



Lifeworks

Language Assistance Plan



Ensuring Meaningful Access for Limited English Proficient Individuals

Effective: 9/29/26
Revisions: N/A

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Purpose

The purpose of this Language Assistance Plan (hereinafter "LAP") is to meet Federal Transit Administration's (FTA's) requirements to comply with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin.

"No person shall, on grounds 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 assistance." - Civil Rights Act of 1964

As a subrecipient of FTA funds, Lifeworks Services, Inc. resolves to take reasonable steps to provide meaningful access to its public transit services for persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. The FTA refers to these persons as Limited English Proficient (LEP) persons. For LEP individuals, meaningful access denotes access that is not significantly restricted, delayed, or inferior as compared to programs or activities provided to English proficient individuals.

The completion of this LAP for persons with Limited English Proficiency conforms to the requirements of the FTA Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

The U.S. DOT's FTA Office of Civil Rights' publication "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons – A Handbook for Public Transportation Providers," dated April 13, 2007, was used in the preparation of this plan.

The LAP provides guidance to Lifeworks Services, Inc staff who may interact directly with LEP individuals or whose work involves providing information or services to the public. The plan provides protocols for identifying LEP individuals, language assistance measures, and staff responsibilities and training related to ensuring meaningful access for LEP individuals.

The DOT LEP Guidance recommends that all recipients, especially those that serve large LEP populations, should develop an implementation plan to address the needs of the LEP populations they serve. The DOT LEP Guidance provides that to provide for effective implementation plans would typically include the following five elements:

1. Identifying LEP individuals who need language assistance (Four Factor Analysis)
2. Providing language assistance measures
3. Training staff
4. Providing notice to LEP individuals
5. Monitoring, evaluating, and updating the plan

For further questions regarding this plan, please contact:

Lifeworks Compliance and Quality Assurance Department
Corporate Compliance Officer
Lifeworks Services, Inc.
651-454-2732
Compliance@Lifeworks.org

Definitions

Disproportionate Burden: Refers to a neutral policy or practice that disproportionately affects low-

income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

Four Factor Analysis: The assessment provided by federal regulation to help the Transit system determine the level of language assistance required for a program or activity.

Interpretation: The act of listening to a communication in one language (source language) and orally converting it to another language (target language) while retaining the same meaning.

Language Assistance Guide: Provides an itemized list of non-English languages and can be used as a tool to help an LEP individual identify their preferred language to the Transit system staff.

Language Assistance: Oral and written language services needed to help LEP individuals communicate effectively with staff and ensure meaningful access to, and equal opportunity to fully participate in, the programs and activities provided by the Transit system.

Limited English Proficient (LEP): Individuals whose primary language is not English and who have a limited ability to read, speak, write, or understand English. Individuals may be proficient in English for certain types of communication (e.g., speaking or understanding), but still be LEP for other purposes (e.g., reading or writing).

Meaningful Access: Language assistance that results in accurate, timely, and effective communication at no cost to the LEP individual. For LEP individuals, meaningful access denotes access that is not significantly restricted, delayed, or inferior as compared to programs or activities provided to English proficient individuals.

Public Engagement: Any process that (1) involves the public in identifying and solving challenges and problems and uses public input to make sustainable decisions, (2) educates or informs the public about a topic or issue, or (3) seeks to build meaningful connections and trust with the public through communication and interaction.

Timely: Language assistance provided at a time and place that avoids the effective denial of the service, benefit, or right at issue or the imposition of undue burden on or delay in important rights, benefits, or services to LEP individuals.

Translation: The replacement of a word, phrase, or text in one language (source language) with an equivalent- meaning word, phrase, or text in another language (target language).

Vital Documents: Paper or electronic written material containing information that is (1) critical for accessing programs, services, benefits, or activities, (2) directly and substantially related to public safety, or (3) required by law.

Identification of LEP Individuals – the Four-Factor Analysis

Title VI and its regulations require subrecipients to take reasonable steps to ensure meaningful access to the transportation system's information and services. What constitutes reasonable steps to ensure meaningful access is contingent on a four-factor analysis established by the U.S. Department of Justice. The four-factor analysis is an individualized assessment that should be applied to all transportation system programs and activities to determine what reasonable steps must be taken to ensure meaningful access for LEP individuals.

Lifeworks Services, Inc. has completed the four-factor analysis attached as **Appendix A**. The Analysis is intended to assist in ensuring compliance with federal limited English proficiency guidance and Title VI of the Civil Rights Act of 1964. This analysis does not cover every situation, and compliance determinations are made on a case-by-case basis.

Safe Harbor for Written Translations

U.S. DOT LEP Guidance provides a “safe harbor” to help ensure greater clarity regarding whether a subrecipient is meeting its obligation to provide written translations. These provisions only apply to the translation of written documents and do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language assistance services are needed and reasonable.

¹ Enforcement of Title VI of the Civil Rights Act of 1964 - National Origin Discrimination Against Persons with Limited English Proficiency, effective August 11, 2000. Available here:
<https://www.justice.gov/sites/default/files/crt/legacy/2010/12/14/eolep.pdf>

A. Language Assistance Measures

Various language assistance services or protocols are necessary to ensure meaningful access to LEP individuals. Lifeworks Services, Inc. has identified available language assistance services and operational measures where language assistance measures are needed based on the first two factors in the four-factor analysis.

Based on our analysis, Lifeworks Services, Inc has determined the importance of language assistance to our program(s), activity(ies), or service(s) as:

- A. ☐ Low level (little to no LEP population)
- B. ☒ Mid-Level (some LEP population)
- C. ☐ High Level (significant LEP population)

Lifeworks Services, Inc. has reviewed differing considerations in communicating with LEP populations about transit services and information. Lifeworks Services, Inc is not a public transportation provider. Rather, we work with our clients and their inter-disciplinary team and case manager to arrange transportation to/from the Day Support services we provide. We use grant vehicles at our Mankato location to support clients getting to/from their home to access Day Support services. We also use grant vehicles (and our own vehicles) to bring our clients to/from a variety of community engagement activities as part of our Day Support services.

