summary of allegation	Pending status of complaint	Actions taken	Closure Letter (CL)	Letter of Finding (LOF)	Date of CL or LOF

Documenting Evidence of Agency Staff Title VI Training

Learning Opportunities/Quality Works, Inc.'s staff are given Title VI training, and agency can answer affirmatively to all the following questions:

1. Are new employees made aware of Title VI responsibilities pertaining to their specific duties?
2. Do new employees receive this information via employee orientation?
3. Is Title VI information provided to all employees and program applicants?
4. Is Title VI information prominently displayed in the agency and on any program materials distributed, as necessary?

F. Public Engagement Plan

Goal

The goal of the Public Engagement Plan is to have significant and ongoing public involvement, by all identified audiences, in the public participation process for major agency outreach efforts.

Objectives

- To understand the service area demographics and determine what non-English languages and other cultural barriers exist to public participation.
- To provide general notification of meetings and forums for public input, in a manner that is understandable to all populations in the area.
- To hold public meetings in locations that are accessible to all area stakeholders, including but not limited to minority and low income members of the community.
- To provide methods for two-way communication and information and input from populations which are less likely to attend meetings.
- To convey the information in various formats to reach all key stakeholder groups.

Identification of Stakeholders

Stakeholders are those who are either directly or indirectly affected by an outreach effort, system or service plan or recommendations of that plan. Stakeholders include but are not limited to the following:

- Board of Directors – the governing board of the agency. The role of the Board is to establish policy and legislative direction for the agency. The Board defines the agency's mission, establishes goals, and approves the budget to accomplish the goals. Advisory
- Bodies – non-elected advisory bodies review current and proposed activities of the agency, and are encouraged to be active in the agency's public engagement process. Advisory bodies provide insight and feedback to the agency. Agency Transit riders and
- clients Minority and low income populations, including limited English proficient persons
- Local jurisdictions and other government stakeholders Private businesses and
- organizations Employers Partner agencies
-
-
-

Elements of the Public Engagement Plan

It is necessary to establish a public participation plan that includes an outreach plan to engage minority and limited English proficient (LEP) populations.

Elements of the Public Engagement Plan include:

1. Public Notice

- a. Official notification of intent to provide opportunity for members of the general public to participate in public engagement plan development, including participation in open Board/council meetings, and advisory committees.

2. Public Engagement Process/Outreach Efforts:

- a. Public meetings
- b. Open houses
- c. Rider forums
- d. Rider outreach
- e. Public hearings
- f. Focus groups
- g. Surveys
- h. Services for the Disabled (Notices of opportunities for public involvement include contact information for people needing these or other special accommodations.)

Events such as public meetings and/or open houses are held at schools, churches, libraries and other non-profit locations easily accessible to public transit and compliant with the Americans with Disabilities Act.

3. Public Comment

- a. Formal public comment periods are used to solicit comments on major public involvement efforts around an agency service or system change.
- b. Comments are accepted through various means:
 - i. Dedicated email address.
 - ii. Website.
 - iii. Regular mail.
 - iv. Forms using survey tools for compilation.
 - v. Videotaping.
 - vi. Phone calls to Customer Service Center [phone]

4. Response to Public Input

All public comments are provided to the Board of Directors prior to decision making. A publicly available summary report is compiled, including all individual comments.

Title VI Outreach Best Practices

Learning Opportunities/Quality Works, Inc. ensures all outreach strategies, communications and public involvement efforts comply with Title VI. Learning Opportunities/Quality Works, Inc.'s Public Engagement Plan proactively initiates the public involvement process and makes concerted efforts to involve members of all social, economic, and ethnic groups in the public involvement process. Aligned with the above referenced communication tactics, Learning Opportunities/Quality Works, Inc. provides the following:

- a. Public notices published in non-English publications (if available).
- b. Title VI non-discrimination notice on agency's website.
- c. Agency communication materials in languages other than English (subject to Safe Harbor parameters).
- d. Services for Limited English Proficient persons. Upon advance notice, translators may be provided.

2026 – 2028 Title VI Program Public Engagement Process

Learning Opportunities/Quality Works, Inc. a Public Engagement Process for the 2026-2028 Title VI Program. This process includes Community Meetings to seek input, provide education, and highlight key components of the Title VI Plan. Materials have been created to explain Title VI policies as well as provide education on how they relate to minority populations.

Learning Opportunities/Quality Works, Inc. provides briefings to the Board of Directors and Advisory Bodies.

Learning Opportunities/Quality Works, Inc.'s conducted a 30- day public comment period to provide opportunities for feedback on the 2023-2025 Title VI Program.

Comments are accepted during the public outreach period via:

- a. Email
- b. Mail
- c. Phone
- d. In person
- e. Survey tool (agency option)

Summary of 2023-2025 Public Outreach Efforts

- Learning Opportunities/Quality Works, Inc. provides a monthly newsletter to staff, consumers, and partnering organizations.
- Learning Opportunities/Quality Works, Inc. provides public speaking engagements in the community and has a significant volunteer effort for over 60 volunteer sites in the agency population area including Meals-On-Wheels.
- Learning Opportunities/Quality Works, Inc. is a United Way agency and attends numerous job and agency fairs to market and provide community education. Learning Opportunities/Quality Works, Inc. discusses Title VI efforts at staff meetings and managers meetings to promote understanding and to ensure compliance throughout the organization.

G. Language Assistance Plan

Learning Opportunities/Quality Works, Inc. Limited English Proficiency Plan

This limited English Proficiency (LEP) Plan has been prepared to address Learning Opportunities/Quality Works, Inc.'s responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964; Federal Transit Administration Circular 4702.1B, dated October 1, 2012, which states that the level and quality of transportation service is provided without regard to race, color, or national origin.

Executive order 13166, titled "Improving Access to Services for Persons with Limited English Proficiency," indicates that differing treatment based upon a person's inability to speak, read, write or understand English is a type of national origin discrimination. It directs each federal agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discriminations do not take place. This order applies to all state and local agencies which receive federal funds.

Service Area Description : Fourteen counties in Northeast Missouri including Adair, Clark, Knox, Lewis, Macon, Marion, Monroe, Putnam, Ralls, Randolph, Schuyler, Scotland, Shelby, and Sullivan.

Learning Opportunities/Quality Works, Inc. has developed this LEP Plan to help identify reasonable steps for providing language assistance to persons with limited English proficiency who wish to access services provided by Learning Opportunities/Quality Works, Inc. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write or understand English. This plan outlines how to identify a person who may need language assistance, and the ways in which assistance may be provided.

