

OZARKS TRANSPORTATION ORGANIZATION

LIMITED ENGLISH PROFICIENCY PLAN

2024



ADOPTED BY BOARD OF DIRECTORS

MAY 16, 2024

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This report was prepared in cooperation with the USDOT, including FHWA and FTA, as well as the Missouri Department of Transportation. The opinions, findings, and conclusions expressed in this publication are those of the authors and not necessarily those of the Missouri Highways and Transportation Commission, the Federal Highway Administration, or the Federal Transit Administration.

Introduction

Background

The Ozarks Transportation Organization (OTO) operates its programs and services in accordance with the principle and intentions of the 1964 Civil Rights Act and its implementing acts and guidance. Title VI of the Civil Rights Act of 1964 (42 U.S.C. §2000d et seq) provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance.

On August 11, 2000, Executive Order 13166 was signed into law by President Clinton. This executive order required improved access to service for LEP persons, and gave Title VI (discrimination) protection to LEP persons. Following the Executive Order, the U.S. Department of Transportation (DOT) issued a “Policy Guidance Concerning Recipient’s Responsibilities to Limited English Proficient (LEP) Persons” on December 14, 2005 (Federal Register/ Vol. 70, Mo. 239). DOT’s policy requires DOT recipients to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. In 2012, the Federal Transit Authority (FTA) released their guidelines and requirements for recipients of FTA financial assistance (FTA C 4702.1). This required MPOs to have an LEP plan, which identifies the LEP populations which might need improved access to the planning process, the methods to identify LEP individuals at public meetings, and identifies available language services.

The FTA also references the DOT LEP guidance in its Circular 4702.1B *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*. Chapter III, Section 9 of this Circular references the LEP requirements and responsibilities and suggests that FTA recipients and subrecipients develop a language implementation plan consistent with the DOT LEP guidance.

The DOT LEP guidance states that “most individuals living in the United States read, write, speak and understand English. There are many individuals, however, for whom English is not their primary language. For instance, based on the 2020 census, regarding individuals older than age 5, over 26 million individuals speak Spanish and almost 7 million individuals speak an Asian or Pacific Island language at home. If these individuals have a limited ability to read, write, speak, or understand English, they are limited English proficient or ‘LEP.’”

The DOT guidance also provides a framework for an analysis on how to determine reasonable steps to ensure meaningful access to recipients’ programs and activities by LEP persons, which includes four factors:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee;
2. the frequency with which LEP individuals come in contact with the program;
3. the nature and importance of the program, activity, or service provided by the program to people's lives; and
4. the resources available to the grantee/recipient or agency, and costs.

In the LEP plan the OTO incorporates the different policies and guidelines, including the four-factor analysis to ensure meaningful access by LEP persons.

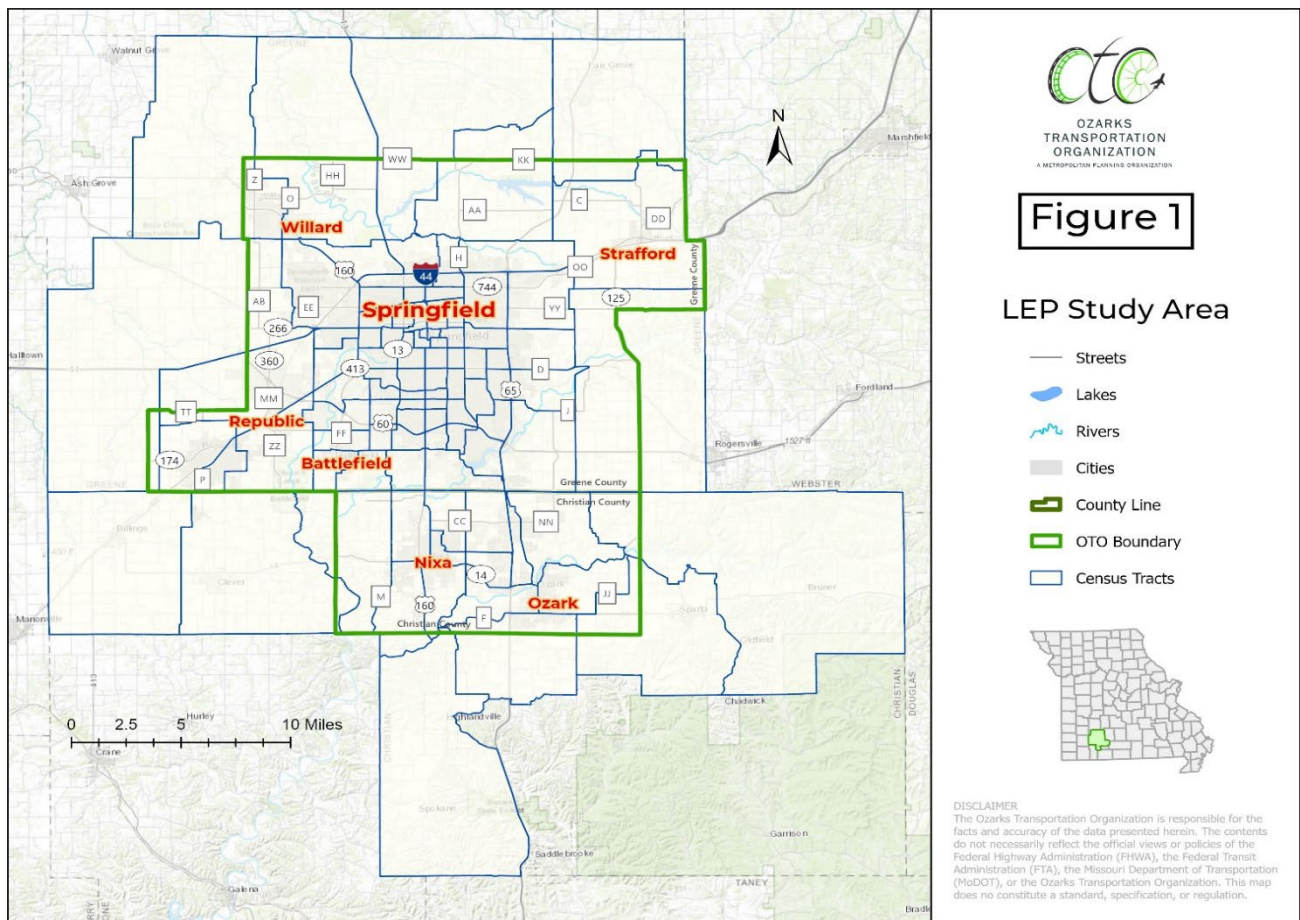
The Ozarks Transportation Organization

The Ozarks Transportation Organization (OTO) MPO is the federally designated regional transportation planning organization that serves as a forum for cooperative transportation decision-making by state and local governments, and regional transportation and planning agencies. MPOs are charged with maintaining and conducting a “continuing, cooperative, and comprehensive” regional transportation planning and project programming process for the MPO’s study area. The study area is defined as the area projected to become urbanized within the next 20 years.