When individuals are inquiring about accessing services Lifeworks provides (most often referred by their case manager), we request information about the individual seeking services such as disability type, gender identity, guardianship status, ethnicity, and preferred language. We request the preferred language of members of the individual’s inter-disciplinary team (typically a parent/guardian and/or sibling, residential staff, and case manager). Once an individual begins receiving services, we document their ethnicity and preferred language, what’s important to/for the person, their communication style, and other pertinent information in their Support Plan Addendum (SPA). The SPA is reviewed by all Lifeworks staff that work with the client. The SPA is reviewed and updated at the intake meeting for services, within 60 calendar days of the client starting services, every 364 calendar days while receiving services, and as needed anytime there are changes to how an individual wants and/or needs to be supported, which includes their communication style and preference. We

review the Positive Support Strategy Review (PSSR) with clients every 6 months where they have an opportunity to provide feedback on services, including transportation. Feedback on the PSSR is reviewed with the client's inter-disciplinary team. We provide the client, parent/guardian, and case manager a satisfaction survey annually which is an opportunity to provide feedback on services, including transportation.

We translate documents and provide interpreter services upon request. Lifeworks proactively translates our marketing materials into multiple languages based on feedback from the community and our analysis of potential customer demographics. The client's Lifeworks serves have intellectual and developmental disabilities. Many of the clients Lifeworks serves do not read, and some do not use words to communicate. Lifeworks uses a person – centered approach to meet clients where they are at using their preferred method of communication to ensure services meet their psycho-social, health and safety needs.

Recording Use of Language Assistance Services

Lifeworks Services, Inc. has the responsibility to document all interpretation and translation services provided proactively or upon request. A written log documenting all language assistance services provided must be maintained. Lifeworks will use the provided template to track requests for language assistance as part of this updated version of our Title VI plan. The Language Service / Public Participation Log is attached as **Appendix E**.

Lifeworks Services, Inc. provides language assistance services that would fulfill requests for interpretation and translation services in a timely manner. This includes CART and ASL.

The following outlines how each of these services would be provided for:

Translation (written): Translation is the replacement of a word, phrase, or text in one language (source language) with an equivalent meaning word, phrase, or text in another language (target language). Lifeworks Services, Inc translates documents upon request at no charge to the individual and their inter-disciplinary team.

Interpretation (oral): Interpretation is the act of listening to a communication in one language (source language) and orally converting it to another language (target language) while retaining the same Meaning. Lifeworks Services, Inc uses in person and virtual translation services upon request at no charge to the individual and their inter-disciplinary team.

Public Engagement/Participation

Lifeworks Services, Inc has a Disability Initiatives team that spearheads our outreach efforts. Our public outreach has included listening sessions, community conversations, and a community of practice to inform the public about our services, understanding barriers to access, and developing partnerships with culturally specific communities. Lifeworks has incorporated Title VI and LEP considerations into an established public participation plan. The Public Participation Plan which outlines the steps our agency follows is attached as **Appendix D**. The attached plan provides a clear process for engaging and involving the public, including minority and LEP populations. Consideration of LEP communities is documented by first using the results of the four-factor analysis that determines the level and type of language assistance necessary for a particular public engagement plan or activity.

The plan aims to seek out and consider the viewpoints of minority, low-income, and LEP populations in the course of conducting public outreach and involvement activities. Lifeworks public participation strategy offers adequate notice of public participation activities, as well as early and continuous opportunities for public review and comments at key decision points to identify social, economic, and environmental impacts of proposed transportation decisions. The plan describes the proactive strategies, procedures, and projected outcomes that

align with the public participation activities throughout the year(s). Every effort is made to involve minority and LEP populations in effective participation in our decision-making process. The following practices include, but are not limited to:

- Scheduling meeting at times and locations that are convenient and accessible for minority and LEP communities
- Employing different meeting sizes and formats
- Coordinating with community- and faith-based organizations, education institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities
- Considering radio, television, newspaper, social media ads on stations, outlets, and in publications that serve LEP populations. Outreach to LEP populations could also include audio programming available on podcasts.
- Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.
- Preparing for public engagement activities by determining ways to provide language assistance when no interpreter is present or whether needed or not, providing written documents in other languages, if requested, including ethnic media, schools, and religious or community organizations to assist in providing information.
- Offering free family education opportunities both in-person and virtually on a variety of topics

All language assistance services provided during public engagement or community outreach will be recorded on the Language Service / Public Participation Log attached as **Appendix E**.

B. Staff Training

To ensure transit staff, and/or appropriate overall agency staff, understand the obligations to provide meaningful access to information and services for LEP individuals; all employees in public contact positions will be properly trained. This plan outlines the training provided on an annual, on-going and/or on-demand basis to implement the following:

- Staff have been trained and understand meaningful LEP policies and procedures
- New staff will have appropriate training as part of the orientation for new employees
- Staff who have contact with the public are trained to work effectively with in-person and telephone interpreters
- Management staff, even if they do not interact regularly with LEP individuals, will be fully aware of and understand the plan to reinforce the importance of the program and ensure it is implemented accordingly by/to staff

Lifeworks Services, Inc. has developed standard presentations, resource connections and other language assistance trainings that provide for cost-effective and flexible opportunities for staff and management to understand the LAP, the Public Participation Plan and responsibilities. Existing employees, especially managers and those who work with the public, will be offered re-training or new training sessions to keep up to date on their responsibilities to LEP individuals. The following outlines the information incorporated within the training provided annually, on-going or on demand:

- Standard presentation provided to new, existing and management on the staff responsibility to LEP populations. Template is used at multiple agency trainings and is updated on a regular and as-needed basis
 - Consistent information will be included on transit agency's responsibilities to LEP populations
 - Summary of Language Assistance Plan

- Demographic data about local LEP population
- Frequency of contacts between LEP populations and the transit system's services, programs, and activities
- The importance of community outreach and inclusion of activities for LEP populations
- Description of the type of language assistance currently provided and instructions on how staff can access these products and services
- Description of Lifeworks Services, Inc. and/or overall agency's cultural sensitivity policies and practices
- Printed LEP resources: understanding the information, how to use information and method in presenting information to LEP populations
- Resources and methods in response to verbal requests for transit service in a foreign language
- Responsibility to notify transit manager about any LEP persons' unmet needs

All Lifeworks Services, Inc staff annually review the training "Positive Support Rule - Core" which has two lessons that support LEP populations: Cultural Competence, and Person – Centered Foundations. Staff review a Power Point presentation outlining Lifeworks' Title VI Plan at orientation and every November as part of the organization's annual training schedule.