In order to prepare this plan, Learning Opportunities/Quality Works, Inc. undertook the **four-factor LEP analysis** which considers the following factors:

Four Factor Analysis

1. The number and proportion of LEP persons eligible to be served or likely to be encountered in the service area :

A significant majority of people in the Learning Opportunities/Quality Works, Inc. service area are proficient in the English language. Based on 2020 5-Year American Community Survey data, 1.56% of the population five years of age and older speak English "less than very well" – a definition of limited English proficiency.

Language Spoken at Home



Note: The table shown may have been modified by user selections. Some information may be missing.

DATA NOTES

TABLE ID:	S1601
SURVEY/PROGRAM:	American Community Survey
VINTAGE:	2023
DATASET:	ACSST5Y2023
PRODUCT:	ACS 5-Year Estimates Subject Tables
UNIVERSE:	None
MLA:	U.S. Census Bureau, U.S. Department of Commerce. "Language Spoken at Home." American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1601, https://data.census.gov/table/ACSST5Y2023.S1601?t=Language+Spoken+at+Home&g=050XX00US29001,29045,29103,29111,29121,29127,29137,29171,29173,29175,29197,29199,29211 . Accessed on 2 Dec 2025.
FTP URL:	None
API URL:	https://api.census.gov/data/2023/acs/acs5/subject

USER SELECTIONS

TOPICS	Language Spoken at Home
GEOS	Adair County, Missouri; Marion County, Missouri; Knox County, Missouri; Lewis County, Missouri; Monroe County, Missouri; Clark County, Missouri; Putnam County, Missouri; Ralls County, Missouri; Randolph County, Missouri; Schuyler County, Missouri; Macon County, Missouri; Scotland County, Missouri; Sullivan County, Missouri

EXCLUDED COLUMNS None

APPLIED FILTERS None

APPLIED SORTS None

PIVOT & GROUPING

PIVOT COLUMNS	None
PIVOT MODE	Off
ROW GROUPS	None
VALUE COLUMNS	None

WEB ADDRESS <https://data.census.gov/table/ACSST5Y2023.S1601?t=Language+Spoken+at+Home&g=050XX00US29001,29045,29103,29111,29121,29127,29137,29171,29173,29175,29197,29199,29211>

TABLE NOTES

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, the decennial census is the official source of population totals for April 1st of each decennial year. In between censuses, the Census Bureau's Population Estimates Program produces and disseminates the official estimates of the population for the nation, states, counties, cities, and towns and estimates of housing units and the group quarters population for states and counties.

Information about the American Community Survey (ACS) can be found on the ACS website. Supporting documentation including code lists, subject definitions, data accuracy, and statistical testing, and a full list of ACS tables and table shells (without estimates) can be found on the Technical Documentation section of the ACS website.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Source: U.S. Census Bureau, 2019-2023 American Community Survey 5-Year Estimates

ACS data generally reflect the geographic boundaries of legal and statistical areas as of January 1 of the estimate year. For more information, see Geography Boundaries by Year.

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see ACS Technical Documentation). The effect of nonsampling error is not represented in these tables.

Users must consider potential differences in geographic boundaries, questionnaire content or coding, or other methodological issues when comparing ACS data from different years. Statistically significant differences shown in ACS Comparison Profiles, or in data users' own analysis, may be the result of these differences and thus might not necessarily reflect changes to the social, economic, housing, or demographic characteristics being compared. For more information, see Comparing ACS Data.

Estimates of urban and rural populations, housing units, and characteristics reflect boundaries of urban areas defined based on 2020 Census data. As a result, data for urban and rural areas from the ACS do not necessarily reflect the results of ongoing urbanization.

Explanation of Symbols:- The estimate could not be computed because there were an insufficient number of sample observations. For a ratio of medians estimate, one or both of the median estimates falls in the lowest interval or highest interval of an open-ended distribution. For a 5-year median estimate, the margin of error associated with a median was larger than the median itself.N The estimate or margin of error cannot be displayed because there were an insufficient number of sample cases in the selected geographic area. (X) The estimate or margin of error is not applicable or not available.median- The median falls in the lowest interval of an open-ended distribution (for example "2,500-")median+ The median falls in the highest interval of an open-ended distribution (for example "250,000+").** The margin of error could not be computed because there were an insufficient number of sample observations.*** The margin of error could not be computed because the median falls in the lowest interval or highest interval of an open-ended distribution.***** A margin of error is not appropriate because the corresponding estimate is controlled to an independent population or housing estimate. Effectively, the corresponding estimate has no sampling error and the margin of error may be treated as zero.

COLUMN NOTES None

Table: ACSST5Y2023.S1601

	Adair County, Missouri			
	Total	Percent of specified language speakers		
		Speak English only or speak English "very well"	Speak English less than "very well"	Percent speak English less than "very well"
Label Population 5 years and over	Estimate	Estimate	Estimate	Estimate
Speak only English				
Speak a language other than English	23,803	23,020	783	3.3%
SPEAK A LANGUAGE OTHER THAN ENGLISH	22,383	(X)	(X)	(X)
Spanish	1,420	637	783	55.1%
5 to 17 years old				
18 to 64 years old	372	223	149	40.1%
65 years old and over	64	35	29	45.3%
Other Indo-European languages	308	188	120	39.0%
5 to 17 years old	0	0	0	-
18 to 64 years old	851	302	549	64.5%
65 years old and over	104	82	22	21.2%
Asian and Pacific Island languages	648	138	510	78.7%
5 to 17 years old	99	82	17	17.2%
18 to 64 years old	177	103	74	41.8%
65 years old and over	13	13	0	0.0%
Other languages	164	90	74	45.1%
5 to 17 years old	0	0-9	0	-
18 to 64 years old	20	0-9	11	55.0%
65 years old and over	0	0	0	-
CITIZENS 18 YEARS AND OVER	20		11	55.0%
All citizens 18 years old and over	0		0	-
Speak only English				
Speak a language other than English	19,760	19,586	174	0.9%
Spanish	19,181	(X)	(X)	(X)
Other languages	579	405	174	30.1%
	224	173	51	22.8%
	355	232	123	34.6%

