



KING COUNTY

1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

Signature Report

Motion 15558

Proposed No. 2018-0561.2

Sponsors Gossett

1 A MOTION accepting the language assistance plans for
2 agencies, consistent with Ordinance 18665.

3 WHEREAS, the executive and the office of equity and social justice have worked
4 with county agencies and offices to develop language assistance plans consistent with
5 Ordinance 18665, and

6 WHEREAS, Attachments A through U to this motion are language assistance
7 plans received in compliance with Ordinance 18665;

8 NOW, THEREFORE, BE IT MOVED by the Council of King County:

9 The council accepts twenty-one language assistance plans developed by agencies,
10 which are Attachment A through U to this motion.

11

Motion 15558 was introduced on 12/3/2018 and passed by the Metropolitan King County Council on 12/11/2019, by the following vote:

Yes: 9 - Mr. von Reichbauer, Mr. Gossett, Ms. Lambert, Mr. Dunn, Mr. McDermott, Mr. Dembowski, Mr. Upthegrove, Ms. Kohl-Welles and Ms. Balducci



KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

A handwritten signature in blue ink, reading "Rod Dembowski", is written over a horizontal line.

Rod Dembowski, Chair

ATTEST:

A handwritten signature in blue ink, reading "Melani Pedroza", is written over a horizontal line.

Melani Pedroza, Clerk of the Council

Attachments: A. Dept. of Adult and Juvenile Detention, B. Dept. of Community and Human Services, C. Dept. of Public Defense, D. King County Distric Court, E. Dept. of Natural Resources and Parks, F. Dept. of Permitting and Environmental Review, G. King County Elections, H. King County Information Technology Dept., I. King County Prosecuting Attorney's Office, J. Dept. of Seattle King County Public Health, K. King County Superior Court, L. King County Dept. of Assessments, M. Human Resources Dept., 12/2/2019, N. Executive's Office, O. Dept. of Transportation, P. Dept. of Judicial Administration, 12/2/2019, Q. King County Sheriff's Office, 12/2/2019, S. Dept. of Local Services, 12/2/2019, T. Metro Transit, 12/2/2019, U. Legislative Branch, 12/2/2019

ATTACHMENT A

Language Access Plan Cover Page

This cover page should be completed and attached to all completed division plans. This cover page should be filled out by the Department Liaison(s) for Language Access and approved by the department director.

Introduction

From Ordinance 18665:

King County and all its contractors shall provide free interpretation and translation services as required by this chapter to limited-English-proficient persons. When a limited-English-proficient person seeks or receives benefits or services from a local agency, office or contractor, the agency, office or contractor shall make reasonable efforts provide prompt interpretation services in all interactions with the person, whether the interaction is done remotely or in person. King County agencies and offices shall either employ sufficient qualified bilingual employees or contract with remote language services to provide interpretation services in languages spoken by limited-English proficient county residents.

2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

3. Where an application or form administered by King County requires completion in English by a limited-English-proficient person for submission to a local, state or federal authority, King County or its contractor shall make reasonable efforts to provide oral interpretation of the application or form as well as acknowledgement by the limited-English-proficient person that the form was translated and completed by an interpreter. King County agencies shall provide support to contractors to meet the requirements of this section.

B. King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer.

SECTION 7. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018. The language assistance plans called for in this section shall be transmitted in the form of a paper original and an electronic copy to the clerk of the council, who shall distribute electronic copies to all councilmembers and the lead staff for the committee of the whole, the law and justice committee, the health, housing and human services committee or their successors.

Liaisons

Please provide the name of the Department//Division Liaison(s) who will oversee the implementation of the language access plan.

Attachment A

| Name | Title | Phone Number |
|---------------|-------------------------|--------------|
| TBD | DAJD Director | 206-477-2801 |
| Hikari Tamura | Deputy Director | 206-477-2351 |
| Steve Larsen | Chief of Administration | 206-477-2339 |
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Department//Division Plans

How many Division Plans are enclosed? (Please provide a number& list of divisions):

This is for the entire DAJD Department – no additional division plans are enclosed.