The OTO includes local elected and appointed officials from Christian and Greene Counties, and the cities of Battlefield, Nixa, Ozark, Republic, Springfield, Strafford, and Willard. It also includes technical staffs from the Missouri Department of Transportation, Federal Highway Administration, Federal Transit Administration, and the Federal Aviation Administration.

Staff from local governments and area transportation agencies serve on the OTO’s various committees and provide technical review, comments, and recommendations on draft OTO plans, programs, studies, and issues.

As shown in Figure 1, the LEP study area includes all census tracts that overlap with the OTO boundary due to the availability of the data from the American Community Survey. The LEP study area includes almost all census tracts in Greene and Christian Counties. Each County has one census tract that does not overlap with the OTO boundary. In Christian County, it is census tract 205.02 in the southeast and in Greene County, it is census tract 50.01 in the northwest.



Four Factor Analysis

Factor 1: The Number or Proportion of LEP Persons Served or Encountered in the Eligible Service Population

The first step in determining factors of an LEP Plan is to identify the proportion of LEP persons who may encounter the OTO, their literacy skills in English and their native language, and the location of their communities and neighborhoods within the OTO region.

To do this, the OTO evaluated the level of English literacy and to what degree individuals in the planning area speak a language other than English and what those languages are. This was done by using U.S. Census data from the American Community Survey (Source: U.S. Census Bureau, 2018-2022 American Community Survey 5-Year Estimates Table ID 16001) and data from the Missouri Department of Elementary and Secondary Education. Data has been mapped by census tract, census PUMA, and school district. Please note that the analysis used all census tracts that overlap with the OTO boundary, which increased the population of the LEP study area compared to the OTO service area.

Overall, there are 5,985 individuals that speak English less than “very well,” as shown in Table 1. Greene County has the largest LEP population in terms of overall numbers and percentage of population. The largest group of LEP persons who speak English Less Than “Very Well” speak Spanish, followed by Vietnamese as second largest group. People speaking a language other than English at home in Greene and Christian Counties is much larger than the LEP population. Over 19,100 people live in a home where English is not the dominate language spoken.

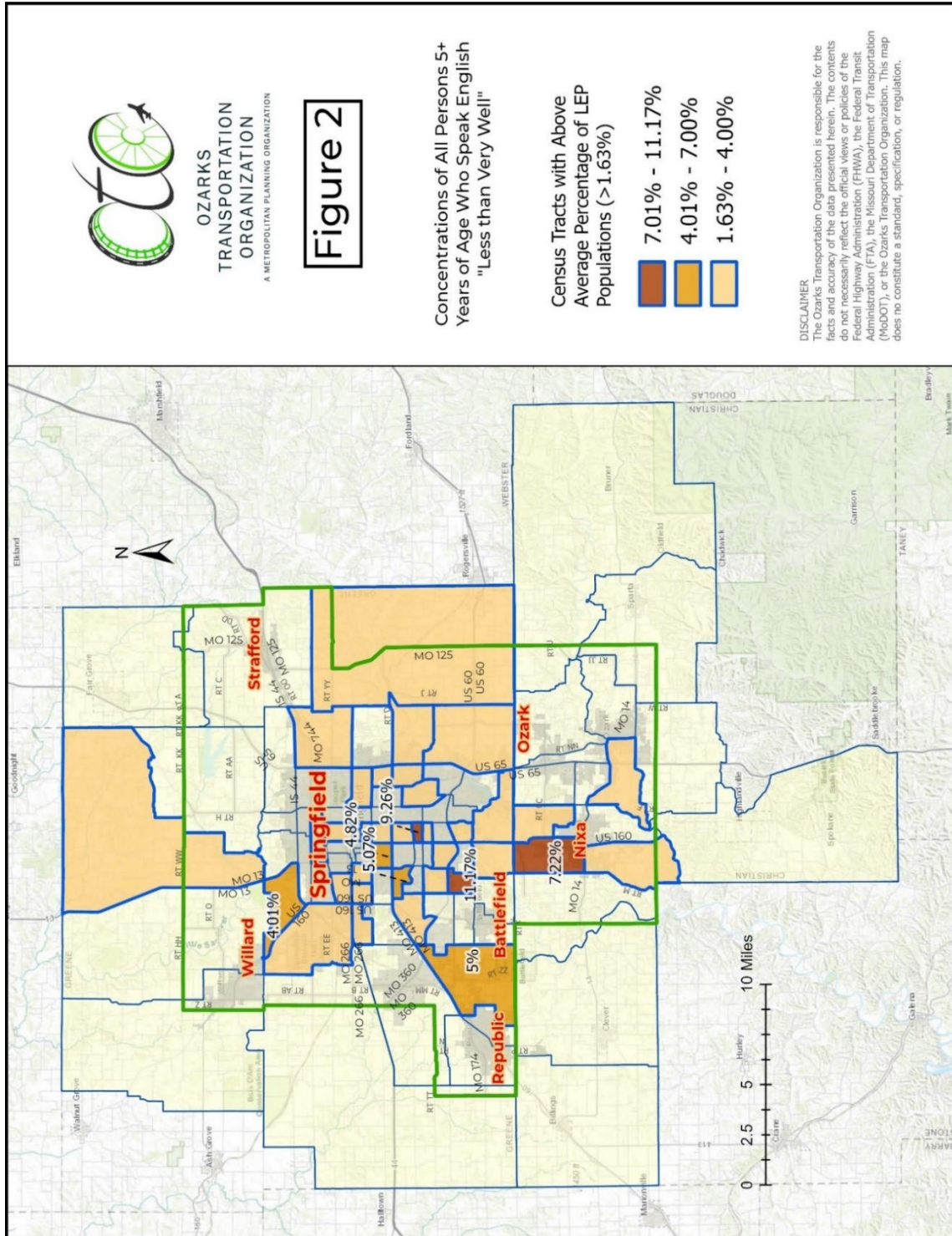
TABLE 1 ANALYSIS OF LEP PERSONS

	Greene County Census Tracts that overlap with OTO Study Area	Christian County Census Tracts that overlap with OTO Study Area	All census tracts that overlap OTO Study Area
Number of Persons 5+ Years of Age	278,696	80,610	359,306
Number of Vietnamese Speaking Persons 5+ Years Who Speak English Less Than "Very Well"	338	222	560
Percentage of Vietnamese Speaking Persons 5+ Years Who Speak English Less Than "Very Well"	0.12%	0.28%	0.16%
Number of Spanish Speaking Persons 5+ Years Who Speak English Less Than "Very Well"	1,901	507	2,408
Percentage of Spanish Speaking Persons 5+ Years Who Speak English Less Than "Very Well"	0.68%	0.63%	0.67%
Number of All Persons 5+ Years Who Speak English Less Than "Very Well"	4,729	1,256	5,985
Percentage of All Persons 5+ Years Who Speak English Less Than "Very Well"	1.70%	1.56%	1.67%
Number of Persons 5+ Years of Age that Speak a Language Other Than English at Home	15,769	3,373	19,142
Percentage of Persons 5+ Years of Age that Speak a Language Other Than English at Home	5.66%	4.18%	5.33%

Source: U.S. Census Bureau, 2018-2022 American Community Survey 5-Year Estimates Table, C16001

The OTO also mapped specific Census Tracts where the proportion of LEP persons exceeds the proportion of LEP persons in the service area as a whole. This can be seen in Figure 2 and Figure 3.