Table: ACSST5Y2023.S1601

Clark County, Missouri					
	Total	Percent of specified language speakers			
		Speak English only or speak English "very well"	Percent speak English only or speak English "very well"	Speak English less than "very well"	Percent speak English less than "very well"
Label Population 5 years and over	Estimate	Estimate	Estimate	Estimate	Estimate
Speak only English			99.7%		
Speak a language other than English	6,281	6,263	(X)	18	0.3%
	6,152	(X)		(X)	(X)
SPEAK A LANGUAGE OTHER THAN ENGLISH	129	111	86.0%	18	14.0%
Spanish					
5 to 17 years old					
18 to 64 years old	44	42	95.5%	2	4.5%
65 years old and over	28	28	100.0%	0	0.0%
Other Indo-European languages	16	14	87.5% -	2	12.5%
5 to 17 years old	0	0	80.0%	0	-
18 to 64 years old	60	48	75.8%	12	20.0%
65 years old and over	33	25	85.2% -	8	24.2%
Asian and Pacific Island languages	27	23	84.0% -	4	14.8%
5 to 17 years old	0	0	76.5%	0	-
18 to 64 years old	25	21	100.0%	4	16.0%
65 years old and over	0	0	----	0	-
Other languages	17	13		4	23.5%
5 to 17 years old	8	8		0	0.0% -
18 to 64 years old	0	0		0	---
65 years old and over	0	0		0	
CITIZENS 18 YEARS AND OVER	0	0		0	
All citizens 18 years old and over	0	0		0	
Speak only English					
Speak a language other than English	5,088	5,079	99.8%	9	0.2%
Spanish	5,021	(X)	(X)	(X)	(X)
Other languages	67	58	86.6%	9	13.4%
	15	14	93.3%	1	6.7%
	52	44	84.6%	8	15.4%

Table: ACSST5Y2023.S1601

	Knox County, Missouri				
	Total	Percent of specified language speakers			
		Speak English only or speak English "very well"	Percent speak English only or speak English "very well"	Speak English less than "very well"	Percent speak English less than "very well"
Label Population 5 years and over	Estimate	Estimate	Estimate	Estimate	Estimate
Speak only English					
Speak a language other than English	3,459	3,444	99.6%	15	0.4%
English	3,392	(X)	(X)	(X)	(X)
SPEAK A LANGUAGE OTHER THAN ENGLISH	67	52	77.6%	15	22.4%
Spanish					
5 to 17 years old					
18 to 64 years old	24	10	41.7%	14	58.3%
65 years old and over	14	0	0.0%	14	100.0%
Other Indo-European languages	5	5	100.0%	0	0.0%
5 to 17 years old	5	5	100.0%	0	0.0%
18 to 64 years old	43	42	97.7%	1	2.3%
65 years old and over	10	10	100.0%	0	0.0%
Asian and Pacific Island languages	26	25	96.2%	1	3.8%
5 to 17 years old	7	7	100.0%	0	0.0% --
18 to 64 years old	0	0	-----	0	-----
65 years old and over	0	0	--	0	
Other languages	0	0		0	
5 to 17 years old	0	0		0	
18 to 64 years old	0	0		0	
65 years old and over	0	0		0	
CITIZENS 18 YEARS AND OVER	0	0		0	
All citizens 18 years old and over	0	0		0	
Speak only English					
Speak a language other than English	2,827	2,826	100.0%	1	0.0%
Spanish	2,784	(X)	(X)	(X)	(X)
Other languages					
	43	42	97.7%	1	2.3%
	10	10	100.0%	0	0.0%
	33	32	97.0%	1	3.0%

Table: ACSST5Y2023.S1601

Lewis County, Missouri						
	Total	Percent	Percent of specified language speakers			
			Speak English only or speak English "very well"	Percent speak English only or speak English "very well"	Speak English less than "very well"	Percent speak English less than "very well"
Label Population 5 years and over	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
Speak only English						
Speak a language other than English	9,445	(X)	9,409	99.6%	36	0.4%
	9,225	97.7%	(X)	(X)	(X)	(X)
SPEAK A LANGUAGE OTHER THAN ENGLISH						
	220	2.3%	184	83.6%	36	16.4%
Spanish						
5 to 17 years old						
18 to 64 years old	63	0.7%	63	100.0%	0	0.0%
65 years old and over	0	0.0%	0	-	0	0.0%
Other Indo-European languages	56	0.6%	56	100.0%	0	0.0%
5 to 17 years old	7	0.1%	7	100.0%	0	30.8%
18 to 64 years old	117	1.2%	81	69.2%	36	57.1%
65 years old and over	63	0.7%	27	42.9%	36	0.0%
Asian and Pacific Island languages	45	0.5%	45	100.0%	0	0.0%
5 to 17 years old	9	0.1%	9	100.0%	0	0.0%
18 to 64 years old	14	0.1%	14	100.0%	0	0.0%
65 years old and over	0	0.0%	0	-	0	0.0%
Other languages	14	0.1%	14	100.0%	0	0.0%
5 to 17 years old	0	0.0%	0	-	0	
18 to 64 years old	26	0.3%	26	100.0%	0	
65 years old and over	0	0.0%	0	-	0	
CITIZENS 18 YEARS AND OVER	26	0.3%	26	100.0%	0	
All citizens 18 years old and over	0	0.0%	0	-	0	
Speak only English						
Speak a language other than English	7,747	(X)	7,747	100.0%	0	0.0%
Spanish	7,644	98.7%	(X)	(X)	(X)	(X)
Other languages						
	103	1.3%	103	100.0%	0	0.0%
	49	0.6%	49	100.0%	0	0.0%
	54	0.7%	54	100.0%	0	0.0%

Table: ACSST5Y2023.S1601

	Macon County, Missouri					
	Total	Percent	Percent of specified language speakers			
			Speak English only or speak English "very well"	Percent speak English only or speak English "very well"	Speak English less than "very well"	Percent speak English less than "very well"
Label Population 5 years and over	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
Speak only English	14,363	(X)	14,276	99.4%	87	0.6%
Speak a language other than English	13,888	96.7%	(X)	(X)	(X)	(X)
SPEAK A LANGUAGE OTHER THAN ENGLISH	475	3.3%	388	81.7%	87	18.3%
Spanish						
5 to 17 years old						
18 to 64 years old	86	0.6%	64	74.4%	22	25.6%
65 years old and over	9	0.1%	9	100.0%	0	0.0%
Other Indo-European languages	67	0.5%	45	67.2%	22	32.8%
5 to 17 years old	10	0.1%	10	100.0%	0	0.0%
18 to 64 years old	363	2.5%	298	82.1%	65	17.9%
65 years old and over	146	1.0%	117	80.1%	29	19.9%
Asian and Pacific Island languages	196	1.4%	169	86.2%	27	13.8%
5 to 17 years old	21	0.1%	12	57.1%	9	42.9%
18 to 64 years old	18	0.1%	18	100.0%	0	0.0%
65 years old and over	0	0.0%	0	-	0	0.0%
Other languages	10	0.1%	10	100.0%	0	0.0%
5 to 17 years old	8	0.1%	8	100.0%	0	0.0%
18 to 64 years old	8	0.1%	8	100.0%	0	0.0%
65 years old and over	0	0.0%	0	-	0	0.0%
CITIZENS 18 YEARS AND OVER	8	0.1%		100.0%	0	
All citizens 18 years old and over	0	0.0%		-	0	
Speak only English						
Speak a language other than English	11,556	(X)	11,516	99.7%	40	0.3%
Spanish	11,277	97.6%	(X)	(X)	(X)	(X)
Other languages	279	2.4%	239	85.7%	40	14.3%
	41	0.4%	37	90.2%	4	9.8%
	238	2.1%	202	84.9%	36	15.1%