Language Access Plan for DAJD

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services

- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:

The Department of Adult and Juvenile Detention contributes to the public safety of the citizens of King County and Washington State by operating safe, secure, and humane detention facilities, and community corrections programs, in an innovative and cost-effective manner.

2. Geographic reach of primary services/facilities/programs:

DAJD's two Adult Divisions/jails (Seattle/KCCF and Kent/MRJC), Juvenile Division/YSC, Community Corrections Division/CCD, and the Administration Division provide related and relevant programs and services for county-wide, and often, state-wide users.

3. Demographics of current user population:

DAJD, for the most part, has no decision making authority over who is or is not in our care. We receive our user population based on the work of law enforcement, the prosecutor's office, and courts. While the demographic makeup is a little different depending on adult, juvenile, or CCD division, our populations are frequently low income, many experiencing homelessness. Many suffer from mental illnesses and/or drug or alcohol addiction issues. Our populations represent similar population demographics of King County but with some disproportionate minority representation. Anecdotally, the languages used by our customers are

similar to the languages spoken by residents of the county. We believe that Spanish speaking users represent the largest user community next to those who speak English.

4. Demographics of intended or priority populations:

Our priority populations are the same as indicated above. Our goal is to better serve our LES populations by identifying any gaps in our service provision that may result from lack of language access.

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☐ Yes ☒ No

When users come to one of our divisions, we quickly learn their language needs. We have a gap in our ability to capture meaningful data on LES because of our systems. That said, we are working on a new Jail Management System (JMS) that should provide us with much better information. JMS is expected to roll out in 2020. It will allow us to better track primary languages, requests for translation/interpretation, etc. In the meantime, we have very limited data, and most of what we do have is not easily analyzed nor reliable.

6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

Current tools: We have various forms used by divisional staff that capture some information but it is not easily reported on. Our primary data systems also have some basic but largely unreliable data on language. Otherwise, we are responsive/react to the populations brought to us.

7. Existing language access policies, service levels, tracking methods:

DAJD provides stipends to 35 (approx. \$17,500 annual expense) of our 900 employees who have secondary language skills representing 3 languages and covering each of our divisions. We recently expanded our stipend program to provide them for staff who had 5 of the top five languages spoken in King County. Staff may be called upon to do in-person translations, written translations, validating other translators' work. Signs are posted in our facilities about language access. We also provide access to language lines as needed. Our largest population of users, our adult inmates, each receive an inmate handbook that details language

access needs and is only currently offered in English and Spanish. We have interpreter/language access policies in our adult and juvenile divisions.

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

DAJD remains a largely paper-based department. We have many forms, some of which have been translated (mostly Spanish). We will attach a spreadsheet developed outlining the majority of our materials.

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------|---|---------------------------------------|------------------------------------|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | Yes / Many | Yes/Some | Yes |
| Russian: | No | No | Yes |
| Chinese: | No | No | Yes |
| Somali: | No | No | Yes |
| Vietnamese: | No | No | Yes |

Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|-------------------------|------------------------------|--------------------------------------|---|-------------------------------|--|
|-------------------------|------------------------------|--------------------------------------|---|-------------------------------|--|

See attached Excel sheet

Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

Many of our forms are not currently translated except to Spanish. We have very little information on our webpages in languages other than English. We have very little information about what language access is needed, successes/failures in our provision of language services, basic information about frequency of use, etc. We do not have a way to survey/accept complaints in multiple languages. We don't have a qualitative way to measure and ensure the quality of our LES services. We would likely need to begin with an assessment of our English materials to determine readability with our low literacy users in mind. We also need to determine if our technology changes can help us reduce reliance on forms and how to incorporate LES goals.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019.

See attached spreadsheet. We also have a variety of web-based materials that would need to be translated into multiple languages. We have no current plans/budget to complete additional translations at this time. This work would need to be planned for and resourced appropriately.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

While we do well to provide interpretation services to anyone interacting with our divisions (in-person translations or language line), we do not have any qualitative measures to determine our service levels. Other than English and Spanish – most other translation services are non-existent. Anyone is able to access the language line with any language.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☐ Yes ☒ No Please describe these:

Significant changes and elimination of many documents will take place with the introduction of the JMS.