These maps highlight those Census Tracts which have a LEP population higher than the MPO average proportion of LEP individuals and Spanish speaking LEP individuals, respectively. Many LEP individuals are in the cities of Springfield, Nixa and east of Republic. The tracts with the highest concentrations of LEP individuals are in central and south-central Springfield, and northern Nixa and between Battlefield and Republic. The census tract with the highest percentage of Spanish speaking individuals, who speak English less than very well is in south Springfield and also includes areas outside the city limits. Other areas of Spanish speaking populations include central Springfield, east of Republic and southern Nixa.





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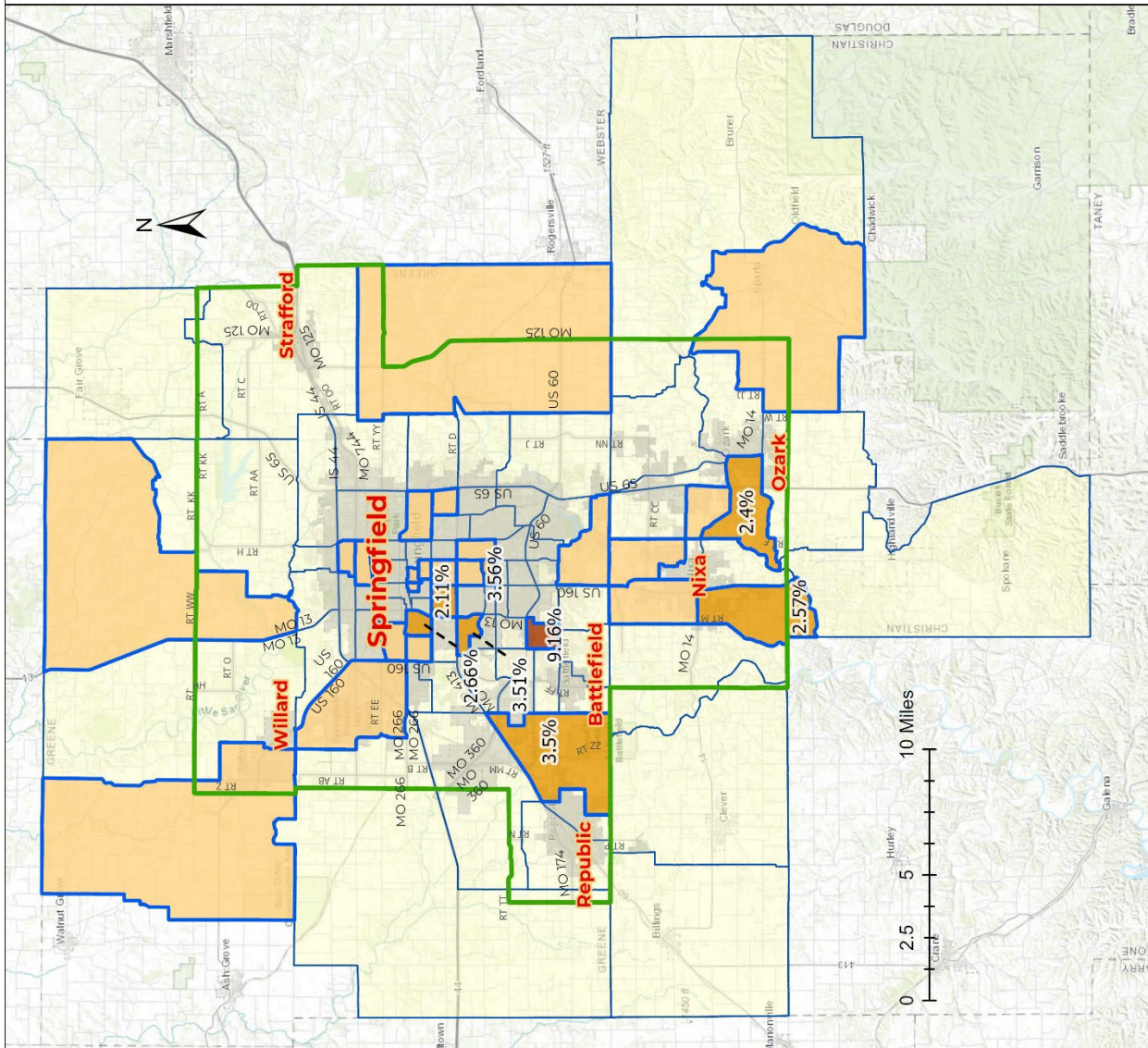
Figure 3

Concentrations of Spanish Speaking Persons 5+ Years of Age Who Speak English "Less than Very Well"

Census Tracts with Above Average Percentage of LEP Spanish Speaking Populations (>.66%)

- 4.01% - 9.16%**
- 2.01% - 4.00%**
- 0.66% - 2.00%**

DISCLAIMER
The Ozarks Transportation Organization is responsible for the facts and accuracy of the data presented herein. The contents do not necessarily reflect the official views or policies of the Federal Highway Administration (FHWA), the Federal Transit Administration (FTA), the Missouri Department of Transportation (MoDOT), or the Ozarks Transportation Organization. This map does not constitute a standard, specification, or regulation.



Finally, data on language spoken at home was reviewed. This data is only available for regions with very large populations or for a geographic unit that does not correspond to common jurisdictional boundaries called Public Use Microdata Area (PUMA). PUMAs have similar populations and are designed to protect individual anonymity. The OTO area overlaps with three PUMAs, as shown in Figure 4. The City of Springfield and portions of Greene County immediately surrounding the city are divided into two PUMAs. The remainder of Greene County and all of Christian and Webster Counties are included in a third. Within the two PUMAs containing the City of Springfield, Spanish, Chinese, and Vietnamese are the most common languages other than English spoken at home. Table 2 contains the top ten language groups other than English spoken at home for the two PUMAs containing Springfield combined and individually. Filipino, French, Malayalam, Other English – based Creole languages, and Chin Languages are five languages that appear on the lists for individual PUMAs but not the list for the combined PUMAs.

TABLE 2 TOP 10 LANGUAGE GROUPS OTHER THAN ENGLISH SPOKEN AT HOME, NORTH AND SOUTH SPRINGFIELD PUMAS

Springfield – Combined PUMAs	Individual PUMAs	
	Greene- North Springfield	Greene- South Springfield
Spanish	Spanish	Spanish
Chinese	Vietnamese	Chinese
Vietnamese	Chinese	Russian
Russian	German	Hmong
Hmong	French	Vietnamese
German	Romanian	German
French	Filipino	Tagalog
Romanian	Other English-based Creole languages	French
Tagalog	Telugu	Malayalam
Telugu	Hmong	Chin languages

The third PUMA, including parts of Greene County outside Springfield, Christian County, and Webster County contains information on the large German speaking Amish and Mennonite populations located in Webster County. The German, Swiss German, and Pennsylvania German languages shown in Table 3 primarily correspond with these groups in Webster County. These individuals have limited interaction with the OTO Study Area. The other languages included in this PUMA’s top ten generally correspond to the languages spoken in the two Springfield PUMAs.