Table: ACSST5Y2023.S1601

Marion County, Missouri						
	Total	Percent	Percent of specified language speakers			
			Speak English only or speak English "very well"	Percent speak English only or speak English "very well"	Speak English less than "very well"	Percent speak English less than "very well"
Label Population 5 years and over	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
Speak only English						
Speak a language other than English	26,526	(X)	26,454	99.7%	72	0.3%
	26,312	99.2%	(X)	(X)	(X)	(X)
SPEAK A LANGUAGE OTHER THAN ENGLISH	214	0.8%	142	66.4%	72	33.6%
Spanish						
5 to 17 years old						
18 to 64 years old	96	0.4%	39	40.6%	57	59.4%
65 years old and over	0	0.0%	0	50.8%	0	-
Other Indo-European languages	61	0.2%	31	22.9%	30	49.2%
5 to 17 years old	35	0.1%	8	82.8%	27	77.1%
18 to 64 years old	87	0.3%	72	73.7%	15	17.2%
65 years old and over	57	0.2%	42	100.0%	15	26.3%
Asian and Pacific Island languages	30	0.1%	30	-	0	0.0%
5 to 17 years old	0	0.0%	0	100.0%	0	0.0%
18 to 64 years old	31	0.1%	31	-	0	0.0%
65 years old and over	0	0.0%	0	100.0%	0	----
Other languages	31	0.1%	31	----	0	
5 to 17 years old	0	0.0%	0		0	
18 to 64 years old	0	0.0%	0		0	
65 years old and over	0	0.0%	0		0	
CITIZENS 18 YEARS AND OVER	0	0.0%	0		0	
All citizens 18 years old and over	0	0.0%	0		0	
Speak only English						
Speak a language other than English	21,646	(X)	21,616	99.9%	30	0.1%
Spanish	21,532	99.5%	(X)	(X)	(X)	(X)
Other languages						
	114	0.5%	84	73.7%	30	26.3%
	69	0.3%	39	56.5%	30	43.5%
	45	0.2%	45	100.0%	0	0.0%

Table: ACSST5Y2023.S1601

	Monroe County, Missouri					
	Total	Percent	Percent of specified language speakers			
			Speak English only or speak English "very well"	Percent speak English only or speak English "very well"	Speak English less than "very well"	Percent speak English less than "very well"
Label Population 5 years and over	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
Speak only English	8,210	(X)	7,985	97.3%	225	2.7%
Speak a language other than English	7,900	96.2%	(X)	(X)	(X)	(X)
SPEAK A LANGUAGE OTHER THAN ENGLISH	310	3.8%	85	27.4%	225	72.6%
Spanish						
5 to 17 years old						
18 to 64 years old	32	0.4%	21	65.6%	11	34.4%
65 years old and over	11	0.1%	11	100.0%	0	0.0%
Other Indo-European languages	21	0.3%	10	47.6% -	11	52.4% -
5 to 17 years old	0	0.0%	0	21.9%	0	78.1%
18 to 64 years old	237	2.9%	52	5.8%	185	94.2%
65 years old and over	86	1.0%	5	9.6%	81	90.4%
Asian and Pacific Island languages	115	1.4%	11	100.0%	104	0.0%
5 to 17 years old	36	0.4%	36	20.0%	0 4	80.0%
18 to 64 years old	5	0.1%	1	0.0%	1 3	100.0%
65 years old and over	1	0.0%	0	25.0% -	0	75.0% -
Other languages	4	0.0%	1	30.6%	25	69.4%
5 to 17 years old	0	0.0%	0	100.0%	0	0.0%
18 to 64 years old	36	0.4%	11	0.0% -	25	100.0%
65 years old and over	11	0.1%	11		0	-
CITIZENS 18 YEARS AND OVER	25	0.3%	0			
All citizens 18 years old and over	0	0.0%	0			
Speak only English						
Speak a language other than English	6,711	(X)	6,606	98.4%	105	1.6%
Spanish	6,552	97.6%	(X)	(X)	(X)	(X)
Other languages	159	2.4%	54	34.0%	105	66.0%
	15	0.2%	10	66.7%	5	33.3%
	144	2.1%	44	30.6%	100	69.4%

Table: ACSST5Y2023.S1601

	Putnam County, Missouri					
	Total	Percent	Percent of specified language speakers			
			Speak English only or speak English "very well"	Percent speak English only or speak English "very well"	Speak English less than "very well"	Percent speak English less than "very well"
Label Population 5 years and over	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
Speak only English						
Speak a language other than English	4,384	(X)	4,332	98.8%	52	1.2%
	4,224	96.4%	(X)	(X)	(X)	(X)
SPEAK A LANGUAGE OTHER THAN ENGLISH	160	3.6%	108	67.5%	52	32.5%
Spanish						
5 to 17 years old						
18 to 64 years old	66	1.5%	53	80.3%	13	19.7%
65 years old and over	0	0.0%	0	71.1%	0	-
Other Indo-European languages	45	1.0%	32	100.0%	13	28.9%
5 to 17 years old	21	0.5%	21	58.5%	0	0.0%
18 to 64 years old	94	2.1%	55	48.1%	39	41.5%
65 years old and over	52	1.2%	25	71.4%	27	51.9%
Asian and Pacific Island languages	42	1.0%	30	-----	12	28.6%
5 to 17 years old	0	0.0%	0	--	0	-----
18 to 64 years old	0	0.0%	0		0	----
65 years old and over	0	0.0%	0		0	
Other languages	0	0.0%	0		0	
5 to 17 years old	0	0.0%	0		0	
18 to 64 years old	0	0.0%	0		0	
65 years old and over	0	0.0%	0		0	
CITIZENS 18 YEARS AND OVER	0	0.0%	0		0	
All citizens 18 years old and over	0	0.0%	0		0	
Speak only English						
Speak a language other than English	3,617	(X)	3,605	99.7%	12	0.3%
Spanish	3,522	97.4%	(X)	(X)	(X)	(X)
Other languages						
	95	2.6%	83	87.4%	12	12.6%
	53	1.5%	53	100.0%	0	0.0%
	42	1.2%	30	71.4%	12	28.6%