Staff Training Program and Training Log

An outline of the training program, which includes the training title, type of resource (video, presentation, written documents, etc.) and training log (identifies training and training schedule (annually, orientation, on-going, and/or on-demand) is attached as Staff Training Program and Training Log in **Appendix F**.

C. Notice to LEP individuals

Based on the four-factor analysis, Lifeworks Services, Inc. has determined that language services will be provided for the LEP populations identified as having a need. For those languages that meet the translation need for written documents threshold based on Safe Harbor guidance, notices will be in the language the LEP individual would understand. For languages that do not meet the written document requirement, based on the Safe Harbor guidance, Lifeworks Services, Inc will provide meaningful access to LEP individuals through competent oral interpreters where oral language assistance services are needed and reasonable. All notifications will provide that identified services are available free of charge to LEP individuals.

Examples of notification considered include:

- ☐ Transit intake areas, transfer stations, transit shelters, transit stops, or similar areas
It is important that LEP individuals can identify how to access language services available to them at initial points of contact
- ☒ Signs on buses
- ☒ Brochures or Pamphlets
- ☒ Posters
- ☒ Targeted Community Outreach events or meetings
- ☒ Information provided to local organizations that work with LEP individuals
- ☐ Telephone messages
- ☐ Local ads (print, radio, TV, social media, billboards)
- ☒ Website notices
- ☒ Information tables/booths at local events, community businesses, schools, and churches
- ☐ Employee Outreach and Recruitment
- ☐ Other: Describe:

All facility(ies) where Lifeworks Services, Inc. interacts with the public in-person will have a Public Notice of Rights Under Title VI posted clearly and conspicuously, including non-English versions of the notice, if deemed necessary after conducting a four-factor analysis. Notices in Spanish, Somali, and Hmong are attached as **Appendix G**. Staff will use, when necessary, a language guide tool or a process similar to interact with LEP individuals. All interactions with LEP individuals will be recorded on the Language Service / Public Participation Log as **Appendix E**.

This Language Assistance Plan and the Notice are available on our website at:
<https://www.lifeworks.org/title-vi>

D. Monitoring, Evaluating and Updating Plan

Lifeworks Services, Inc. has developed a process for determining whether new documents, programs, services, and activities need to be made accessible for LEP individuals and will provide notice of any changes in services to the LEP public and staff. The process includes an annual review to consider changes in demographics, types of services, or other needs that may require an annual reevaluation. Lifeworks will also seek feedback from LEP populations and community outreach programs with follow-up meetings and surveys.

The Language Assistance Plan considers the following five elements:

1. Identifying LEP individuals who need language assistance (Four Factor Analysis)
2. Providing language assistance measures
3. Training staff
4. Providing notice to LEP individuals
5. **Monitoring, evaluating, and updating the plan**

In addition to the five elements, the plan sets clear goals, management accountability, and opportunities for staff and community input and planning throughout the process.

Areas of consideration when monitoring, evaluating and updating include:

- Current LEP populations in the service area or population affected or encountered.
- Frequency of encounters with LEP language groups.
- Nature and importance of activities to LEP persons.
- Availability of resources, including technological advances and sources of additional resources, and the costs imposed.
- Whether existing assistance is meeting the needs of LEP persons.
- Whether staff knows and understands the LEP plan and how to implement it.
- Whether identified sources for assistance are still available and viable.
- Whether staff training is sufficient.
- Review any complaints from LEP individuals received during the past year.

Lifeworks Services, Inc is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, or national origin. Lifeworks provides services in the following areas:

Cities: Albert Lea, Amboy, Andover, Anoka, Apple Valley, Arden Hills, Bloomington, Brooklyn Center, Brooklyn Park, Burnsville, Champlin, Chanhassen, Chaska, Coon Rapids, Corcoran, Cottage Grove, Crystal, Eagan, Eagle Lake, Eden Prairie, Edina, Elysian, Excelsior, Falcon Heights, Faribault, Farmington, Fridley, Golden Valley, Good Thunder, Hanover, Hastings, Hopkins, Inver Grove Heights, Janesville, Lake Crystal, Lakeville, Le Center, Le Sueur, Mankato, Maple Grove, Mapleton, Maplewood, Mendota, Mendota Heights,

Minneapolis, Minnetonka, Mounds View, New Brighton, New Hope, Newport, Nicollet, North Mankato, Northfield, Oakdale, Osseo, Owatonna, Plymouth, Prior Lake, Ramsey, Red Wing, Richfield, Robbinsdale, Rogers, Rosemount, Roseville, St. Anthony, St. Louis Park, St. Michael, St. Paul, St. Paul Park, St. Peter, St. Stillwater, Savage, Shakopee, Shorewood, South St. Paul, Stillwater, Victoria, Waseca, Wayzata, West St. Paul, White Bear Lake, Woodbury

Counties: Anoka, Blue Earth, Carver, Dakota, Freeborn, Hennepin, Le Sueur, Nicollet, Ramsey, Scott, Stearns, Waseca, Washington, and Wright

Persons who allege that a violation to the Title VI requirements has been made may file a Title VI complaint by completing and submitting the Title VI Complaint Form to Lifeworks Services, Inc - Attn: Corporate Compliance Officer, and/or to MnDOT Office of Transit and Active Transportation Attn: Compliance Coordinator. Lifeworks Services, Inc and/or MnDOT, will investigate complaints received no more than 180 days after the alleged incident. All complaints that are complete will be processed and responded to based on the Title VI Complaint Procedures attached as **Appendix H**.

Lifeworks Services, Inc has created and made available a Title VI Complaint Form for use by customers who wish to file a Title VI complaint. The complaint form is available on Lifeworks' website at <https://www.lifeworks.org/title-vi>. The Title VI Complaint Form specifies the three classes protected by Title VI—race, color, and national origin—and allows the complainant to select one or more of those protected classes as the basis/bases for discrimination. The Title VI Complaint Form is a vital document. If a Limited English Proficient (LEP) populations in the Lifeworks area meets the Safe Harbor threshold, then the procedure is provided in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor Threshold. Attached as **Appendix I** is the Title VI Complaint Form.