TABLE 3 TOP 10 LANGUAGE GROUPS OTHER THAN ENGLISH SPOKEN AT HOME, CHRISTIAN, WEBSTER, AND REMAINDER OF GREENE

Christian, Greene (Outside Springfield), & Webster Counties PUMA
Spanish
Swiss German
German
Romanian
Russian
Hungarian
Pennsylvania German
Japanese
Korean
Tagalog



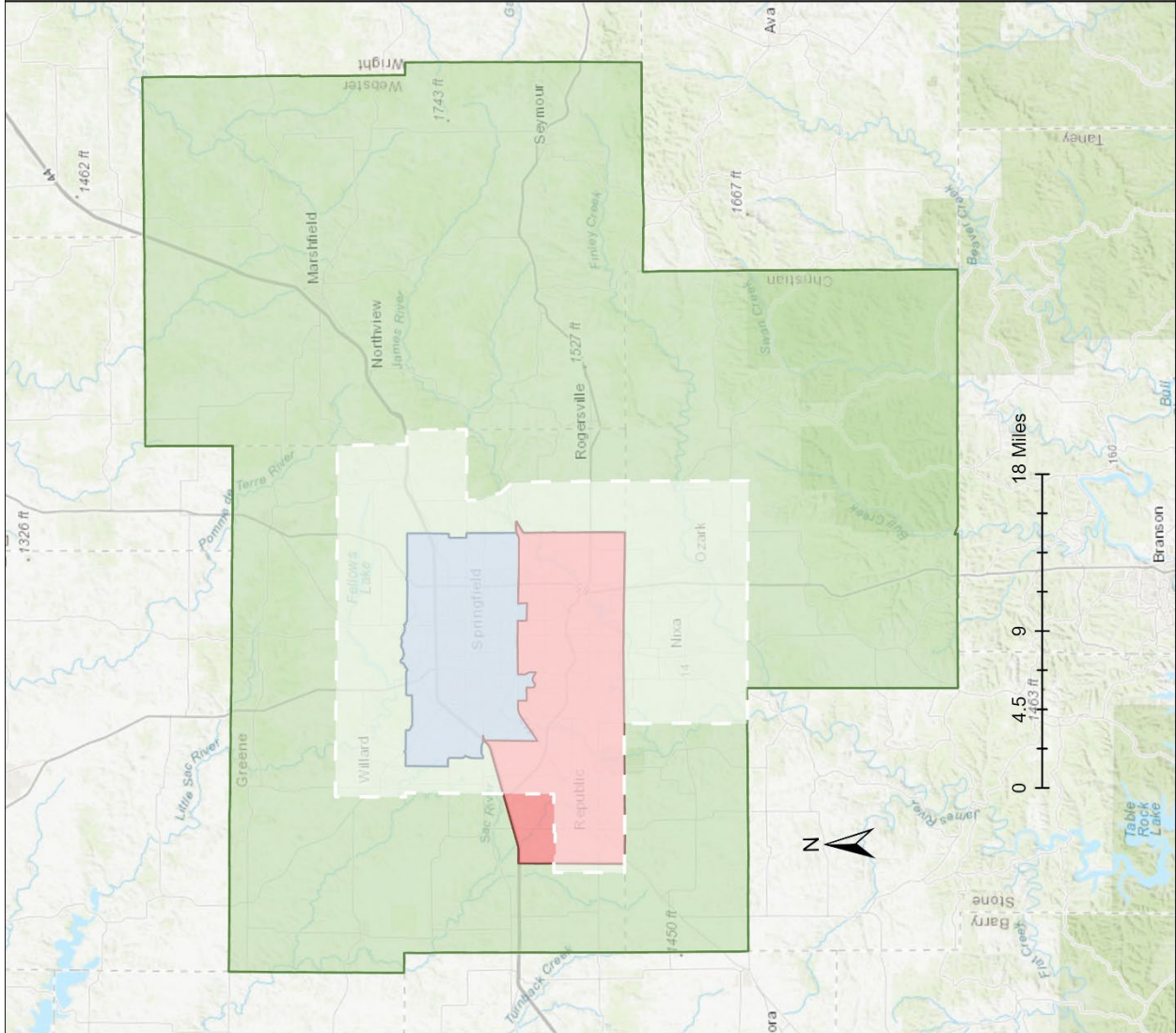
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Figure 4

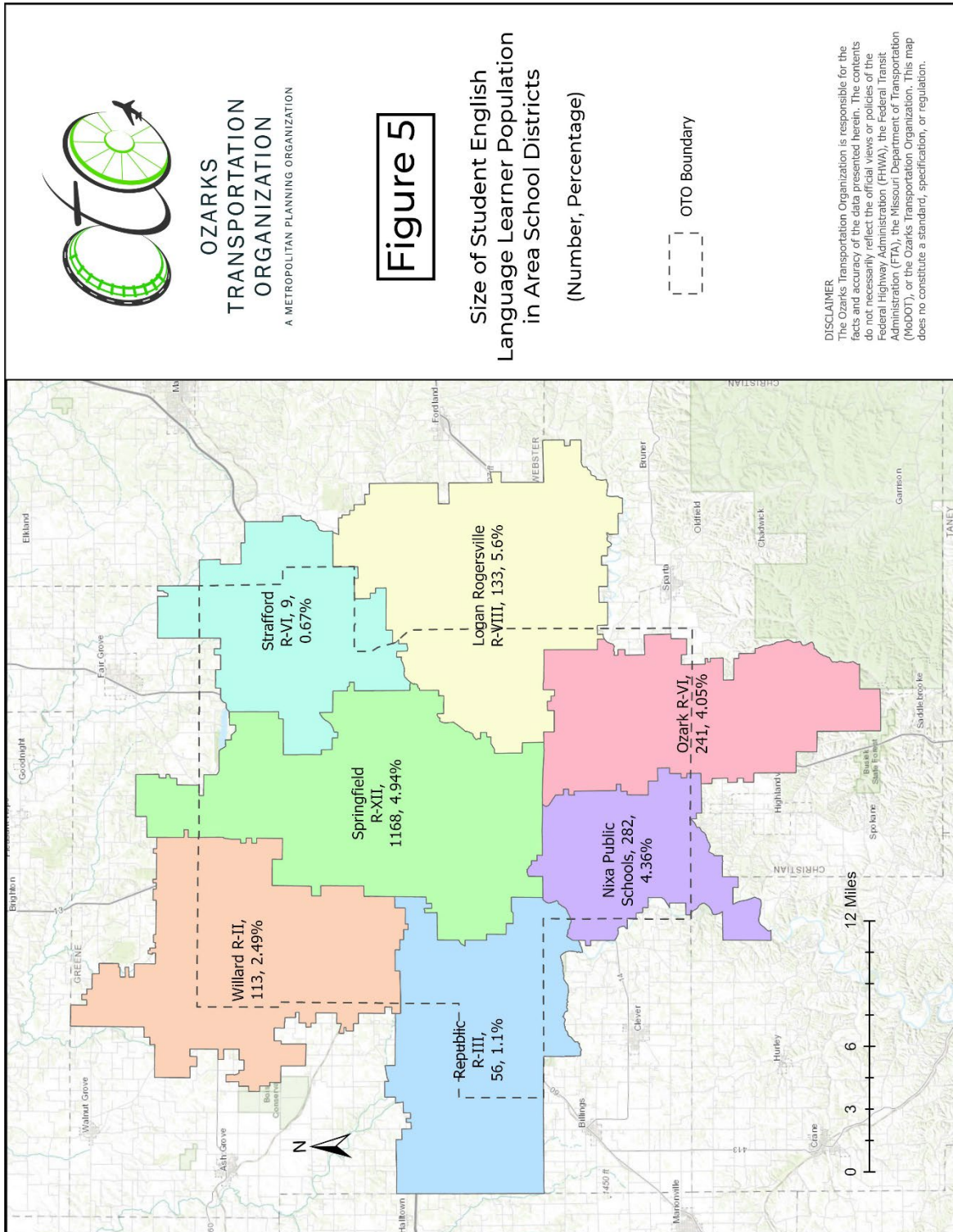
**Public Use Microdata Areas
(PUMA) in the OTO Study Area**