Table: ACSST5Y2023.S1601

	Ralls County, Missouri					
	Total	Percent	Percent of specified language speakers			
			Speak English only or speak English "very well"	Percent speak English only or speak English "very well"	Speak English less than "very well"	Percent speak English less than "very well"
Label Population 5 years and over	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
Speak only English						
Speak a language other than English	9,853	(X)	9,839	99.9%	14	0.1%
English	9,691	98.4%	(X)	(X)	(X)	(X)
SPEAK A LANGUAGE OTHER THAN ENGLISH	162	1.6%	148	91.4%	14	8.6%
Spanish						
5 to 17 years old						
18 to 64 years old	48	0.5%	34	70.8%	14	29.2%
65 years old and over	19	0.2%	19	100.0%	0	0.0%
Other Indo-European languages	29	0.3%	15	51.7% -	14	48.3%
5 to 17 years old	0	0.0%	0	100.0%	0	- 0.0%
18 to 64 years old	96	1.0%	96	100.0%	0	0.0%
65 years old and over	50	0.5%	50	100.0%	0	0.0% -
Asian and Pacific Island languages	46	0.5%	46	-	0	0.0% -
5 to 17 years old	0	0.0%	0	100.0%	0	0.0% -
18 to 64 years old	18	0.2%	18	-	0	----
65 years old and over	0	0.0%	0	100.0%	0	
Other languages	18	0.2%	18	-----	0	
5 to 17 years old	0	0.0%	0		0	
18 to 64 years old	0	0.0%	0		0	
65 years old and over	0	0.0%	0		0	
CITIZENS 18 YEARS AND OVER	0	0.0%	0		0	
All citizens 18 years old and over	0	0.0%	0		0	
Speak only English						
Speak a language other than English	8,204	(X)	8,204	100.0%	0	0.0%
Spanish	8,125	99.0%	(X)	(X)	(X)	(X)
Other languages	79	1.0%	79	100.0%	0	0.0%
	15	0.2%	15	100.0%	0	0.0%
	64	0.8%	64	100.0%	0	0.0%

Table: ACSST5Y2023.S1601

	Randolph County, Missouri					
	Total	Percent	Percent of specified language speakers			
			Speak English only or speak English "very well"	Percent speak English only or speak English "very well"	Speak English less than "very well"	Percent speak English less than "very well"
Label Population 5 years and over	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
Speak only English						
Speak a language other than English	23,097	(X)	22,988	99.5%	109	0.5%
	22,586	97.8%	(X)	(X)	(X)	(X)
SPEAK A LANGUAGE OTHER THAN ENGLISH	511	2.2%	402	78.7%	109	21.3%
Spanish						
5 to 17 years old						
18 to 64 years old	216	0.9%	182	84.3%	34	15.7%
65 years old and over	84	0.4%	84	100.0%	0	0.0%
Other Indo-European languages	123	0.5%	89	72.4%	34	27.6%
5 to 17 years old	9	0.0%	9	100.0%	0	0.0%
18 to 64 years old	212	0.9%	156	73.6%	56	26.4%
65 years old and over	13	0.1%	0	0.0%	13	100.0%
Asian and Pacific Island languages	177	0.8%	147	83.1%	30	16.9%
5 to 17 years old	22	0.1%	9	40.9%	13	59.1%
18 to 64 years old	58	0.3%	39	67.2%	19	32.8%
65 years old and over	0	0.0%	0	62.0%	0	38.0%
Other languages	50	0.2%	31	100.0%	19	0.0%
5 to 17 years old	8	0.0%	8	100.0%	0	0.0%
18 to 64 years old	25	0.1%	25	-	0	0.0%
65 years old and over	0	0.0%	0	100.0%	0	
CITIZENS 18 YEARS AND OVER	25	0.1%	25	-	0	
All citizens 18 years old and over	0	0.0%	0		0	
Speak only English						
Speak a language other than English	19,026	(X)	18,954	99.6%	72	0.4%
	18,639	98.0%	(X)	(X)	(X)	(X)
Spanish						
Other languages	387	2.0%	315	81.4%	72	18.6%
	114	0.6%	98	86.0%	16	14.0%
	273	1.4%	217	79.5%	56	20.5%

Table: ACSST5Y2023.S1601

	Schuyler County, Missouri					
	Total	Percent	Percent of specified language speakers			
			Speak English only or speak English "very well"	Percent speak English only or speak English "very well"	Speak English less than "very well"	Percent speak English less than "very well"
Label Population 5 years and over	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
Speak only English						
Speak a language other than English	3,721	(X)	3,559	95.6%	162	4.4%
	3,423	92.0%	(X)	(X)	(X)	(X)
SPEAK A LANGUAGE OTHER THAN ENGLISH	298	8.0%	136	45.6%	162	54.4%
Spanish						
5 to 17 years old						
18 to 64 years old	33	0.9%	24	72.7% -	9 0	27.3%
65 years old and over	0	0.0%	0	72.7% -	9 0	-
Other Indo-European languages	33	0.9%	24	38.1%	151	27.3%
5 to 17 years old	0	0.0%	0	34.9%	84	-
18 to 64 years old	244	6.6%	93	41.7% -	67	61.9%
65 years old and over	129	3.5%	45	90.0%	0 2	65.1%
Asian and Pacific Island languages	115	3.1%	48	100.0%	0 2	58.3%
5 to 17 years old	0	0.0%	0	66.7% -	0 0	-
18 to 64 years old	20	0.5%	18	100.0%	0 0	10.0%
65 years old and over	14	0.4%	14	-	0	0.0%
Other languages	6	0.2%	4	100.0%		33.3%
5 to 17 years old	0	0.0%	0	-		- 0.0%
18 to 64 years old	1	0.0%	1			- 0.0%
65 years old and over	0	0.0%	0			-
CITIZENS 18 YEARS AND OVER	1	0.0%	1			
All citizens 18 years old and over	0	0.0%	0			
Speak only English						
Speak a language other than English	2,916	(X)	2,841	97.4%	75	2.6%
	2,768	94.9%	(X)	(X)	(X)	(X)
Spanish						
Other languages	148	5.1%	73	49.3%	75	50.7%
	33	1.1%	24	72.7%	9	27.3%
	115	3.9%	49	42.6%	66	57.4%