Language translation plan is a part of the JMS vendor contract but the scope of that work and timing has yet to

be finalized. There is no specific funding for translation. We do provide in-person interpretation services and seem to be meeting the needs of our users but without some qualitative data, we are unsure.

Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|---|--|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • High Migrate print materials, as much as is possible, to new Jail Management system; create complaint forms and other qualitative feedback points and track quality/service measures | <ul style="list-style-type: none"> • Medium If resourced, implement web-based information and online materials work with focus on most frequently used/accessed information first | <ul style="list-style-type: none"> • Low Plan and implement quality/assessment evaluation/mechanism for staff interpreters |
| Others/all | <ul style="list-style-type: none"> • High Migrate print materials, as much as is possible, to new Jail Management system in as many languages as possible; create complaint forms and other qualitative feedback points and track quality/service measures | <ul style="list-style-type: none"> • Medium If resourced, implement multi-language web-based information and online materials with focus on most frequently used/accessed information first | <ul style="list-style-type: none"> • Low Plan and implement quality/assessment evaluation/mechanism for staff interpreters |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|-----------|--|--|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • High Determine priority materials that require translation; develop plan/timeline to implement | <ul style="list-style-type: none"> • High Determine county resources for translation of high priority web content; explore email/social media opportunities | <ul style="list-style-type: none"> • Low Determine annual spending on language line/interp services – develop budget for 21-22 |
| Others | <ul style="list-style-type: none"> • Med Determine other high priority/impact | <ul style="list-style-type: none"> • Med Determine county resources for | |

| | | | |
|--|--|--|----------------|
| | documents that could be translated in as many languages as possible; develop plan/timeline/budget to implement | translation to additional languages of high priority web content; explore email/social media opportunities | |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------|---|---|
| Translation | <input type="checkbox"/> Yes Please describe how you measure quality: | <input checked="" type="checkbox"/> No Do you need technical assistance? |
| Interpretation | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: | <input type="checkbox"/> No Do you need technical assistance? |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

While we haven't developed a strategy and accompanying project planning efforts, we have a variety of LES communities to call upon in the area to evaluate any program planning and implementation. We would likely focus on the 5 primary languages identified by DAJD first. We could also survey our division-user base to baseline quality/satisfaction and compare with a follow up survey down the line. We could also engage the same communities to help us with readability/access kinds of issues in our web-based materials focused on how/what/where they would like to access information in their language. We would also likely need to start with our English materials and focus on basic readability.

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

Possible measures include: all users of DAJD programs/services can access those programs/services based on their primary language; users will have broader access to a wider range of materials in their languages; numbers of LES communities consulted increases by x%/year; programming in secure facilities and CCD programming is provided in multiple languages.

| Complaints | Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint. | | |
|---|--|--|--|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other Please describe. |
| We display information on how to file a complaint. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Other Please describe. |

Please describe how your division handles complaints regarding the provision of language access services. During booking/intake process for inmates and clients, language translation/interpretation is made available upon request. For visiting public, language translation/interpretation is made available upon request at Reception. In both cases, this includes complaint forms.

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| | |
|--------------------------|--|
| Language Access Services | Total Budget Allocated - None at this time |
| Translation | None at this time |
| Interpretation | None at this time |
| In-Language Outreach | None at this time |
| Ethnic Media Ad-Buys | None at this time |

Thank you for your attention to making the King County a model county in language access.

| | | |
|---|-------|---------|
| William Hayes | | 9-13-18 |
| Division Director | | Date |
| Hikari Tamura – Dpy Director | | 9-13-18 |
| Division Staff | Title | Date |
| Steve Larsen – Chief of Admin. | | 9-13-18 |
| Division Staff | Title | Date |
| Immigrant and Refugee Policy & Strategy Analyst | | Date |