- Christian, Greene (Outside Springfield City) & Webster Counties PUMA
- Greene County--Springfield City (North) PUMA
- Greene County--Springfield City (South) PUMA

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Data from area schools was also consulted to gauge the size of the student English Language Learner (ELL) population in each district, as shown in Figure 5. The Logan Rogersville R-VIII district has the highest percent of ELL students at 5.6%, and Strafford R-VI had the lowest reported percent at 0.67%. While Logan-Rogersville R-VIII has the highest percentage of ELL students, Springfield’s, Nixa’s and Ozark’s actual ELL population is larger than Rogersville’s. All school districts experienced a growth of ELL population since the last analysis with the biggest total increase in the Nixa Public Schools district from 145 to 282 and the lowest increase in the Springfield R-XII district from 1163 to 1168.



Factor 2: The Frequency with which LEP Individuals Come into Contact with an MPO Program, Activity, or Service

OTO does not have any knowledge, documented or otherwise, of LEP persons coming into contact with an OTO program, activity, or service outside of the 2 individuals who completed City Utilities Transit survey for the ConnectSGF plan in Spanish in 2022. In recent history, there has been no contact at meetings, through Board or Committee members, through phone contact, or by personal visit. Website access by LEP persons is unknown.

City Utilities (CU) Transit System conducted a survey as part of their ConnectSGF study in 2022. ConnectSGF was a planning study to improve the CU transit system with short term and long-term recommendations. The survey was part of the public engagement effort of the study and was conducted in November 2022. The surveys were available online on the City Utilities Transit homepage and were handed out on paper during the Public Visioning Workshop, at the Transit Center during the month and on selected bus routes. A total of 406 surveys were returned. Of the 406 completed, two surveys were completed in Spanish. 4 other individuals completed the survey in English, indicated that they either speak both English and Spanish (2 out of the 4) or just Spanish or Urdu at home. As shown in Table 4, a total of 16 survey respondents indicated they were Hispanic. The survey is a good representation of the overall OTO area as shown in Table 3 of the OTO’s Title VI and ADA program. Please note that the total number of answers to Question 16 is higher than the total number of surveys because respondents could check all race or ethnicities they identify as.

TABLE 4 CITY UTILITIES TRANSIT CONNECTSGF SURVEY

	Total	Percentage
Asian/ Pacific Islander	5	1.2%
Black/ African American	19	4.6%
Latino/ Hispanic	16	3.9%
Native American	16	3.9%
White	339	82.3%
Other	17	4.2%
Total	412	100%

Source: Question 16 of 2022 City Utilities Transit ConnectSGF Survey

Factor 3: The Nature and Importance of the Program, Activity, or Service Provided by the MPO to LEP Community

OTO has three main planning documents which identify and direct OTO’s transportation activities in the region. The Long Range Transportation Plan provides direction for transportation investments twenty years in the future. The Transportation Improvement Program is a schedule of short-range transportation investments and activities intended to be implemented through a combination of State, Federal, and local funding. The Unified Planning Work Program outlines planning tasks and the budget for the upcoming year.

The OTO uses USDOT funds to plan for future transportation projects, and therefore does not include any service or program that requires vital, immediate, or emergency assistance such as medical treatment or services for basic needs (food, housing, education, etc.) or transportation services. The OTO also does not conduct compulsory activities (applications, interviews, or other activities prior to

participation in our programs and/or events). Public involvement with the OTO or its committees is done entirely on a voluntary basis.

The OTO does provide regular opportunities for the public to comment through its bi-monthly Technical Planning Committee and Board of Directors meetings. Input is also sought on the use of Federal funds in major transportation planning areas, including an annual Unified Planning Work Program (UPWP), a 4-year Transportation Improvement Program (TIP), a 5-year Transit Coordination Plan, and a 20-year Long Range Transportation Plan (LRTP). The TIP is updated every year and the Transportation Plan and Transit Coordination Plan every five years. The potential impacts of transportation improvements resulting from these actions may have an impact on all residents and efforts are made to provide an understanding of the process and opportunities to comment.

As a result of this regional transportation planning process, selected projects receive approval for Federal funding and progress toward advanced project planning, design, and construction. Advanced planning, design, and construction usually come under the responsibility of the Missouri Department of Transportation (MoDOT) or a member jurisdiction. These organizations carry-out the coordination with state and federal partners and project area populations. MoDOT and other member jurisdictions have their own policies in place to ensure opportunities for LEP individuals to participate in the process that shapes how and when a specific project is implemented or constructed.

The OTO also completed a survey of regional organizations serving LEP populations to evaluate what services are most critical to the local LEP population and how these groups could be reached best. The survey was sent out via email to organizations where an email address was available and via mail when only a postal address was available in February 2024. The survey was sent out to the 49 organizations shown in Appendix A and completed by eight different organizations, including school districts, universities, churches and one non-profit organization. Appendix B includes the results of the survey.

Survey respondents stated that they work with LEP persons with a wide variety of different languages with Spanish being mentioned the most, followed by Vietnamese and Russian. All these three languages are within the most common languages spoken at home other English in the OTO area as shown in Tables 2 and 3. The survey respondents work with all age groups and the majority stated that they have seen an increase in the LEP population in the last 5 years. The census data in the Factor 1 analysis also shows a total growth of LEP persons from 5,170 in 2019 to 5,985 in 2020. However, the percentage of the total population has seen a slight decrease from 1.75% to 1.67%. Most respondents also stated that most of the LEP persons understand, speak, or write basic English with two respondents noticing that there is a wide spectrum of skills, with some being fluent and others not knowing any English.