Table: ACSST5Y2023.S1601

Scotland County, Missouri						
	Total	Percent	Percent of specified language speakers			
			Speak English only or speak English "very well"	Percent speak English only or speak English "very well"	Speak English less than "very well"	Percent speak English less than "very well"
Label Population 5 years and over	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
Speak only English						
Speak a language other than English	4,335	(X)	4,196	96.8%	139	3.2%
SPEAK A LANGUAGE OTHER THAN ENGLISH	3,879	89.5%	(X)	(X)	(X)	(X)
Spanish	456	10.5%	317	69.5%	139	30.5%
5 to 17 years old						
18 to 64 years old	8	0.2%	8 0	100.0%	0	0.0% -
65 years old and over	0	0.0%	6 2	-	0	0.0%
Other Indo-European languages	6	0.1%	288	100.0%	0	0.0%
5 to 17 years old	2	0.0%	55	100.0%	0	20.2%
18 to 64 years old	361	8.3%	216	79.8%	73	9.8%
65 years old and over	61	1.4%	17	90.2%	6	21.7%
Asian and Pacific Island languages	276	6.4%	21	78.3%	60	29.2%
5 to 17 years old	24	0.6%	0	70.8%	7	75.9%
18 to 64 years old	87	2.0%	21	24.1%	66	100.0%
65 years old and over	44	1.0%	0 0	0.0%	44	48.8%
Other languages	41	0.9%	0 0	51.2%	20	100.0%
5 to 17 years old	2	0.0%	0	0.0% - -	2	----
18 to 64 years old	0	0.0%		--	0	
65 years old and over	0	0.0%			0	
CITIZENS 18 YEARS AND OVER	0	0.0%			0	
All citizens 18 years old and over	0	0.0%			0	
Speak only English						
Speak a language other than English	3,294	(X)	3,208	97.4%	86	2.6%
Spanish	2,946	89.4%	(X)	(X)	(X)	(X)
Other languages	348	10.6%	262	75.3%	86	24.7%
	8	0.2%	8	100.0%	0	0.0%
	340	10.3%	254	74.7%	86	25.3%

Table: ACSST5Y2023.S1601

	Sullivan County, Missouri					
	Total	Percent	Percent of specified language speakers			
			Speak English only or speak English "very well"	Percent speak English only or speak English "very well"	Speak English less than "very well"	Percent speak English less than "very well"
Label	Population 5 years and over	Estimate	Estimate	Estimate	Estimate	Estimate
Speak only English						
Speak a language other than English	5,546	(X)	5,090	91.8%	456	8.2%
SPEAK A LANGUAGE OTHER THAN ENGLISH	4,631	83.5%	(X)	(X)	(X)	(X)
Spanish	915	16.5%	459	50.2%	456	49.8%
5 to 17 years old						
18 to 64 years old	780	14.1%	408	52.3%	372	47.7%
65 years old and over	170	3.1%	140	82.4%	30	17.6%
Other Indo-European languages	584	10.5%	260	44.5%	324	55.5%
5 to 17 years old	26	0.5%	8	30.8%	18	69.2%
18 to 64 years old	51	0.9%	10	19.6%	41	80.4%
65 years old and over	6	0.1%	0	0.0%	6	100.0%
Asian and Pacific Island languages	44	0.8%	1	20.5%	35	79.5%
5 to 17 years old	1	0.0%	38	100.0%	0	0.0%
18 to 64 years old	59	1.1%	15	64.4%	21	35.6%
65 years old and over	15	0.3%	23	100.0%	0	0.0%
Other languages	37	0.7%	0	62.2%	14	37.8%
5 to 17 years old	7	0.1%	0	0.0%	7	100.0%
18 to 64 years old	25	0.5%	0	12.0%	22	88.0%
65 years old and over	12	0.2%		0.0%	12	100.0%
CITIZENS 18 YEARS AND OVER	13	0.2%		23.1% -	10	76.9% -
All citizens 18 years old and over	0	0.0%			0	
Speak only English						
Speak a language other than English	4,308	(X)	4,131	95.9%	177	4.1%
Spanish	3,854	89.5%	(X)	(X)	(X)	(X)
Other languages	454	10.5%	277	61.0%	177	39.0%
	388	9.0%	249	64.2%	139	35.8%
	66	1.5%	28	42.4%	38	57.6%

2. Frequency of Contact by LEP Persons with Learning Opportunities/Quality Works, Inc.'s Services :

The Learning Opportunities/Quality Works, Inc. staff reviewed the frequency with which office staff, dispatchers and drivers have, or could have, contact with LEP persons. To date, Learning Opportunities/Quality Works, Inc. does not have an interpreter. Learning Opportunities/Quality Works, Inc averages 0 phone calls per month.

LEP Staff Survey Form

Learning Opportunities/Quality Works, Inc. is studying the language assistance needs of its riders so that we can better communicate with them if needed.

1. How often do you come into contact with passengers who do not speak English or have trouble understanding you when you speak English to them?

DAILY WEEKLY MONTHLY LESS THAN MONTHLY

2. What languages do these passengers speak?
3. What languages (other than English) do you understand or speak?
4. Would you be willing to serve as a translator when needed?

Frequency of Contact with LEP Persons	
Frequency	Language Spoken by LEP Persons
Daily	
Weekly	
Monthly	
Less frequently than monthly	

3. The importance of programs, activities or services provided by Learning Opportunities/Quality Works, Inc. to LEP persons :

Outreach activities, summarized in Learning Opportunities/Quality Works, Inc.'s Title VI Public Engagement Plan, include events such as public meetings and/or open houses held at schools, churches, libraries and other non-profit locations, and include specific outreach to LEP persons to gain under-standing of the needs of the LEP population, and the manner (if at all) needs are addressed.

Outside Organization LEP Survey

Organization: _____

1. What language assistance needs are encountered?
2. What languages are spoken by persons with language assistance needs?
3. What language assistance efforts are you undertaking to assist persons with language assistance needs?

4. When necessary, can we use these services?

4. The resources available to Learning Opportunities/Quality Works, Inc. and overall cost to provide LEP assistance :

Strategies for Engaging Individuals with Limited English Proficiency include:

1. Language line. Upon advance notice, translators can be provided.
2. Language identification flashcards.
3. Written translations of vital documents (identified via safe harbor provision)
4. One-on-one assistance through outreach efforts.
5. Website information.
6. To the extent feasible, assign bilingual staff for community events, public hearings and Board of Directors meetings and on the customer service phone lines.

