



Title VI Program

Program Owner(s): Facility Services and Compliance Department

Effective Date: January 1, 2013 | **Revised Date:** January 24, 2024

1. Program Objective

The Federal Transit Administration (FTA) requires all recipients of FTA assistance to develop a Title VI Program that will notify the public of its rights under Title VI and outline the procedures by which the public should follow to file a complaint.

2. Scope

This program applies to all Heartspring employees, students, clients, and their families.

3. Program Statement

It is the policy of Heartspring to:

- Ensure, in all transit programs and activities to the maximum possible extent, compliance with Title VI, 42 U.S.C. 2000d et seq., as enacted as part of the Civil Rights Act of 1964;
- Assess all plans and proposals so that no person shall be excluded from participation in, be denied the benefits of, or in any manner discriminated against or treated inequitably by reason of the person's race, color, sex, national origin, or veteran's status under any transit program or activity receiving federal financial assistance;
- Identify and eliminate discrimination where found to exist within the transit program or activity of Heartspring;
- Develop and implement policies and procedures or to amend existing procedures to comply with Title VI requirements; and
- Promptly resolve conditions of inadequacy or non-compliance.

3.1 Notifying the Public of Rights under Title VI

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

For more information on the Heartspring Civil Rights Program, and the procedures to file a complaint, contact the Chief Compliance Officer at 316-634-8763 or email mholloway@heartspring.org or visit our website at

www.heartspring.org

A Complainant may file a complaint directly with the Federal Transit Authority 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 at the main School entrance and the Administration Building entrance at Heartspring. It can also be found on our website at www.heartspring.org. We do not provide services to the general public, thus, we do not have stations or stops where this information can be posted, nor do we post this information in our vehicles.

3.2 Program Areas

The program areas served by the Heartspring Transit System are our residential/day student population and CARE program. Heartspring provides services and therapies for children with neurodevelopmental disorders.

3.3 Limited English Proficiency Plan (LEP)

Heartspring's Limited English Proficiency (LEP) plan was developed under the auspices of Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65FR 50121). A four-factor analysis was completed in order to determine the individualized need of the region.

3.4 Four-Factor Analysis

Executive Order 13166 states that recipients of FTA assistance must provide language assistance to persons in a language group that is present in numbers greater than 5% of the total population. Using 2020 American Community Survey data for Sedgwick County, it has been determined that there is no group of LEP individuals that "speak English less than very well" that meet the 5% requirement. The most numerous LEP group in Sedgwick County is the Spanish-speaking individuals, who make up less than 4% of the population. As such, Heartspring is not required to translate vital documents to recipients of services.

Committee & Council Membership, Broken Down by Race – updated 10/2023

Body	Caucasian	Hispanic or Latino	African American	Asian American	Native American	Other
Population within service area (Sedgwick County)	68.2%	16.8%	9.1%	4.5%	0.9%	0.5%
Agency Board of Directors	100%	0%	0%	0%	0%	0%
Agency Staff	58.8%	6%	27.2%	1%	1.8%	5.2%
Heartspring Students	69%	5%	10%	4%	1%	8%

3.4.1 Identify the number or proportion of LEP individuals who can utilize the service provided by the Heartspring transit system.

The first population group is the citizens of Sedgwick County, Kansas. At no time does the Heartspring transit system pick up students within Sedgwick County; all rides originate from the Heartspring campus. The second population group is the Heartspring Board of Directors; these individuals do not ride our transit system. The third population is the Heartspring staff; this population rides the transit system only to provide assistance to the students and is 100% proficient in English. The final population is the Heartspring students; those students who are verbal are 100% proficient in English. Non-verbal students use communication devices that the staff assisting them are trained to use.

3.4.2 Identify the frequency in the LEP individuals come into contact with service

The Heartspring transit system does not interface with any LEP individuals.

3.4.3 Identify the importance of the service to the LEP community.

The Heartspring transit system has no effect on the lives of people living in Sedgwick County and any LEP communities therein. Our transit services always start and end on the Heartspring campus and provide transportation only to the students who are enrolled in the school and the staff who are assisting them.

3.4.4 Identify the resources available and the respective cost of these resources:

Heartspring staff will utilize a picture book similar to the one used by our students to communicate if needed. The picture book is a book of symbols and pictures that the student uses to communicate their needs and desires to staff, other students, and the general public.

3.5 Limited English Proficiency Plan Results

Utilizing the information gathered from the Four Factor Analysis, the following plan has been developed to provide the necessary services to LEP persons.

3.5.1 Identified LEP Individuals

The Heartspring transit system does not interface with the general public of Sedgwick County. The system is used exclusively for Heartspring students, and all rides start and end on the Heartspring campus. Therefore, no written translation is required.

3.5.2 Language Assistance Measures

All Heartspring staff who work with our students are trained on how to use the augmentative and alternative communication (AAC) device(s) used by the students. These systems are graphic/picture-based and could be used by our staff to communicate with an LEP individual.

3.5.3 Training Staff

Heartspring staff are trained on the various communication devices our students use. Additional training would be required for staff to use these systems to communicate with an LEP individual.

3.5.4 Providing Notice

The LEP Plan is posted at www.heartspring.org and is provided to any person or agency requesting a copy. The person of contact in regards to the LEP Plan is the Director of Facility Services, who can be reached at 316-634-8700 or mhuber@heartspring.org. Any LEP individual wishing to file a complaint should follow the Title VI Complaint Procedures.

3.5.5 Monitoring and Updating LEP Plan

Heartspring will update the LEP plan according to the Title VI update schedule, which is every 3 years. The plan will also be updated any time changes in the demographics of the service area are deemed significant in regard to LEP persons.

4. Forms or Related Policies

- [Title VI Complaint Form](#)
- Title VI Notice to the Public

5. Applicable Laws/Regulations

- CARF Medical Rehabilitation Standard 1.E.1
- [Civil Rights Act of 1964](#)
- [Executive Order 13166](#)
- [Federal Transit Administration C 4702.1B](#)

REVISION RECORD

DATE	VERSION	REVISION DESCRIPTION