The survey identified that the LEP population has expressed an interest or need in public transportation options within the area (See answers to Questions 7 and 8 in Appendix B), but only 2 respondents stated that the LEP population has shown interest in giving input regarding transportation in the area. OTO will strive to increase outreach via the community stakeholders during public participation activities as many respondents stated that these groups or organizations would be trusted contact points.

Factor 4: The Resources Available to the MPO and Overall Costs

The OTO traditionally budgets approximately between \$4,000 and \$4,500 for promotional materials and all general printing costs. As shown in the table below, translation costs associated with major OTO planning documents are between 145% and 176% of budgeted funds. Translation costs would also represent around nine percent of the OTO's operational and commodities budget areas.

Document	Word (approx.)	Avg. Cost per word	Total Cost
L RTP	27,000	\$0.16	\$4,320
TIP	18,000	\$0.16	\$2,880
UPWP	7,600	\$0.16	\$1,216
TCP	9,000	\$0.16	\$1,440
PPP	7,500	\$0.16	\$1,200
Total			\$11,056

Under federal requirements, federal-aid recipients are expected to take reasonable steps to provide language assistance services to its LEP constituents. Notably, reasonable steps do not require a recipient to expend resources for language assistance services if the cost imposed substantially exceeds the benefits. Considering the size of the LEP population in OTO’s MPO area and current financial constraints, full multilanguage translations of large transportation-planning documents and maps is not warranted at this time.

However, OTO meets the safe harbor provision for Spanish speakers that speak English less than very well and that is why OTO will provide the Notice of Rights under Title VI in English and Spanish at the OTO office and on the webpage, as well as the complaint procedures and the complaint form for Title VI and ADA complaints. These documents are seen as vital documents for access to OTO’s program by LEP persons. Further details on language assistance is provided in the next section.

Language Assistance Plan

After analyzing the four factors, OTO developed the plan outlined in the following section for assisting persons of limited English proficiency. This includes identifying what staff and volunteer language interpreters are readily available, which documents should be translated, taking an inventory of available organizations that OTO could partner with for outreach and translation efforts, examining which financial and in-kind sources could be used to provide assistance, and what level of staff training is needed.

Providing Notice of Available Language Service to LEP Persons

- OTO will post public notices for Rights under Title VI in English and in public areas such as the OTO reception area or public notice bulletin board. More detailed materials are also available at the OTO front desk;
- Language identification materials provided by CTS Language Link will also be taken to any off-site meetings hosted by the OTO.

How to Identify an LEP Person who Needs Language Assistance

Below are tools to help identify persons who may need language assistance:

- OTO staff will utilize printed material provided by CTS LanguageLink to identify a spoken language and request an over-the-phone interpreter;
- Examine records requests for language assistance from past meetings and events to anticipate the possible need for assistance at upcoming meetings;
- When OTO sponsored workshops or conferences are held, set up a sign-in sheet table, have a staff member greet and briefly speak to each attendee. To informally gauge the attendee’s

ability to speak and understand English, staff will ask a question that requires a full sentence reply;

- Though language needs may not be met at the current meeting, an inventory of those needs will help staff plan for language needs at a future meeting;
- Post a notice of available language assistance in the OTO reception area.

Language Assistance Measures

Over-the-phone interpretation services are available to OTO staff for walk-in or phone-based interactions with LEP individuals. The OTO currently has a contractual relationship with CTS LanguageLink. This company provides access to interpreters for nearly any spoken language.

Relay Missouri also offers Spanish Relay service for those with hearing impairments. Relay users can type in Spanish and the conversations will be relayed in Spanish. Voice users can speak Spanish to the relay user. Spanish to English Translation is offered. Users must dial 711 or 1-800-520-7309 (TTY/VCO/HCO/STS).

Missouri's Office of Administration also has a list of contractors that supply LEP services including translators, in-person interpreters, phone interpreters, and sign language interpreters. These services are available through the cooperative agreements OTO has with the State of Missouri.

The OTO website may be translated into a number of different languages using Google Translate.

Outside of these measures, OTO has limited resources and will, to the extent possible, ensure LEP individuals can participate when requested.

OTO Staff Training

All OTO staff will be provided with the LEP plan and will be educated on procedures and services available. This information will also be part of the OTO staff orientation process for new hires. Training topics include:

- Understanding the Title VI LEP responsibilities;
- What language assistance the OTO offers;
- How to access an interpreter using CTS LanguageLink;
- Documentation of language assistance requests;
- How to handle a complaint;
- The importance of educating subrecipients on the OTO's LEP program responsibilities and their obligation to provide language assistance.

Outreach Techniques

- If staff knows that they will be presenting a topic that could be of potential importance to an LEP person or if staff will be hosting a meeting or a workshop in a geographic location with a known concentration of LEP persons, staff will have meeting notices, fliers, advertisements, and agendas contain a notice, in Spanish, of language service availability with notification in advance of the meeting.
- When running a general public meeting notice, staff should insert "Si usted necesita la ayuda de un traductor, por favor comuníquese con David Knaut al (417) 865-3047, al menos 48 horas

antes de la reunión,” which asks persons who need Spanish language assistance to make arrangements with OTO within two days of the meeting date.

Monitoring and Updating the LEP Plan

This plan is designed to be flexible and is one that can be easily updated. At a minimum, the OTO will follow the Title VI program update schedule for the LEP plan.

Each update should examine all plan components such as:

- How many LEP persons were encountered?
- Were their needs met?
- What is the current LEP population in the OTO region?
- Has there been a change in the types of languages where translation services are needed?
- Is there still a need for continued language assistance for previously identified OTO programs?
- Are there other programs that should be included?
- Has the OTO’s available resources, such as technology, staff, and financial costs, changed?
- Has the OTO fulfilled the goals of the LEP plan?
- Were there any complaints received?

Dissemination of the OTO Limited English Proficiency Plan

The OTO will post the LEP plan, the compliant procedures, including the public notice and the complaint form on its website at www.ozarkstransportation.org. The complaint procedures and the complaint form will also be posted in English and Spanish.

Any person, including social service, non-profit, and law enforcement agencies and other community partners with internet access will be able to access the plan. For those without personal internet access, all Greene County Libraries offer free internet access. Copies of the LEP plan will be provided to the Missouri Department of Transportation, Federal Highway Administration, the Federal Transit Administration, and any person or agency requesting a copy. Each OTO member will be provided a copy and will be educated on the importance of providing language assistance. An LEP person may obtain copies of the plan upon request.

Any questions or comments regarding this plan should be directed to the OTO Title VI Coordinator.