ATTACHMENT A

| Form # | Vital Document/PCM: | Ever Been Translated? Y/N | Languages currently translated into: | Date English document was last revised? | Date translation was last updated: | Additional languages needed to be translated into: | Department | Public/client facing? | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
|--------|--|------------------------------|--------------------------------------|---|------------------------------------|--|------------|-----------------------|---|---------------------------------------|------------------------------------|
| F-306 | Weekly Inspection Checklist | | | | | | | | | | |
| CCD | 2018 CCD Universal Intake Form | | | 7/10/05 | | | CCD | | | | |
| CCD | 2018 CCD Universal Reference form | | | 7/10/05 | | | CCD | | | | |
| CCD | 2018 CCD Universal ROI | | | 7/10/05 | | | CCD | | | | |
| CCD | WORK CREW INFORMATION SHEET August 2016 | | | 8/1/16 | | | | | | | |
| F-501 | Purchase Order | | | 1/1/03 | | | | | | | |
| CCD | 2018 CCD Spanish Release of information | Y | Spanish | | | | CCD | | | | |
| CCD | 2018 CCD Spanish Universal Reference form | Y | Spanish | | | | CCD | | | | |
| CCD | EHD WER Spanish Reporting Instructions | y | Spanish | | | | CCD | | | | |
| CCD | WER BLH HBR Infcrmtion sheet | | | | | | CCD | | | | |
| CCD | WER EHD Fee Collections | | | | | | CCD | | | | |
| F-507 | Pistol Proficiency Evaluations | | | 5/98 | | | | | | | |
| F-309 | EHD Verification Data | | | 9/1/18 | | | | | | | |
| F-310 | WER Medication Logs | | | | | | CCD | | | | |
| F-311 | WER Medication Notices | | | | | | CCD | | | | |
| F-311S | Spanish WER Notice Regarding Medication.doc | y | Spanish | 2/1/18 | | | CCD | | | | |
| F-514 | Training Approval Routing | | | 4/1/07 | | | | | | | |
| F-500 | KITE - Vegetarian Diet Request | Y | Spanish | 3/1/07 | | | | | | | |
| F-516 | Overtime Sign Up- 1,2,3 Shifts | | | 6/1/06 | | | | | | | |
| F-517 | Additional Postage Charge | | | 5/98 | | | | | | | |
| F-519 | Outside/Secondary Employment Request | | | 12/1/14 | | | | | | | |
| F-502 | W/R Authorization for Pass Release | | | 11/1/85 | | | | | | | |
| F-521 | Respiratory Protection Policy(PAPR) | | | 6/1/06 | | | | | | | |
| F-522 | First Aid Kit Inspection | | | 3/98 | | | | | | | |
| F-523 | Supervisors Incident Report | | | 1/1/10 | | | | | | | |
| F-524 | Respiratory Protection Questionnaire | | | 1/00 | | | | | | | |
| F-502S | Spanish request and authorization for pass release | y | Spanish | | | | | | | | |
| F-503 | KCCF Marriage Process | | | 11/1/00 | | | | | | | |
| F-527 | Salary Step Increase Notification | | | | | | | | | | |
| F-504 | In Custody Def Req for Video Appear | | | 8/1/95 | | | | | | | |
| F-529 | Policy/Procedures Receipt Form | | | 6/97 | | | | | | | |
| F-505 | Towing Permissior Release | | | 12/1/09 | | | | | | | |
| F-531 | Jail Incident Report | | | 5/1/07 | | | | | | | |
| F-506 | Inmate Phone System Complaint | | | 7/1/05 | | | | | | | |
| F-533 | Policy Revision Change Request | | | 10/1/12 | | | | | | | |
| F-508 | Institutional Behavior Alert | | | 2/1/92 | | | | | | | |

