



SUNFLOWER DIVERSIFIED SERVICES, Inc. {SDS} Limited English Proficiency Plan

Utilizing the information gathered from the Four Factor Analysis, the following plan is developed in order to provide the necessary assistance to LEP persons.

Identified LEP individuals

Using the 2020 American Community Survey data from the provided Excel Spreadsheet in respect to our service area. The only language group that has more than 15% of total population and more than 1325 persons that "speak English less than very well" is Spanish speaking populations in Barton, Rice, Pawnee and Stafford Counties of Kansas..

Currently individuals only come in contact with the transit system who meet these demographics in Barton County. This contact averages 1 to 2 times per month.

Transit services provide the means of connection to the community and the services offered to those populations who have no other transportation available to them. Citizens, and others, who have limited English proficiency need support in communicating with the transit systems to arrange rides and successfully navigate in the community

Language Assistance Measures

Dispatch: translation will be handled by on site multi-lingual staff or the use of Smart Phone applications,

In vehicle: Translation for passengers needing assistance will be handled thru the use of Spanish/English dictionaries.

Training Staff

Transportation Coordinator shall be responsible for providing training in the use of the equipment to Dispatchers and Drivers.

Providing Notice

LEP plan will be posted on agencies website (if available). LEP plan will be provided to any person or agency requesting a copy. The person of contact in regards to the LEP plan is:

SDS Transportation Coordinator and can be reached via phone at 620-792-1321.

If a complaint is to be filed by and LEP individual, please utilize the Title VI Complaint Procedures.

Monitoring and Updating LEP Plan

At the minimum our agency will update the LEP plan according to the Title VI update schedule which is every three years. The plan will also be updated anytime changes in the demographics of the agencies service area are deemed significant in regards to LEP persons. SDS Chief Operations Officer shall be responsible for presentation to the Board of Directors.