

Notifying the Public of Rights Under Title VI

The Guidance Center, Inc.

The Guidance Center, Inc. operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with The Guidance Center, Inc.

For more information on The Guidance Center, Inc.'s civil rights program and/or how to file a complaint, contact Jerry McDonald at (913) 682-5118, (TTY 800-766-3777 or email jmcdonald@theguidance-ctr.org. You may also obtain information at our office located at 500 Limit St, Leavenworth KS, 66048 or our website - <http://www.theguidance-ctr.org>.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

This notice is posted on the main floor lobby bulletin board at the Guidance Center, Inc. and on the lower level bulletin board. It is also posted on the agency website at <http://www.theguidance-ctr.org>.

The Guidance Center, Inc.
Transit Public Participation Plan Outline

1. Brief description of provider's activities and services

The Guidance Center, Inc. provides behavioral health and transportation services to individuals identified with Serious and Persistent Mental Illness/Severely Emotionally Disturbed (SPMI/SED) disabilities. Transportation services are also available for other elderly and disabled persons to medical appointments in the Leavenworth County area.

2. Brief description of activities that would warrant public participation such as fare changes, changes to service hours, route adjustments, and/or service area changes.

The public will be notified of any changes in fares, service hours, routes, policies and/or procedures.

3. Brief description of proactive public participation strategies.

Policies and procedures were developed and updated in accordance with state and federal laws as well as 5310 grant program mandates. Transportation policies and procedures are distributed to ridership along with a rider handbook.

4. Brief description of outreach methods to engage minority and Limited English Proficiency (LEP) individuals such as translating public meeting materials, providing translation services if requested, and/or targeted media messages in low income neighborhoods of service area, This includes working with existing neighborhood and advocacy organizations.

The Guidance Center, Inc. provides information to riders based on their individual communication requirements.

5. Brief description of the desired outcomes of the agency's public participation efforts.

- The agency involves riders and local stakeholders during the decision making process.
- The agency provides adequate notice to the public for public participation, review, and comments during the decision making process.

- The agency provides timely information about transportation issues and processes to riders, stakeholders and the general public
- The agency responds to public input and inquiries in an appropriate and timely manner.
- The agency communicates effectively with a diverse group of stakeholders.

6. Brief summary of recent outreach efforts over the past three years.

We offer annual satisfaction surveys to our riders and clients and act upon the concerns shown in the survey responses.

Menu of Public Participation Strategies:

- Public hearings, meetings, and workshops are held at convenient times at accessible locations
- The agency maintains a database of contacts including members of the public, elected officials, local government staff, KDOT Public Transit staff, and local media.
- Groups likely to be interested in the agency's activities are notified of meetings and key activities during the decision making process.
- Relevant information is posted on the agency website.
- Direct mailings and/or emails are used to announce upcoming meetings or activities or to provide information to specifically targeted areas, groups of people, and advocacy groups

The Guidance Center, Inc.
Limited English Proficiency (LEP) Plan

Introduction

As a recipient of federal funds, the purpose of an LEP is to identify LEP individuals and develop ways to reduce and/or eliminate language barriers facing LEP individuals.

Four Factor Analysis

(1) Identify number of or proportion of LEP individuals that can utilize the service provided by the Guidance Center, Inc.

Using the 2007-2011 American Community Survey data, we determined that no language group that speaks English less than very well meets the criteria of comprising more than 5% of total population.

(2) Identify the frequency in which LEP individuals come in contact with the service:

Although no language group currently qualifies as a LEP group, we occasionally serve different language groups.

(3) Identify the importance of the service to the LEP community:

We provide transportation for medical appointments. Staff are trained to communicate clearly with all individuals served.

(4) Identify the resources available and the respective costs of these resources.

The Guidance Center, Inc. staff serve as interpreters.

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

There are no specific population groups meeting the criteria of more than 5% and/or more than 50 individuals.

Language Assistance Measures

We use information provided by the individual, parent, or guardian when scheduling transportation. We use interpreters to assist anyone identified with limited English proficiency.

Training Staff

If necessary, the dispatcher will communicate with an interpreter to schedule transportation. The driver will communicate as best as possible during the route.

Providing Notice

Identify how your agency will provide notice of this LEP plan and Title VI procedures.

The LEP plan will be posted on the Agency's website, <http://www.theguidance-ctr.org>. The LEP plan will be provided to anyone requesting a copy. The person of contact in regards to the LEP plan is Jerry McDonald who can be reached (913) 682-5118.

Monitoring and Updating LEP Plan

The LEP plan will be updated every three years according to the Title VI update schedule. The plan will also be updated anytime changes in the demographics of the Agency's service area are deemed significant in regards to LEP persons.