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|----------|---|---|---------|---------|----------|--|--|--|--|--|--|
| F-509 | Application Atty or Police visit inmate | | | 3/1/03 | | | | | | | |
| F-510 | Application to Visit Inmate | Y | Spanish | 6/1/07 | 06/01/07 | | | | | | |
| F-512 | Incomplete Identification | | | 5/1/07 | | | | | | | |
| F-537 | Maintenance Kites | | | | | | | | | | |
| F-513 | Instruction Application | | | 4/1/07 | | | | | | | |
| F-515 | Money/Property Release | | | 12/1/85 | | | | | | | |
| F-518 | Permit for Eye Glass/Denture | | | 4/1/03 | | | | | | | |
| F-520 | W/R Request for Funds | | | 11/1/03 | | | | | | | |
| F-542 | Late Slip | | | 5/1/07 | | | | | | | |
| F-543 | Strip Search | | | 12/1/98 | | | | | | | |
| F-525 | Inmate Grievance Form | Y | Spanish | 8/1/09 | 08/01/09 | | | | | | |
| F-545 | Radio Sign Out | | | 2/93 | | | | | | | |
| F-546 | Supply Request Form | | | 1/1/03 | | | | | | | |
| F-511 | DAD Staff Referral to JHS | | | 10/1/97 | | | | | | | |
| F-548 | Major Investigation Summary | | | 5/99 | PC | | | | | | |
| F-549 | Acting Sgt/Capt Pay Request | | | 9/1/09 | | | | | | | |
| F-586 | Lesson Plan | | | 3/1/98 | | | | | | | |
| KF-216 | Purchase Order Form | | | 3/1/98 | | | | | | | |
| F-528 | Medical/Psych Transfer | | | 10/1/96 | | | | | | | |
| F-553 | Vehicle Checkout Log | | | 5/96 | | | | | | | |
| F-530 | KITE -Service Request-(White) | Y | Spanish | 12/1/08 | 12/01/08 | | | | | | |
| F-532 | KITE - Classification (Green) | Y | Spanish | 4/1/07 | 04/01/07 | | | | | | |
| F-533Deb | Commissary Form (debit/phonecards) | | | 10/1/03 | | | | | | | |
| F-557 | Accident Notification Card | | | 3/75 | | | | | | | |
| F-558 | Daily Inmate Movement Log | | | 5/95 | | | | | | | |
| F-559 | Transport/Transfer Log | | | 8/98 | | | | | | | |
| F-560 | Decline Booking Report | | | 4/94 | | | | | | | |
| F-534 | News Media Hold Harmless | | | 5/1/07 | | | | | | | |
| F-535 | Visiting Information Slip | | | 10/1/15 | | | | | | | |
| F-563 | Shift Cash Report | | | 2/1/07 | | | | | | | |
| F-564 | Facility Classification Plan (PC) | | | 9/00 | | | | | | | |
| F-565 | First Aid Kit/PAPR Inspection | | | 2/03 | PC | | | | | | |
| F-566 | Tuition Course Pre-Approval Request | | | 1/1/10 | | | | | | | |
| F-567 | Alternative Work Schedule Request | | | 3/00 | | | | | | | |
| F-568 | FAX Cover Sheet (PC) | | | 5/1/07 | | | | | | | |
| F-569 | Bail Receipt Summary | | | 8/97 | | | | | | | |
| F-570 | Daily Assig Take-Home Vehicle Log | | | 10/00 | | | | | | | |
| F-571 | Immediate Transfer Form | | | 5/1/07 | | | | | | | |
| F-572 | Medical/Psych Transfer List | | | 11/01 | | | | | | | |
| F-573 | Booking Update Request | | | 6/01 | | | | | | | |
| F-574 | Tuition Program Pre-Approval Request | | | 1/10 | | | | | | | |