As applicable : Based on our demographic analysis (Factor 1) Learning Opportunities/Quality Works, Inc. has determined that no language group(s) within its service area meets Safe Harbor criteria requiring written translated "vital documents" by language group(s).

Learning Opportunities/Quality Works, Inc. will provide assistance and direction to LEP persons who request assistance.

Staff LEP Training

The following training will be provided to Learning Opportunities/Quality Works, Inc. staff:

1. Information on Learning Opportunities/Quality Works, Inc. Title VI Procedures and LEP responsibilities.
2. Description of language assistance services offered to the public.
3. Use of Language Identification Flashcards.
4. Documentation of language assistance requests.

Monitoring and Updating the LEP Plan

The LEP Plan is a component of Learning Opportunities/Quality Works, Inc.'s Title VI Plan requirement.

Learning Opportunities/Quality Works, Inc. will update the LEP plan as required. At minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the Learning Opportunities/Quality Works, Inc. service area. Updates include the following:

1. How the needs of LEP persons have been addressed.
2. Determine the current LEP population in the service area.
3. Determine as to whether the need for, and/or extent of, translation services has changed.
4. Determine whether local language assistance programs have been effective and sufficient to meet the needs.
5. Determine whether Learning Opportunities/Quality Works, Inc.'s financial resources are sufficient to fund language assistance resources as needed.
6. Determine whether Learning Opportunities/Quality Works, Inc. has fully complied with the goals of this LEP Plan.
7. Determine whether complaints have been received concerning Learning Opportunities/Quality Works, Inc.'s failure to meet the needs of LEP individuals.

H. Advisory Bodies

Table Depicting Membership of Committees, Councils, By Race

Committee [examples]	Caucasian	Latino	African	Asian		Total
Population Committee						
Access Committee						
Citizens Advisory Council	100					100%

Description of efforts made to encourage minority participation on committees:

- **Advertise Board member openings on our website**
- **Invite minority members to join by personal invitation**

Learning Opportunities/Quality Works, Inc. has a board of directors. Advisory boards would include the local SB 40 boards that provide funding and partnership to the LOQW, Inc. board. These include:

- **Macon County Commission for Developmentally Disabled Citizens (MCCDDC)**
- **Monroe County Board for the Handicapped**

I. Subrecipient Assistance

Subrecipient Assistance

Learning Opportunities/Quality Works, Inc. does not have any subrecipients.

J. Subrecipient Monitoring

Subrecipient Monitoring

Learning Opportunities/Quality Works, Inc. does not have any subrecipients.

K. Equity Analysis of Facilities

Learning Opportunities/Quality Works, Inc. has not constructed any storage facilities, maintenance facilities, or operations centers in the last three years.

Equity Analysis Guidance

Refer to FTA Title VI Circular 4702.1B Chapter III, section 13.

Demographic data and mapping

Guidance may be obtained from either a Regional Planning Commission or Metropolitan Planning Organization.

L. System-Wide Service Standards and Policies*

****applies to all fixed route providers (including those that do not meet volume threshold)***

**Template for System-Wide Service Standards (1. 2. 3. 4.)
is presented in detail
in FTA Circular 4702.1B Appendix G.**

**Template for System-Wide Service Policies (1. 2.)
is presented in detail
in FTA Circular 4702.1b Appendix H.**

**NOTE: Template for Major Service Change and Impact Policies
is located at O. Service and Fare Equity Analysis.**

M. Requirement to Collect and Report Demographic Data*

**** applies to providers that operate 50 or more fixed route transit vehicles in peak service; and
200,000+ population.***

**Template for Demographic Profile and Travel Patterns
is presented in detail
in FTA Circular 4702.1B Appendix I.**

N. Requirement to Monitor Transit Service*

**** applies to providers that operate 50 or more fixed route transit vehicles in peak service; and
200,000+ population.***

**Template for Demographic Profile and Travel Patterns
is presented in detail
in FTA Circular 4702.1B Appendix J.**

O. Service and Fare Equity Analysis*

**** applies to providers that operate 50 or more fixed route transit vehicles in peak service; and 200,000+ population.***

Major Service Change and Impact Policies

The Board of Directors of Learning Opportunities/Quality Works, Inc. has established formal hearing procedures for the adoption of major changes in transit routes.

A major change in route includes the addition or elimination of a route within Learning Opportunities/Quality Works, Inc.'s transit system, **increasing or decreasing the number of service hours operated on a route by 25% or more, or routing changes that alter 25% or more of a route's path**. Minor changes to an existing route shall not constitute a "major change in route".

A service change that is deemed a "Major Service Change" based on the description above would require a Title VI analysis.

Service changes that are deemed as a "Major Service Change" will also be required to have disparate impact analysis and disproportionate burden analysis done.

The Learning Opportunities/Quality Works, Inc. Title VI Program includes disparate impact and disproportionate burden policies.

Learning Opportunities/Quality Works, Inc.'s Disparate Impact and Disproportionate Burden Policy

Adverse Effects : Major Service Change proposals and all fare change proposals shall be analyzed to measure and compare the level of adverse effect (loss) or benefit (gain) between minority and non-minority populations and between low-income and non-low-income populations as determined by demographic analysis of proposed changes and U.S. Census data and transit rider data.

What is Fair? : [EXAMPLE] Determination of adverse impact is based on the federal standard described in Uniform Guidelines published by the Equal Employment Opportunity Commission (EEOC) known as the "four-fifths" rule. This standard requires benefits to accrue to protected populations at a rate at least four fifths (4/5) (or eighty percent) of the rate of unprotected populations. Likewise, adverse effects must be borne by unprotected populations at a rate at least four fifths (4/5) (or eighty percent) of the rate for protected populations.

Stated another way, the maximum acceptable difference (positive or negative) in level of benefit between protected and unprotected populations is [20%]. For changes in transit service or transit fare rates, this standard applies as follows for minority and low-income populations.

Disparate impact on minority populations : If the impact of a major service change proposal or any fare change proposal requires a minority population to receive benefits [twenty percent (20%)] less or to bear adverse effects [twenty percent (20%)] more than those benefits or adverse effects received or borne by the non-minority population, that impact will be considered a disparate impact.

Disproportionate burden on low income populations : If the impact of a major service change proposal or any fare change proposal requires a low-income population to receive benefits [twenty percent (20%)] less or to bear adverse effects [twenty percent (20%)] more than those benefits or adverse effects received or borne by the non-low-income population, that impact will be considered a disparate impact.