David Knaut
Ozarks Transportation Organization
2208 W Chesterfield Boulevard, Suite 101
Springfield, MO 65807
Phone: (417) 865-3047 X107
Fax: (417) 862-6013
Email – dknaut@ozarkstransportation.org

Appendix-A: Community Groups Serving LEP Populations

Alliance for Leadership & Success 918 E. Calhoun St Springfield, MO 65802	Asian World Market 2904 S Campbell Ave Springfield, MO 65807	Assembly of God - Chinese Church 1909 W. Chestnut Expressway Springfield, MO 65802
Assemblies of God Southern MO District Headquarters 528 W. Battlefield Springfield, MO 6580	Assembly of God Immanuel Korean Church PO Box 8962 Springfield, MO 65807	Baptist Bible College 628 E. Kearney St. Springfield, MO 65803
Binh Tay Oriental Food 1418 W Sunshine St Springfield, MO 65807	Dol Sem Korean Church 4547 S. Freemont Ave Springfield, MO 65804	Drury University, International Support Services Findlay Student Center 900 N. Benton Ave. Springfield, MO 65802
Ebenezer Romanian Assembly 2233 N. East Ave. Springfield, Mo 65803	El Faro Assembly of God 644 South Eastgate Ave Springfield, MO 65809	Evangel University International Student Services 1111 N. Glenstone Springfield, MO 65802
Filipino Market 3448 S Campbell Ave Springfield, MO 65807	First Korean Presbyterian Church 205 E. South St Nixa, MO 65714	Greene County Baptist Association 834 W. Battlefield Springfield, MO 65807
Grace Romanian Pentecostal Church 2015 W. State Highway WW Springfield, MO 65803	Grupo Latinoamericano 918 E. Calhoun Springfield, MO 65802	Hand in Hand Multicultural Center P.O. Box 1577 Springfield, MO 65801
International Institute Southwest Missouri 1443 N Robberson, Suite 903 Springfield, MO 65802	Iglesia Cristiana Casa De Oracion 3935 W. Sunshine Springfield, MO 65807	Iglesia Rio de Vida 3144 W Grand St Springfield Mo 65802

Islamic Center of Springfield 2151 E. Division Street Springfield, MO 65803	Korean Cumberland Presbyterian Church 416 S. Charleston Ave. Springfield, MO 65804	Latin America Library Services 3728 W. Chestnut Expressway Springfield, MO 65802
Latino Market 1661 E St Louis St Springfield, MO 65802	Life 360 Intercultural Church 1349 W. Meadowmere St. Springfield, MO 65807	Missouri State University English Language Institute 301 S Jefferson Ave Springfield, MO 65806
Nadia's European Market 3023 E. Sunshine St Springfield, MO 65804	New Life Hmong Alliance Church PO Box 474 Brookline, MO 65619	Karen McKnight Nixa Public Schools 301 S Main St. Nixa, MO 65714
Old Town European Market 1257 E Republic Rd Springfield, MO 65804	Our Church of Missouri 1559 S Grant Ave Springfield, MO 65807	Ozark Mountain Deaf Church 776 W. Farm Road 186 Springfield, MO 65810
Dr. Laura Easkins Ozark R-VI School District 302 North 4th Avenue Ozark, MO 65721	Ozarks Technical College International Programs and Services 933 E. Central Springfield, MO 65801	Pathways United Methodist Church 1232 E. Dale Street. Springfield, MO 65803
Beth Trogdon Republic R-III School District 636 N Main Ave Republic, MO 65738	Sacred Heart Catholic Church 1609 N. Summit Ave. Springfield, MO 65803	Second Baptist Church 3111 E. Battlefield Road Springfield, Missouri 65804
Seoul Oriental Market 3165 S Campbell Ave Springfield, MO 65807	Springfield Sister Cities Association 2400 S Scenic Ave Springfield, MO 65807	Slavical Evangelical Church 1005 E. Dale St Springfield, MO 65803
Tatiana Sanchez Springfield Public Schools 1359 E. St. Louis Street Springfield, MO 65802	St. Agnes Catholic Church 533 S. Jefferson Ave. Springfield, MO 65806	Dr. Mark Hedger Strafford R-VI School District 201 W. McCabe Strafford, MO 65757

<p>The Refuge Springfield 3112 W Grand St Springfield, MO 65802</p>	<p>Temple Israel P.O. Box 4284 Springfield, MO 65808</p>	<p>Melissa Lewis Willard R-II School District 500 E. Kime Street Willard, MO 65781</p>
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Appendix-B: Limited English Proficiency (LEP) Survey 2024

Limited English Proficiency (LEP) Survey 2024

53

Viewed

11

Total Responses

8

Completed

72.73%

Completion Rate

3

Dropouts

12 min

Average Time

Question 1: To how many LEP persons does your agency provide services on a monthly basis?

Answer	Count	Percent	20%	40%	60%	80%	100%
0-25	0	0%					
26-50	2	25%					
51-75	0	0%					
76-100	0	0%					
100-150	3	37.5%					
150+	3	37.5%					
Total	8	100%					

Question 2: Has the size of the LEP population you serve changed over the last five (5) years?

Answer	Count	Percent	20%	40%	60%	80%	100%
No, it has stayed the same	2	25%					
Yes, it has INCREASED	6	75%					
Yes, it has DECREASED	0	0%					
Total	8	100%					

Question 3: What are the languages spoken by the LEP population you serve?

02/19/2024 63303541 Spanish

02/15/2024 63281748 Arabic, Korean, Chinese, Thai, Taiwanese, Japanese, Mongolian, Vietnamese, Congolese, Spanish, but there have been many more in past years. This is just who we currently have.

- Countries Languages
- Afghanistan Dari and Pashto
- Algeria Arabic
- Argentina Spanish
- Bangladesh Bengali
- Brazil Portuguese
- Bulgaria Bulgarian
- Burundi "Swahili French"
- Colombia Spanish
- Congo "French
- Kituba (indigenous language in Congo)
- Lingala (indigenous language in Congo)
- Swahili and Tshiluba (indigenous language in Congo)"
- Ecuador Spanish
- El Salvador Spanish
- Eritrea Tigrigna
- France French
- Guatemala Spanish
- Haiti Haitian Creole and French
- Honduras Spanish
- India Hindi, English and + 13 more languages
- Iran Persian
- Italy Italian
- Kenya Swahili and English
- Korea Korean
- Mexico Spanish
- Micronesia English, Chuukese and 7 more languages
- Moldova Romanian
- Mongolia Mongolian
- Nicaragua Spanish
- Pakistan Punjabi Pashto - 18.24% Sindhi
- Philippines Tagalog and Cebuano
- Poland Polish
- Puerto Rico English and Spanish
- Russia Russian
- Saudi Arabia Arabic
- Singapore Malay
- South Africa Zulu, Xhosa, and Afrikaans
- Spain Spanish
- Tanzania Swahili
- Thailand Thai
- Ukraine Ukrainian
- United Arab Emirates
- Venezuela Spanish
- Vietnam Vietnamese

02/08/2024 63243571 Spanish

02/02/2024 63201417 Romanian

02/01/2024 63197074 Ukrainian, Russian, Vietnamese, Spanish and many others

02/01/2024 63195800 Chinese, Hungarian, Vietnamese, German, Japanese, Tagalog, Spanish, Portuguese, Burmese, Ukrainian, Russian, and Romanian

02/01/2024 63195187 French, Portuguese (Brazilian), Spanish, Nepalese, Urdu, Pashto, Hindi, Russian, Ukrainian, Polish, Arabic (Egyptian and Levantine dialects), and rare instances of Swahili.