| | | | | | | | | | | | |
|-------|---|---|---------|---------|----|--|--|--|--|--|--|
| F-536 | Authorization to Change Bail | | | 2/1/00 | | | | | | | |
| F-576 | Salary Step Increase | | | 7/90 | | | | | | | |
| F-538 | KITE - Health (Pink) | Y | Spanish | 5/1/07 | | | | | | | |
| F-578 | New Employee Assignment Sheet | | | 1/91 | | | | | | | |
| F-579 | Open Transfer Request | | | 2/02 | | | | | | | |
| F-539 | Inmate Worker Hire Packet (Inmate Kitchen Worker) | | | 9/1/09 | | | | | | | |
| F-540 | Personnel Info Card | | | 12/1/83 | | | | | | | |
| F-541 | Felony Sentence Transfer to State | | | 5/1/98 | | | | | | | |
| F-544 | Inmate Rule Infraction | | | 5/1/16 | | | | | | | |
| F-547 | Face to Face Visit | | | 3/1/04 | | | | | | | |
| F-550 | Safe Keeping Release Authorization | | | 1/1/11 | | | | | | | |
| F-551 | In/Out Booking Prop Receipt | | | 5/1/96 | | | | | | | |
| F-552 | Room/Board Rate-Work Release | | | 7/1/07 | | | | | | | |
| F-554 | Disc Checklist and Statement | | | 5/1/06 | | | | | | | |
| F-555 | Complaint Notification | | | 10/1/93 | | | | | | | |
| F-556 | Personnel Complaint Form | | | 10/1/93 | | | | | | | |
| F-591 | Security Surveillance Log - KCCF | | | 6/1/15 | | | | | | | |
| F-561 | Inmate Visitor Denial | | | 7/1/86 | | | | | | | |
| F-562 | Impairment Assessment Form | | | 8/1/01 | | | | | | | |
| F-594 | Infirmity Security-Surveillance | | | 8/97 | | | | | | | |
| F-595 | Conditions of Release Pending File | | | 2/94 | PC | | | | | | |
| F-596 | Floor Control Equip Inventory/Security | | | 3/01 | | | | | | | |
| F-575 | Temporary Release Agreement | | | 9/1/10 | | | | | | | |
| F-577 | SMC-In Custody Request | | | 2/1/00 | | | | | | | |
| F-598 | Elevator Repair Log | | | 5/01 | PC | | | | | | |
| F-599 | Policy Review & Comment | | | 5/02 | PC | | | | | | |
| F-580 | Found Property Notification | | | 12/1/10 | | | | | | | |
| F-601 | Post Assignment Sheet (FTO) KCCF | | | 1/02 | | | | | | | |
| F-602 | Standard Guidelines (FTO) | | | | | | | | | | |
| F-582 | User Agreement Posting-Legal Work | | | 5/1/06 | | | | | | | |
| F-584 | Jail Health Receiving Screening | | | 5/1/06 | | | | | | | |
| F-583 | Ad-Seg Disciplinary Appeal | | | 10/1/06 | | | | | | | |
| F-585 | Media Contact/Media Access | | | 12/1/01 | | | | | | | |
| F-643 | Community Corrections CCN Assignment Request Form | | | 10/1/03 | | | | | | | |
| F-587 | Medical Clearance Report | | | 6/1/03 | | | | | | | |
| F-610 | Fuel Purchase Log | | | 4/07 | | | | | | | |
| F-589 | Custody Transfer (Jail Billing) | | | 6/1/11 | | | | | | | |
| F-612 | Water Shut Off log | | | 5/07 | | | | | | | |
| F-613 | Autho for Criminal History Check | | | 11/1/06 | | | | | | | |
| F-614 | Hospital Duty Log | | | 1/1/00 | | | | | | | |
| F-615 | Escape Checklist CCD | | | 10/12 | | | | | | | |

