

Public Participation Plan

Plan Adopted: 9/29/2026

Plan Revisions: N/A

Purpose:

The purpose of this Public Participation Plan is to ensure that the viewpoints of minority, low-income, and Limited English Proficiency (LEP) populations are considered in Lifeworks Services, Inc.'s transportation-related planning and decision-making processes. Lifeworks is committed to providing meaningful opportunities for clients, families, stakeholders, and members of the public to participate in discussions regarding transportation services and service delivery. Through proactive outreach and engagement efforts, Lifeworks seeks to identify and address potential social, economic, and environmental impacts associated with transportation service changes and to ensure equitable access to transportation services for all individuals.

Strategies

Lifeworks Services, Inc. incorporates consideration of minority, low-income, and LEP populations into its community outreach and public participation activities. Lifeworks provides timely and adequate notice of opportunities for public input related to transportation services and programs.

When appropriate, notices regarding the availability of free language assistance services will be posted in locations accessible to participants, families, staff, and the public. Language assistance and interpretation services will be provided upon request at no cost to the individual. All language assistance services provided during public engagement, outreach activities, or transportation-related planning efforts will be documented in the Language Service/Public Participation Log (Appendix E).

Lifeworks Services, Inc has a non-elected planning board, see **Appendix K**.

Virtual Engagement

Microsoft Teams is a tool that can be used in communication with LEP individuals attending an online public engagement event. Microsoft Teams allows for real-time closed caption translations during a Teams [meeting](#) or [live event](#). Meeting organizers will provide information to attendees at the beginning of the meeting or live event on tools to use translated closed captions. For a Teams live event, the event lead can turn on the ability for attendees to view closed captioning in up to 6 languages. Instructions for this is available [here](#). For Teams meetings, there is no ability to automatically set up closed captioning for attendees. Attendees, can however, turn on closed captioning for their view only. Instructions for this is available [here](#).

Lifeworks will use Zoom with CART services for our Disability Inclusion training, and educational sessions. Sessions cover a range of topics, many of these education sessions are free of charge and provide additional opportunities for public engagement and feedback.

Surveys to the public and current ridership

Surveys are an opportunity to gain public input and obtain insight on opinions of and feedback on the usage or lack of use of the public transit system, services, and information. All surveys provided will be accessible to LEP individuals based on the four-factor analysis that identifies the targeted populations. Lifeworks is required to provide customer satisfaction surveys to our clients, their parent/guardian, and case manager annually (based on when the person started receiving

services). Lifeworks also conducts a Positive Support Strategy Review (PSSR) with clients every 6 months. The customer satisfaction survey and PSSR are opportunities to provide feedback on all aspects of services, including transportation. Lifeworks will review the survey with the client and/or parents/guardians in person or virtually and ensure the surveys are translated if needed.

Website and Online Documents

Based on the four-factor analysis the following languages were identified as needing written language translation: Spanish, Somali, Hmong languages are the top three LEP groups in our service area. As appropriate, Lifeworks provides notice of the availability of free language assistance and written language translation for each of these identified languages. All vital documents will be translated as needed and provided on the website in an easily accessible and identifiable location.

The Lifeworks website has a dropdown on the homepage called “Languages”. The languages English, Spanish, Somali, and Hmong can be automatically translated across the entire website via the dropdown on the main home menu.

In-Person

All facilities that interact with the public in-person will display the Public Notice of Rights Under Title VI in a location that is accessible to the public. Non-English versions of the notice will be posted as well if, based on the four-factor analysis that particular language was identified as needed. Notices in English, Spanish, Somali, and Hmong are attached as **Appendix G**. Staff will use language guides, if necessary, if bilingual staff are not available to assist. Language guide resources are available in **Appendix C**.

Phone

Planned resources will be identified and utilized when bilingual staff are not available to assist. Lifeworks uses interpreter services that can be provided in-person, virtually, and over the phone.

Email or Other Written Communication

Lifeworks provides translation services upon request.

Outreach practices:

The nature of language assistance provided will be based in part on the number and proportion of LEP individuals served, the frequency of contact between Lifeworks Services, Inc and the LEP population, and the importance of the service provided to the LEP population. Lifeworks will assess the needs of the populations frequently encountered or affected by their program or activity to determine whether translation of outreach materials is needed. Every effort will be made to coordinate with community organizations to assist in determining outreach materials that would be helpful to translate, find opportunities to align with other outreach activities in the area, and utilize culturally specific media, schools, and religious or community organizations to help spread the message.

The following outlines the practices that Lifeworks Services, Inc. takes in community outreach:

☒ **Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities:**

Public notices regarding meetings placed at following locations: Lifeworks' Disability Initiatives team hosts meetings virtually and at our Centers for Disability Inclusion, public community locations (libraries, universities, etc.). We ensure spaces are physically accessible and accessible by public

transportation. We have our events calendar posted on our website and inform our community partners of the events so they can advertise through their networks.

Efforts made to ensure meeting times and locations are in convenient and accessible locations: many meetings and trainings are held virtually

Efforts to involve minority and LEP populations in public involvement activities include: We notify our community partners of events so they can advertise through their networks.

- ☐ **Adequate notice of public participation activities in the planning stages and throughout the process and early and continuous opportunities for participation:** (provide agency notification policies -- i.e. 30 day notice for fare or major service changes, opportunities for formal solicitation, notification for involvement, survey's, services)

- ☐ **Implementing adjustable/innovative meeting strategies, locations, and group sizes to gain viewpoints of minority, low-income, and limited English proficiency participation:**
Efforts implemented include: (provide efforts of working with specific groups, key stakeholders, etc. to meet the needs of identified LEP populations)

- ☒ **Coordinating with community- and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities:**
Specific organizations, institutions, or other organizations are:
 - United Hmong with Disabilities
 - CLUES
 - Transition programs through school districts
 - Collaborations with counties through direct communication and community resource fairs
 - Minnesota Africans United
 - We Network Now