E. Contact Information

Based on the feedback received from agency staff, community members, LEP populations, and other key stakeholders; incremental changes may be needed for the type of written and oral language assistance provided, along with any staff training and community outreach efforts.

This Language Assistance Plan will be reviewed by Lifeworks Services, Inc leadership, with any revisions being approved by Lifeworks Services, Inc Board of Directors and dated. The next review will occur in October 2028.

Questions or comments about this plan may be submitted to:

Lifeworks Services, Inc	6636 Cedar Ave, Suite 250, Richfield, MN
Compliance and Quality Assurance Department	55423
Corporate Compliance Officer	
651-454-2732	
Compliance@Lifeworks.org	

All elements of this Plan are in compliance with FTA Circular 4702.1B Title Vi, FTA "A Handbook for Public Transportation Providers, and Minnesota State DOT - Office of Transit and Active Transportation Title VI Program: FTA



Limited English Proficiency Four-Factor Analysis

Date: 9/25/26

Completed by/title: Heather Villars – Interim Marketing & Communications Manager

Briefly describe the program or activity subject to analysis:

Title VI and its regulations require subrecipients to take reasonable steps to ensure meaningful access to the transportation system's information and services. The four-factor analysis is an individualized assessment that should be applied to all transportation system programs and activities to determine what reasonable steps must be taken to ensure meaningful access for LEP individuals. This population will be program-specific and includes people who are in the Transit system's geographic area.

The program subject to this four-factor analysis is Lifeworks' transportation service for people with disabilities who receive Day Support services at a Lifeworks Centers for Disability Inclusion (CDI). Lifeworks will use federally funded vehicles to provide transportation to and from the CDI for eligible program participants. Lifeworks will also use federally funded vehicles to bring our clients to/from a variety of community engagement activities as part of our Day Support services.

Transportation is an important component of access to Lifeworks' Day Support services, particularly for individuals who may have limited access to other transportation options. Transportation services include communicating with participants and their families, guardians, responsible parties, and referral partners regarding transportation options, schedules, pick-up and drop-off times, service changes, and other information necessary to access the service.

The population served by this transportation activity consists primarily of people with intellectual and developmental disabilities who receive or are eligible to receive Lifeworks' Day Support services and who use Lifeworks-provided transportation to access those services. The service area may include individuals and families who speak languages other than English and who have limited English proficiency (LEP).

Lifeworks will assess the language assistance needs of individuals using or seeking to use this transportation service and will take reasonable steps to provide meaningful access to transportation information and services for LEP individuals. This may include providing translated written information, interpretation, or other language assistance based on the needs identified through the four-factor analysis.

Factor #1: The number or proportion of LEP persons eligible to be served or likely to be encountered through the program or activity?

The greater the number or proportion of LEP individuals from a particular language group served or encountered in the eligible service population, the more likely language assistance services are necessary. Ordinarily, “individuals eligible to be served or likely to be encountered” by a program or activity are those who are in fact, served or encountered in the eligible service population. This population will be program-specific and includes people who are in the Transit system’s geographic area.

To support the efforts of conducting the four-factor analyses, Lifeworks referred to the data compiled from the MnDOT’s LEP Data Tool for our system’s jurisdiction of services at the city and county-level attached as **Appendix B**.

Lifeworks does not currently collect or maintain demographic information identifying the limited English proficiency (LEP) status or preferred language of all clients. Therefore, a direct count of LEP individuals eligible for or receiving Lifeworks services is not available. Lifeworks instead reviewed available demographic data for the geographic areas where its clients reside to estimate the potential LEP population that may be encountered through its programs and services.

Based on 2024 American Community Survey (ACS) five-year S1810 Disability Characteristics data, an estimated 62,752 adults ages 18–64 across Anoka, Blue Earth, Carver, Dakota, Freeborn, Hennepin, Le Sueur, Nicollet and Ramsey counties report an independent living difficulty. Because Lifeworks’ actual service eligibility is determined through program-specific criteria, an independent living difficulty is not equivalent to eligibility for Lifeworks services. This population is used only as a geographic proxy for adults who may have disability-related transportation needs.

According to MnDOT’s LEP Data Tool, the nine-county service area has a total population of 3,387,786, including 196,464 individuals with limited English proficiency, or approximately 5.8% of the population. Applying this geographic LEP rate to the 62,752-person disability proxy population results in an estimated 3,639 LEP individuals within the proxy population.

The MnDOT LEP data and ACS disability data come from different ACS reporting periods. MnDOT’s LEP Data Tool uses 2017–2021 ACS five-year estimates, while the disability proxy is based on 2024 ACS five-year estimates. The resulting estimate should therefore be understood as a planning estimate for purposes of this four-factor analysis rather than a precise count of LEP individuals eligible for or receiving Lifeworks services.

Because no available data source directly identifies the number of LEP individuals eligible for or receiving Lifeworks services, Lifeworks will also consider actual encounters with LEP individuals, requests for language assistance and other information about the language needs of people accessing its services when assessing language access needs.

Primary Languages for Transit System County Programs or Information

The data provided in **Appendix B** identified Spanish, Vietnamese, and Chinese as the top three LEP groups in the jurisdiction providing service. Somali and Hmong are both highly spoken by students, but that level of language detail isn’t available in the American Community Survey.