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|-------|-------------------------------------|--|--|--------------|----|--|--------|-----|--|--|
| F-611 | Witness Statements | | | 1/1/11 | | | | | | |
| F-616 | Disciplinary Hearing | | | 5/1/86 | | | | | | |
| F-659 | WCC Credit for Goodtime | | | 10/94 | | | | | | |
| F-617 | Impairment Assessment | | | 1/1/00 | | | | | | |
| F-661 | M&S Work Order-Pending | | | 1/03 | PC | | | | | |
| F-662 | KCCF Phone Repair List | | | 1/03 | PC | | | | | |
| F-663 | Inmate Transfer List | | | 9/83 | | | | | | |
| F-619 | Inmate Prop Rel for Examination | | | 2/1/85 | | | | | | |
| F-620 | consular request | | | 7/1/08 | | | | | | |
| F-622 | Inmate Mail Disposition | | | 8/1/09 | | | | | | |
| F-624 | Cash Receipt-Juvenile | | | 3/1/02 | | | DJ YSC | Yes | | |
| F-630 | Admin Segregation Review | | | 10/1/06 | | | | | | |
| F-631 | Trust Fund Account (Closeout) | | | 5/1/03 | | | | | | |
| F-670 | Infirmery Razor Log | | | 1-/13 | | | | | | |
| F-632 | Notice of Admin Segregation | | | 4/1/94 | | | | | | |
| F-672 | Phone / Video Records Request | | | 01/2016 | | | | | | |
| F-673 | URGENT- KC Prosecutors Notice | | | 12/1/15 | | | | | | |
| F-635 | IMU Program | | | 10/1/02 | | | | | | |
| F-636 | Behavior Admin Segregation | | | 10/1/02 | | | | | | |
| F-640 | Admin Seg Review Phone Deadlock | | | 10/1/06 | | | | | | |
| F-644 | Superior Court Cert of Completion | | | 1-/1/09 | | | | | | |
| F-652 | Disciplinary Committee Decision | | | 8/1/03 | | | | | | |
| F-676 | Warrant Request | | | 10/04 | | | | | | |
| F-677 | Jail Time Certification | | | 7/13 | | | | | | |
| F-657 | IM to IM Correspondence Request | | | 2/1/16 | | | | | | |
| F-658 | Ultra Security Inmate Information | | | 5/1/14 | | | | | | |
| F-660 | Inmate Trust Fund Disbursement | | | 12/1/99 | | | | | | |
| F-664 | Community Corrections Introduction | | | 11/1/03 | | | | | | |
| F-665 | Inmate Window Receipts | | | | | | | | | |
| F-683 | Supplemental Equipment Issue | | | 1/03 | PC | | | | | |
| F-684 | Firearms Issue and Return | | | 5/02 | PC | | | | | |
| F-667 | Inmate Funds Mail Receipts (M form) | | | discontinued | | | | | | |
| F-686 | Accident Notification Card-Payroll | | | 4/82 | | | | | | |
| F-666 | Bail Receipts (B form) | | | | | | | | | |
| F-668 | Notification of CCAP Violation | | | 5/1/06 | | | CCD | | | |
| F-689 | Firearm Repair/Inspection Report | | | 1/03 | PC | | | | | |
| F-690 | Monthly Ammunition Sign Out Sheet | | | 1/03 | PC | | | | | |
| F-691 | Weapons Locker Issue | | | 1/03 | PC | | | | | |
| F-692 | Employee Locker Issue | | | 1/03 | PC | | | | | |
| F-669 | Day Reporting Intake Form | | | 11/1/03 | | | | | | |
| F-669 | CCAP Packet 02-2018 | | | 2/1/18 | | | CCD | | | |