**Template for Service and Fare Equity Analysis
is presented in detail
in FTA Circular 4702.1B Appendix K.**

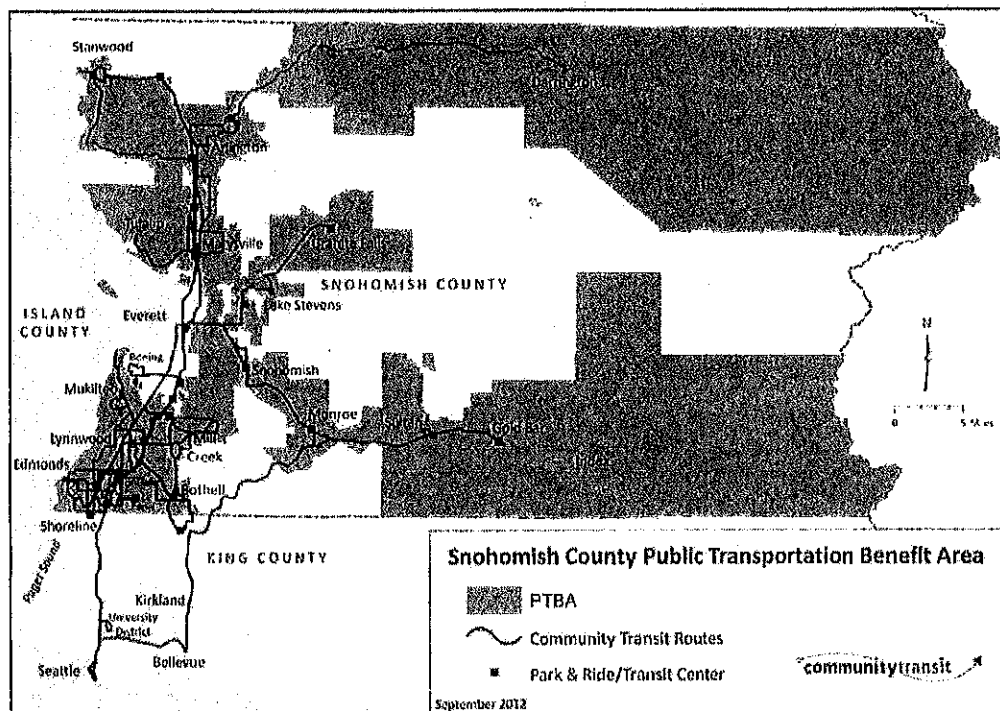
Attachment 1

Agency Information [EXAMPLE – suggested format]

Community Transit is a special purpose municipal corporation providing public transportation services. Snohomish County voters created Community Transit in 1976 when they approved a sales tax to support a public transportation benefit area authority which now encompasses most of urbanized Snohomish County excluding the City of Everett, Washington.

Community Transit began operations on October 4, 1976. Community Transit's original service area consisted of the communities of Edmonds, Lynnwood, Marysville, Mountlake Terrace, Brier, Snohomish, and Woodway. Subsequent annexations added Lake Stevens, Monroe, Granite Falls, Mukilteo, Stanwood, Sultan, Arlington, Gold Bar, Index, Darrington, Mill Creek, the Snohomish County portion of Bothell, Silver Firs and the Tulalip Indian Reservation to the service area.

Community Transit now serves 524,954 residents [SOURCE _____], about 73 percent of Snohomish County's population. The remainder of the county's population resides in the City of Everett and in less populated areas of north and east Snohomish County.



Community Transit's governing body is a Board of Directors consisting of nine voting members as follows: two members of the Snohomish County Council, two elected officials from cities Community Transit serves with populations 30,000 or more, three elected officials from cities Community Transit serves with populations between 10,000 and 30,000, and two elected officials from cities Community Transit serves with populations of less than 10,000. Terms of office are as follows: _____.

Attachment 2

LEARNING OPPORTUNITIES/QUALITY WORKS INC. TITLE VI COMPLAINT FORM

"No person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

If you feel that you have been discriminated against in the provision of transportation services, please provide the following information to assist us in processing your complaint. Should you require any assistance in completing this form or need information in alternate formats, please let us know.

Please mail or return this form to:

Learning Opportunities/Quality Works, Inc.
Mary Kendrick - Human Resources Director
201 N Locust St. Monroe City, MO 63456

PLEASE PRINT

1. Complainant's Name:		
a. Address:		
b. City:	State:	Zip Code:
c. Telephone (include area code): Home () or Cell ()		Work
() -		() -
d. Electronic mail (e-mail) address:		
Do you prefer to be contacted by this e-mail address? () YES () NO		
2. Accessible Format of Form Needed? () YES specify: () NO		
3. Are you filing this complaint on your own behalf? () YES If YES, please go to question 7. () NO If no, please go to question 4		
4. If you answered NO to question 3 above, please provide your name and address.		
a. Name of Person Filing Complaint:		
b. Address:		
c. City:	State:	Zipcode:
d. Telephone (include area code): Home () or Cell ()		Work
() -		() -
e. Electronic mail (e-mail) address:		
Do you prefer to be contacted by this e-mail address? () YES () NO		
5. What is your relationship to the person for whom you are filing the complaint?		
6. Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. () YES, I have permission. () NO, I do not have permission.		
7. I believe that the discrimination I experienced was based on (check all that apply):		
() Race () Color () National Origin (classes protected by Title VI)		
() Disability (class protected by ADA)		
() Other (please specify)		

continued

8. Date of Alleged Discrimination (Month, Day, Year):		
9. Where did the Alleged Discrimination take place?		
10. Explain as clearly as possible what happened and why you believe that you were discriminated against. Describe all of the persons that were involved. Include the name and contact information of the person(s) who discriminated against you (if known). <i>Use the back of this form or separate pages if additional space is required.</i>		
11. Please list any and all witnesses' names and phone numbers/contact information. <i>Use the back of this form or separate pages if additional space is required.</i>		
12. What type of corrective action would you like to see taken?		
13. Have you filed a complaint with any other Federal, State, or local agency, or with any Federal or State court? () YES If yes, check all that apply. () NO a. () Federal Agency (List agency's name) b. () Federal Court (Please provide location) c. () State Court d. () State Agency (Specify Agency) e. () County Court (Specify Court and County) f. () Local Agency (Specify Agency)		
14. If YES to question 14 above, please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		Title:
Agency:		Telephone: () -
Address:		
City:	State:	Zip Code:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date is required:

Signature Date

If you completed Questions 4, 5 and 6, your signature and date is required:

Signature Date