1. Lifeworks reviewed client residence data to identify the geographic area in which individuals receiving services are located. Current client data identifies individuals residing in Anoka,

Blue Earth, Carver, Dakota, Freeborn, Hennepin, Le Sueur, Nicollet, Ramsey, Scott, Stearns, Waseca, Washington, and Wright Counties

- a. Clients live in the following 83 cities: Albert Lea, Amboy, Andover, Anoka, Apple Valley, Arden Hills, Bloomington, Brooklyn Center, Brooklyn Park, Burnsville, Champlin, Chanhassen, Chaska, Coon Rapids, Corcoran, Cottage Grove, Crystal, Eagan, Eagle Lake, Eden Prairie, Edina, Elysian, Excelsior, Falcon Heights, Faribault, Farmington, Fridley, Golden Valley, Good Thunder, Hanover, Hastings, Hopkins, Inver Grove Heights, Janesville, Lake Crystal, Lakeville, Le Center, Le Sueur, Mankato, Maple Grove, Mapleton, Maplewood, Mendota, Mendota Heights, Minneapolis, Minnetonka, Mounds View, New Brighton, New Hope, Newport, Nicollet, North Mankato, Northfield, Oakdale, Osseo, Owatonna, Plymouth, Prior Lake, Ramsey, Red Wing, Richfield, Robbinsdale, Rogers, Rosemount, Roseville, St. Anthony, St. Louis Park, St. Michael, St. Paul, St. Paul Park, St. Peter, St. Stillwater, Savage, Shakopee, Shorewood, South St. Paul, Stillwater, Victoria, Waseca, Wayzata, West St. Paul, White Bear Lake, Woodbury.
- b. The 58 school districts serving these cities include: Albert Lea, Anoka-Hennepin, Bloomington, Blue Earth, Brooklyn Center, Buffalo-Hanover-Montrose, Burnsville-Eagan-Savage, Centennial, Chaska/Eastern Carver County, Delano, Eden Prairie, Edina, Farmington, Faribault, Fridley, Hastings, Hopkins, Inver Grove Heights, Janesville-Waldorf-Pemberton, Lake Crystal-Wellcome Memorial, Lakeville, Le Sueur-Henderson, Mankato, Maple River, Minneapolis, Maplewood-Oakdale, Minnetonka, Mounds View, New Prague, North St. Paul-Maplewood-Oakdale, Nicollet, Northfield, Owatonna, Osseo, Orono, Prior Lake-Savage, Red Wing, Richfield, Robbinsdale, Rosemount-Apple Valley-Eagan, Roseville, Shakopee, South St. Paul, South Washington County, St. Anthony-New Brighton, St. Michael-Albertville, St. Paul, St. Peter, Stillwater, Tri-City United, Waconia, Waterville-Elysian-Morristown, Waseca, Wayzata, West St. Paul-Mendota Heights-Eagan, White Bear Lake, Westonka.

2. Total county/counties population: 3,387,786
3. The total number of LEP individuals in our service area is: 196,464
4. Estimated population used as a proxy for the eligible service population: 62,752
5. Estimated LEP population within the proxy population: approx. 3,640

The MnDOT LEP Data Tool identifies Spanish as the most prevalent individually reported language among LEP individuals in Lifeworks' nine-county service area, representing approximately 1.66% of the total population, or approximately 56,240 people. Vietnamese represents approximately 0.31%, or 10,503 people, and Chinese approximately 0.23%, or 7,792 people.

These figures do not provide a complete picture of the individual languages prevalent within the service area. The ACS dataset used by MnDOT reports some languages individually while combining others into broader language groups. Spanish, Vietnamese and Chinese are individually identified, while Hmong and Somali are not separately identified. As a result, Hmong- and Somali-speaking populations cannot be assigned comparable nine-county counts or percentages using the MnDOT data.

Lifeworks therefore reviewed Minnesota Department of Education student language data as a supplemental indicator of languages present within the communities it serves. Among Minnesota English Learners in 2024–25, 16,212 had Somali as their primary home language and 11,348 had

Hmong, compared with 1,033 Vietnamese. Although these statewide student figures cannot be used to estimate the number or percentage of Hmong- or Somali-speaking LEP adults in Lifeworks' service area, they provide strong evidence that both languages warrant consideration in language access planning.

Based on the combined demographic and supplemental language data, Lifeworks has identified Spanish, Somali, Hmong, Vietnamese and Chinese as primary languages to consider when assessing language assistance needs. Lifeworks will continue to evaluate these priorities based on actual encounters, requests for interpretation or translation and changes in the communities it serves.

Reliable External Data Sources for Identifying LEP Groups

Lifeworks Services, Inc used reliable external data sources to determine the number or proportion of individuals eligible to be served or likely to be affected or encountered based on the expected geographic area served (ie. city, county, regional area, etc.) Reliable external data sources included:

- ☒ [MnDOT's LEP Data Tool](#): Allows subrecipients to identify LEP language groups by county, city, and school district. Webpage includes further details about how to use the tool.
- ☒ [American Community Survey](#): An annual survey conducted by the U.S. Census Bureau providing vital demographic information and is widely considered the most reliable source of detailed information about the United States population.
- ☐ [Minnesota Compass](#): A Wilder Research project providing Minnesotans with credible, user-friendly data about their communities.
- ☐ [EJSCREEN](#): A mapping tool created by the U.S. Environmental Protection Agency based on nationally consistent data and an approach that combines environmental and demographic indicators in maps and reports. The functions include automated demographic reporting for a geographic area around an identified project area.
- ☐ [MN State Demographic Center](#): Provides data and reporting on various topics, including language and immigration.

Safe Harbor for Written Translations

U.S. DOT LEP Guidance provides a "safe harbor" to help ensure greater clarity regarding whether Lifeworks is meeting its obligation to provide written translations. These provisions only apply to the translation of written documents and do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language assistance services are needed and reasonable.

The following actions by Lifeworks Services, Inc are considered as meeting the compliance with the written-translation obligations:

- (a) Providing written translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000 people, whichever is less, of the population of individuals eligible to be served or likely to be affected or encountered. Translation of non-vital documents, if needed, can be provided orally; or
- (b) If there are fewer than 50 individuals in a language group that reaches the 5% trigger in (a), the vital written materials are not translated, but written notice of the right to receive free,

competent oral interpretation of those vital written materials in the primary language of the LEP language group of is provided.

Failure to meet the actions provided does not mean there is noncompliance but rather provide a resource to obtain greater certainty of compliance with a fact-intensive, four-factor analysis. Generally, it would not be necessary to translate vital documents when it would be so burdensome as to defeat the legitimate objectives of a program. Other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, might be acceptable under such circumstances.

The findings from the graphs within Appendix B indicate the following LEP language group(s) meet(s) the safe harbor threshold:

The county-level LEP data identifies several language groups with 1,000 or more LEP individuals in the broader geographic service area. *However, these figures represent the general county population and are not specific to Lifeworks' eligible transportation population.* Lifeworks estimates approximately 3,640 LEP individuals within its eligible population based on available geographic data. Therefore, the county-level language counts cannot be used to determine whether any individual language group meets the Safe Harbor threshold for Lifeworks' transportation program.