Question 4: What age groups of LEP persons do you serve? (Select all that apply)?

Answer	Count	Percent	20%	40%	60%	80%	100%
Infant/Preschool	4	13.33%	<div style="width: 13.33%;"></div>				
School-Age	6	20%	<div style="width: 20%;"></div>				
18-24	6	20%	<div style="width: 20%;"></div>				
25-35	3	10%	<div style="width: 10%;"></div>				
36-55	4	13.33%	<div style="width: 13.33%;"></div>				
55-65	4	13.33%	<div style="width: 13.33%;"></div>				
65+	3	10%	<div style="width: 10%;"></div>				
Total	30	100 %					

Question 5: Do you serve a roughly equal proportion of males and females?

Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	6	75%	<div style="width: 75%;"></div>				
No, we serve more females than males	0	0%	<div style="width: 0%;"></div>				
No, we serve more males than females	2	25%	<div style="width: 25%;"></div>				
Total	8	100 %					

Question 6: What is the English speaking and writing level of the LEP persons you serve?

Answer	Count	Percent	20%	40%	60%	80%	100%
Most do not speak, understand, read or write English	1	12.5%	<div style="width: 12.5%;"></div>				
Most speak, understand, read and write basic English	2	25%	<div style="width: 25%;"></div>				
Most speak and understand basic English, but have trouble reading or writing in English	2	25%	<div style="width: 25%;"></div>				
Most understand basic English, but have trouble speaking it	1	12.5%	<div style="width: 12.5%;"></div>				
Other:	2	25%	<div style="width: 25%;"></div>				
Total	8	100 %					

Question 6: What is the English speaking and writing level of the LEP persons you serve? - Dynamic Text / Comments

02/15/2024 63281748 [Other:]
We have some who know nothing and others who are very proficient.

02/01/2024 63195800 [Other:]
We have a mixed population with them being pretty equally spread across the spectrum. Some have absolutely not English as they are new the country while we have other that speak it fluently and can read it, but are still working on being proficient in writing (this is the last area for individuals to usually acquire proficiency).

Question 7: What needs or expectations for public services has this population expressed?

02/19/2024	63303541	Buses circulating with more frequency on weekends.
02/15/2024	63281748	They are in great need of public transportation. They could also benefit from driving instruction.
02/13/2024	63264761	Better and more routes around town. More bus stops.
02/08/2024	63243571	More routes
02/01/2024	63197074	Need for adult education English classes and parent transportation to such events to better support their students.
02/01/2024	63195800	Many of those that are new to the country do not have cars or personal modes for transportation so while we having bussing for students, parental involvement on-site is greatly impacted.
02/01/2024	63195187	more frequent bus stops near the campus.

Question 8: Do you feel like the transportation needs of the LEP population you serve, are being meet in the area?

Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	2	25%					
No	6	75%					
Total	8	100%					

Question 8: Do you feel like the transportation needs of the LEP population you serve, are being meet in the area? - Dynamic Text / Comments

02/19/2024	63303541	[No] On Sunday, buses run one every hour. When the weather is cold, there could be long periods of waiting in freezing temperatures at the bus stop.
02/15/2024	63281748	[No] I feel like the bus system is slow and infrequent, but I don't use it, so I'm not sure.
02/13/2024	63264761	[No] Sometimes the closest bus stop is 30'-40' walking distance.
02/08/2024	63243571	[No] Very few routes
02/01/2024	63197074	[No] Parents are in need of transportation to school events or other activities. Many families have 1 car leaving one parent home without transportation to get to school for various events, meetings, etc.
02/01/2024	63195800	[No] Since we are outside of Springfield's city limits, options are more limited and they typically have to rely on others.

Question 9: Has the LEP population you serve shown interest about how to give input regarding transportation in the area, including planning or construction of roadways, bicycle trails, or pedestrian projects, or public transit projects?

02/19/2024	63303541	Posibly
02/15/2024	63281748	no
02/13/2024	63264761	Not really, most of this population are just learning how life in this country works..
02/08/2024	63243571	Not really
02/01/2024	63197074	Not that I am aware of
02/01/2024	63195800	No
02/01/2024	63195187	yes.

Question 10: To what locations in the region does the LEP population you serve travel most frequently?

02/19/2024 63303541 To Latino Market, Supermercado Leslie, and any Walmart. Also, Aldi and second hand stores. For any medical needs they go to Jordan Valley.

02/15/2024 63281748 grocery stores and parks

02/13/2024 63264761 Schools and supermarkets

02/08/2024 63243571 Clinics, churches, the mall

02/02/2024 63201417 To church.
Eben Ezer Romanian Assembly
2233 N East Ave
Springfield, MO 65803

02/01/2024 63197074 Nixa to Springfield businesses or area churches

02/01/2024 63195800 Church, school, grocery store

02/01/2024 63195187 bank, grocery store, airport, shopping mall

Question 11: Are there locations that the LEP population you serve has expressed difficulty accessing via the public transportation system? Accessing via other modes of transportation?

02/19/2024 63303541 They don't have easy access to the Food Bank places in the city.

02/15/2024 63281748 Nearby towns and cities like Branson, KC, and St. Louis. I wish we had a rail system for the larger cities.

02/13/2024 63264761 They are located all around springfield. It's hard to pick a particular location.

02/08/2024 63243571 Don't know

02/01/2024 63197074 There is no public transportation system in Nixa that gets them to Springfield.

02/01/2024 63195800 Getting across HWY 60 in Republic is pretty dangerous and difficult.

02/01/2024 63195187 not that I am aware of

Question 12: What is the best way to obtain input from the LEP population you serve?

02/19/2024 63303541 Maybe by having a survey in Spanish that they can fill out, either on paper or through email.

02/15/2024 63281748 We use Microsoft forms, but google would probably work better.

02/13/2024 63264761 Asking them directly.

02/08/2024 63243571 Facebook

02/01/2024 63197074 Coordination with our EL teachers - they can access the families and receive a response.

02/01/2024 63195800 I would reach out to the local churches that serve these populations (especially Ukrainian/Russian), the International Institute of Southwest MO, and schools can assist.

02/01/2024 63195187 surveys like this.

Question 13: Who would the LEP population you serve trust most in delivering language appropriate messages?

02/19/2024 63303541 A hispanic person that is knowledgeable and friendly.

02/15/2024 63281748 Our director or instructors

02/13/2024 63264761 Anyone willing to listen and has patience.

02/08/2024 63243571 Grupo Latinoamericano

02/01/2024 63197074 EL teachers

02/01/2024 63195800 Schools and churches

02/01/2024 63195187 University administration, Safety and Security personnel, faculty, or possibly local community leaders

Question 15: What geographical area does your agency serve?

02/19/2024 63303541 Springfield in general

02/13/2024 63264761 Green County Springfield, MO

02/08/2024 63243571 Southwest Missouri

02/02/2024 63201417 North Springfield

02/01/2024 63197074 Nixa School District boundaries

02/01/2024 63195800 Parts of Greene and Christian County

02/01/2024 63195187 Southwest Missouri / Springfield