Lifeworks will consider actual encounters with LEP individuals, language needs identified through service delivery, referrals for services, and other relevant factors when determining translation and interpretation needs.

Factor #2: The expected frequency with which LEP individuals will interact with the program, activity, or service?

Lifeworks Services, Inc does not operate a public transit system or standalone transportation program. Transportation is provided as a support to individuals receiving Day Support services when transportation is needed to access those services. This is particularly relevant in Mankato, where public transportation options such as fixed-route bus service and transportation services specifically for people with disabilities (True Transit, Para Transit) may not meet the transportation needs of all individuals receiving Lifeworks' services.

Lifeworks does not currently conduct a formal annual survey or outreach effort specifically to assess the frequency of contact with LEP individuals. Instead, language assistance needs are identified through direct interactions with individuals receiving or seeking Lifeworks services. When an individual needs language assistance, Lifeworks staff ask what assistance is needed and arrange for appropriate interpretation or translation services.

Because transportation is provided based on the individual needs of clients receiving Day Support services, Lifeworks does not currently have data identifying the frequency of LEP individuals' interactions specifically related to transportation. Lifeworks does not maintain a separate tracking system for LEP transportation encounters or requests by language group.

Based on current practices and available information, Lifeworks expects that LEP interactions will primarily occur as part of the individual's broader engagement with Lifeworks Day Support services rather than through transportation alone. Lifeworks will continue to identify language assistance needs through direct contact with individuals and arrange interpretation or translation services when needed. Recurring requests for language assistance will be considered in future reviews of Lifeworks' Language Assistance Plan.

Factor #3: The nature and importance of the program, activity, or service provided by the program to the people's lives?

Lifeworks provides transportation as a support to individuals receiving Day Support services when transportation is needed to access those services. Lifeworks does not offer/provide transportation as a standalone public transportation service. Lifeworks provides transportation in areas such as Mankato where existing public transportation options may not adequately meet the transportation needs of individuals receiving Lifeworks services.

Access to Day Support services can be important to an individual's ability to participate in their community, pursue meaningful activities, and maintain independence. As a result, language barriers that prevent an individual from understanding information about their services or transportation arrangements could interfere with their ability to access those services.

Lifeworks identifies language assistance needs through direct communication with individuals receiving or seeking services. When an individual indicates that language assistance is needed, Lifeworks arranges appropriate interpretation or translation services free of charge.

For transportation provided by Lifeworks, information that may be important to communicate in an individual's preferred language includes transportation arrangements, pick-up and drop-off information, changes or cancellations affecting transportation, and information about how to request language assistance. Delays in providing language assistance could result in an individual not fully understanding information necessary to access their Day Support services or transportation.

Vital Documents

Lifeworks Services, Inc will consider written materials to be vital when they contain information that is critical to accessing Lifeworks services, directly relates to safety, or is required by law. Based on the nature of Lifeworks' services, materials that may require language assistance include:

- Public Notice of Rights Under Title VI
- Notices advising individuals of the availability of free language assistance
- Instructions for accessing Lifeworks services
- Transportation-related information that is necessary for an individual to access Day Support services
- Safety or emergency information directly related to services provided by Lifeworks

Currently, Lifeworks has not determined that any specific language meets the Safe Harbor threshold specifically within its eligible transportation population. The language data available through the MnDOT LEP Data Tool represents the broader Hennepin, Dakota, and Blue Earth County populations and cannot be used to establish that a particular language group meets the Safe Harbor threshold within Lifeworks' eligible population.

Lifeworks will use information from direct interactions with individuals, including identified requests for language assistance, to determine when written translation of vital documents is appropriate. Lifeworks will provide interpretation or translation services when needed to ensure meaningful access to services and information.

Efforts and Resources Used for Translation

Lifeworks will use available interpretation and translation resources, including qualified language assistance services and bilingual staff to provide meaningful access to vital information. When a

specific language need is identified, Lifeworks will determine the appropriate method of interpretation or translation based on the nature and importance of the information and the individual's needs.

Factor #4: The resources available to the public for LEP outreach, as well as the costs associated with providing meaningful language access.

Lifeworks Services, Inc does not have a dedicated budget or staff position specifically allocated to LEP outreach or language assistance. Language assistance is addressed using existing staff resources, and interpretation or translation services as needs are identified.

Because Lifeworks provides transportation as a support to individuals receiving Day Support services rather than operating a standalone public transportation system, Lifeworks does not conduct separate marketing or outreach to LEP populations regarding transportation services. Information about language assistance is addressed as part of Lifeworks' overall communication with individuals receiving or seeking services.

When an individual identifies a need for language assistance, Lifeworks will determine the appropriate method of assistance based on the individual's needs and the nature of the information being communicated. Depending on the circumstances, this may include qualified in-person, telephone, or video interpretation services, and/or written translation or assistance from a qualified bilingual staff member when appropriate.

Lifeworks will use available resources in a manner that is reasonable and cost-effective while ensuring meaningful access to services and information for individuals with limited English proficiency. The cost of language assistance will not be used as the sole reason to deny or delay needed interpretation or translation.

Lifeworks does not currently maintain a separate three-year budget for LEP outreach or a separate accounting of staff time devoted to language assistance. As language assistance needs are identified, Lifeworks will monitor the types of services used and associated costs to inform future planning and resource allocation.

Outside Resources

When language assistance is needed, Lifeworks may use qualified external interpretation or translation resources. Lifeworks will consider available telephone and video interpretation services and other qualified language assistance resources based on the language needed, the nature of the communication and the individual's circumstances.

Lifeworks will continue to evaluate available resources and methods for providing language assistance efficiently and effectively. The organization will review identified language assistance needs as part of its ongoing review of this Language Assistance Plan and will adjust as needed to ensure meaningful access to Lifeworks programs, services and activities.

Findings: What language assistance measures will you need to employ to ensure meaningful access to LEP individuals:

Based on the analysis above, how important will language assistance be to this program or activity?

- ☐ Not Important (little to no LEP population)
- ☒ Important (some LEP population)
- ☐ Very Important (significant LEP population)

What non-English languages are most prevalent in your service area? What are the numbers and percentages for each, based on total populations?

Language	LEP Population	% of Total County Population
Spanish	56,358	1.66%
Vietnamese	10,537	.31%
Chinese	7,796	.23%

In addition, supplemental Minnesota student language data indicates that Somali and Hmong are prevalent languages within communities served by Lifeworks.

Based on the findings of most prevalent non-English languages, will you need to translate documents for any or all the identified populations?

Currently, Lifeworks does not have sufficient program-specific data to determine that any individual language group meets the Safe Harbor threshold within the eligible population. The language counts above represent the broader county populations rather than the population eligible for Lifeworks' services.

Lifeworks will provide interpretation and translation when a language assistance need is identified. Lifeworks will evaluate requests and recurring language needs to determine whether translation of vital documents into a particular language is warranted. 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.

If so, what documents would need to be translated?

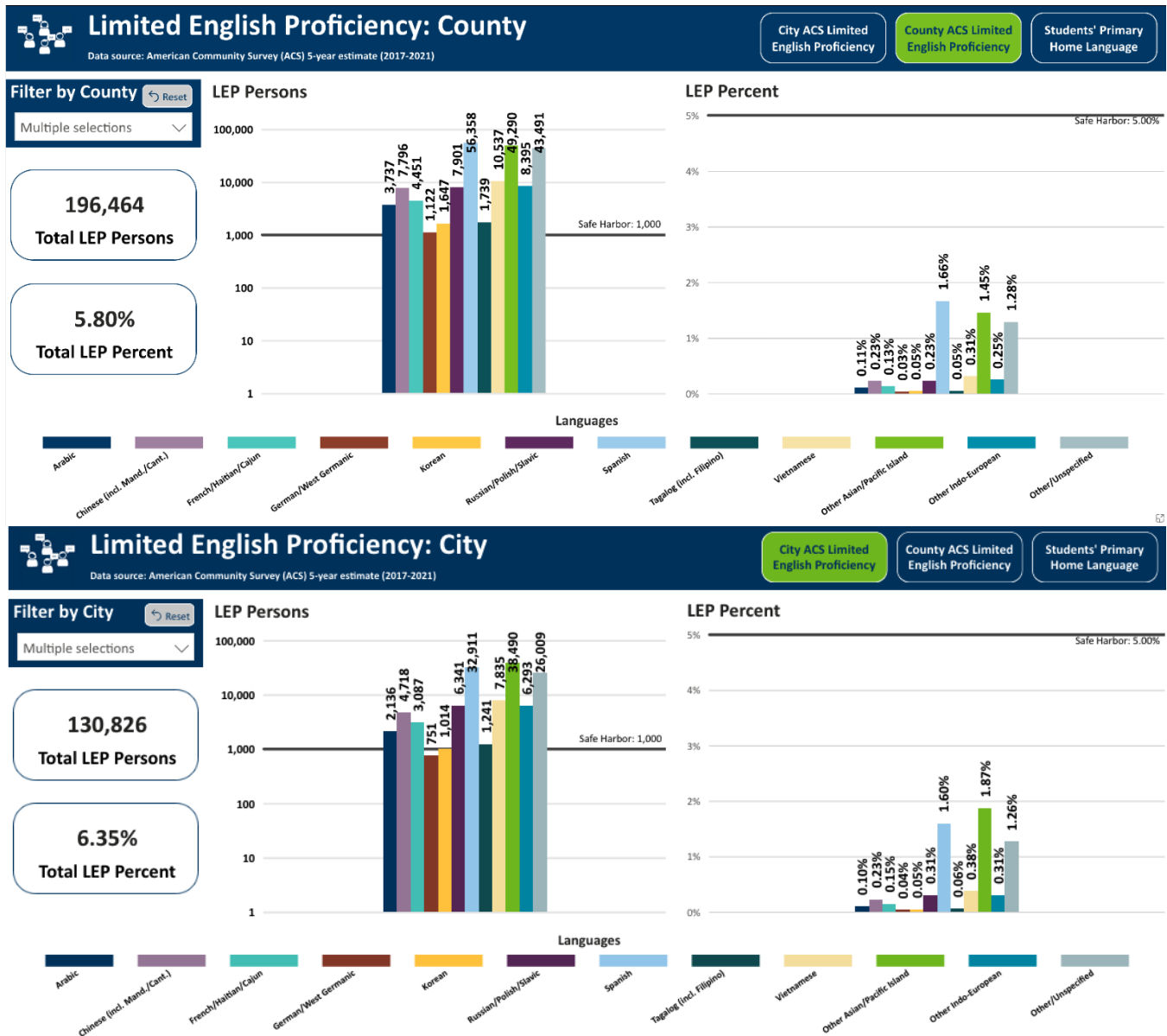
When translation is appropriate, Lifeworks will prioritize vital documents and information necessary to access services, including:

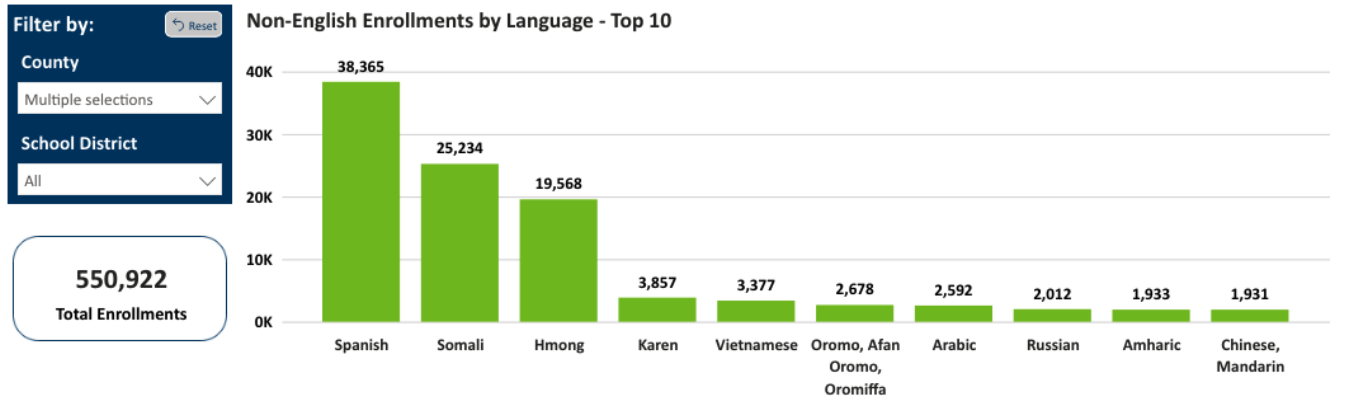
- Public Notice of Rights Under Title VI
- Notices advising individuals of the availability of free language assistance
- Instructions for accessing Lifeworks services
- Transportation information necessary to access Day Support services
- Safety or emergency information directly related to Lifeworks services

Will you need to provide interpreters for any public outreach or similar event(s)?

Lifeworks does not currently conduct public outreach events specifically for its transportation services. If Lifeworks conducts a public meeting, outreach event or other activity where an identified LEP participant requires language assistance, Lifeworks will arrange for appropriate interpretation services as needed.

Limited English Proficiency (LEP) Data





Enrollments by Language - Top 100

County	Adangme	Afar	Afrikaans	Akan	Albanian	Amharic	Anuak	Arabic	Bengali	Bosnian	Bulgarian	Burmese	Cantonese	Cebuano	Chinese, Mandarin	Czech	Dakota
Anoka	7	3	10	4	19	209	16	901	13	124	10	8	17	22	115	1	1
ANOKA-HENNEPIN PUBLIC SCHOOL DIST.	7		4	4	5	101	14	486	6	79	9	7	13	13	75	1	1
CENTENNIAL PUBLIC SCHOOL DISTRICT						26		36	1	6			1	3	24		
COLUMBIA HEIGHTS PUBLIC SCHOOL DIST			1			25	2	49		6					2		
DAVINCI ACADEMY						12		47	1	9				1	1		
FRIDLEY PUBLIC SCHOOL DISTRICT		2			7	23		75	2	3					4		
Total	42	31	115	33	50	1,933	218	2,592	485	254	62	208	135	115	1,931	20	39

S1810 | Disability Characteristics

American Community Survey

2024: ACS 5-Year Estimates Subject Tables

Notes

Download

Cite

Share

API

Margin of Error

Columns

Transpose

Restore

Map

Chart

Print

Dataset

Geos

123 Codes

View important guidance for comparing ACS data over time or to other sources [here](#).

Label	Minnesota							
	Total		With a disability				Percent with a disability	
		Estimate	Margin of Error		Estimate	Margin of Error	Estimate	Margin of Error
▼ Total civilian noninstitutionalized population		5,678,679	±600		661,068	±6,281	11.6%	±0.1
▼ DISABILITY TYPE BY DETAILED AGE								
▼ With an ambulatory difficulty	(X)		(X)		268,170	±3,846	5.0%	±0.1
▼ Population 65 years and over		957,957	±766		154,774	±2,461	16.2%	±0.3
Population 75 years and over		377,594	±701		93,890	±1,625	24.9%	±0.4
▼ With a self-care difficulty	(X)		(X)		114,911	±2,495	2.1%	±0.1
Population under 18 years		977,205	±464		12,400	±881	1.3%	±0.1
▼ Population 18 to 64 years		3,409,842	±946		50,636	±1,778	1.5%	±0.1
Population 18 to 34 years		1,243,325	±1,072		10,990	±812	0.9%	±0.1
Population 35 to 64 years		2,166,517	±1,382		39,646	±1,600	1.8%	±0.1
▼ Population 65 years and over		957,957	±766		51,875	±1,521	5.4%	±0.2
Population 65 to 74 years		580,363	±598		18,413	±1,109	3.2%	±0.2
Population 75 years and over		377,594	±701		33,462	±1,098	8.9%	±0.3
▼ With an independent living difficulty	(X)		(X)		226,803	±3,493	5.2%	±0.1
▼ Population 18 to 64 years		3,409,842	±946		125,664	±2,618	3.7%	±0.1
Population 18 to 34 years		1,243,325	±1,072		43,766	±1,623	3.5%	±0.1
Population 35 to 64 years		2,166,517	±1,382		81,898	±2,119	3.8%	±0.1
▼ Population 65 years and over		957,957	±766		101,139	±1,986	10.6%	±0.2
Population 65 to 74 years		580,363	±598		32,839	±1,242	5.7%	±0.2
Population 75 years and over		377,594	±701		68,300	±1,529	18.1%	±0.4

Language Identification

Lifeworks Services, Inc does not use a language identification card at this time. We receive race, ethnicity, and language preference from the referral source, typically the case manager or Vocational Rehabilitation Counselor. We offer translation and interpreter services free of charge upon request when engaging with potential or new clients and their teams. 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.

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

Language Service / Public Participation Log

Staff Instructions

Lifeworks Services, Inc should make an effort to track all language services requested or proactively provided throughout the year. Lifeworks has designated the following department to be primarily responsible for ensuring the log is consistently utilized: Director of Day and Employment Services.

Date of Service: This is the date the translation or interpretation service was available to the public. For instance, the date of service for a translated service brochure would be the date of its first distribution to the public. If the same brochure is used multiple times, that can be noted in the Additional Comments column.

Request or Proactive: Select "Proactive" if Lifeworks Services, Inc. proactively determined the language services was necessary. Select "Request" if a member of the public requested the language service be provided.

Translation or Interpretation: Translation refers to converting written materials from one language to another and interpretation refers to converting spoken word from one language to another.

Description of Service Provided: The description should include an associated public engagement reference or product title and brief details explaining the service provided (i.e. what was translated, what event/meeting, particular audience, etc.)

Vital Document: A "vital document" is a paper or electronic written material that contains information that is critical for accessing programs, services, benefits, or activities; directly and substantially related to public safety; or required by law. It is at the designated staff discretion to determine whether a document is deemed a vital document.

Service Provider: The name of the qualified language services provider that completed the request through service provider or in-house.

Type of Service Provider: Note whether you used specified staff person, a collaborative partner, or an outreach consultant to complete the language services request. Use the "other" option was used or for unique situations (i.e. bilingual staff providing assistance) and make a note explaining further in the Additional Comments column.

Lifeworks Services, Inc Language Service log updated 10/1/26								
date of service	request or proactive	translation, interpreter or other service	description of service provided	vital document	language (s)	service provider	type of service provider	additional comments