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|---------------|--|---|---------|--------------|--|--|--------|-----|--|--|--|
| F-671 | Day Reporting Individual Service Plan | | | 7/1/02 | | | | | | | |
| F-696 | STG Review Reporting | | | 5/1/07 | | | | | | | |
| F-674 | Injury Hold Harmless | | | | | | | | | | |
| F-675 | IIU Complaint Form | | | 05/2015 | | | | | | | |
| F-675ENOnline | IIU Complaint Form Online | | | 05/2015 | | | | | | | |
| F-675SP | IIU Complaint Form Spanish | y | Spanish | 05/2015 | | | | | | | |
| F-701 | Shift Form Log | | | 1/86 | | | | | | | |
| F-675SPOnline | IIU Complaint Form Spanish Online | Y | Spanish | | | | | | | | |
| F-678 | Behavior Management Plan | | | 08/2015 | | | | | | | |
| F-679 | Pat Search-Inmate Opposite Sex | | | 10/1/83 | | | | | | | |
| F-680 | Initial Equipment Issue | | | 1/1/03 | | | | | | | |
| F-681 | Electronic Equipment Issue | | | 1/1/03 | | | | | | | |
| F-682 | W/R-Promissary Note Agreement | | | 5/1/06 | | | | | | | |
| F-710 | UOF/PREA Grievance Tracker | | | 1/14 | | | | | | | |
| F-685 | KITE - JHS Notification Kite | | | 2/1/16 | | | | | | | |
| F-688 | 3 visitors - Face to Face | | | Not same 547 | | | | | | | |
| F-687 | Equipment Verification Form | | | 5/1/07 | | | | | | | |
| F-693 | Pro Se Refusal of Workstation | | | 6/1/07 | | | | | | | |
| F-694 | Behavior Alert | | | 9/1/02 | | | | | | | |
| F-695 | Pro Se Information Sheet | | | 6/1/06 | | | | | | | |
| F-717 | Law Enforcement Visitation log | | | 2/7/14 | | | | | | | |
| F-697 | Pro Se Copy Service Request | | | 1/1/07 | | | | | | | |
| F-719 | FTO Pay Request - Weekly | | | 3/23/15 | | | | | | | |
| F-720 | PREA Response and Containment Checklist | | | 4/26/16 | | | | | | | |
| F-698 | Civil Pro Se Confirmation | | | 6/1/06 | | | | | | | |
| F-722 | RMS El Earned Overtime Form (temporary name) | | | 05/06/2016 | | | | | | | |
| F-699 | Criminal Pro Se Confirmation | | | 6/1/06 | | | | | | | |
| F-724 | Secure Detention Access Log | | | 7/21/15 | | | | | | | |
| F-725 | ITR I-Card Log Sheet | | | 1/26/16 | | | | | | | |
| F-726 | DAJD ICS Operational Planning "P" Diagram | | | 07/2016 | | | | | | | |
| F-727 | ITR Release Checklist | | | 10/17/16 | | | | | | | |
| F-728 | Agency Inmate CheckOut (A/R Book) | | | 11/9/2016 | | | | | | | |
| F-700 | Pro Se Printing Instructions | | | 10/1/06 | | | | | | | |
| F-702 | HHP Notification-Failure to Report | | | 3/1/06 | | | | | | | |
| F-731 | KCCF Radio Checklist | | | 03/7/2017 | | | | | | | |
| F-704 | HHP Notice of Termination | | | 3/1/06 | | | | | | | |
| F-705 | HHP Notice of Closure/Completion | | | 3/1/06 | | | | | | | |
| F-707 | HHP Notice of Violation | | | 10/1/05 | | | | | | | |
| F-735 | ITR Sergeant Security/Surveillance Log | | | 03/2017 | | | | | | | |
| F-736 | Booking Packet Quality Assurance Review | | | 03/2017 | | | | | | | |
| F-708 | Juvenile Cash Receipt - Under \$10.00 | | | 11/1/13 | | | DJ YSC | Yes | | | |

| | | | | | | | | | | | |
|--------|--|---|------------|-----------|----------------|--|-----------------|-----|-----|----|-----|
| F-709 | WER Participant Verification Data | | | 8/1/17 | | | CCD | | | | |
| F-709 | F-709 WER Participant Verification Data | | | | | | CCD | | | | |
| F-740 | Smoke Detector Removed | | | 9/1/86 | | | | | | | |
| F-709S | F-709 WER Participant Spanish Verification Data | y | Spanish | | | | CCD | | | | |
| F-711 | Medical Special Diet Order | | | 10/1/15 | | | | | | | |
| F-712 | Electronic Control Devices Check List | | | 11/1/08 | | | | | | | |
| F-713 | Electronic Control Devices Inmate Notification | | | 11/1/08 | | | | | | | |
| F-714 | PREA Education and Information at Orientation | | | 7/18/13 | | | | | | | |
| F-715 | PREA Education and Info - VIETNAMESE | Y | Vietnamese | 7/18/13 | | | CCD; KCCF; MRJC | | | | |
| F-748 | Report of Blood and Body Fluid Exposure | | | 4/18 | | | | | | | |
| F-749 | Daily Observation Report | | | 10/96 | | | | | | | |
| F-750 | New Employee Work Performance Report Review | | | 7/1/16 | | | | | | | |
| F-751 | Office Summary Report | | | 10/96 | | | | | | | |
| F-752 | Weekly Supervisor/Sgt Report | | | 1/1/02 | | | | | | | |
| F-753 | Final Shift Commander's Report | | | 7/94 | | | | | | | |
| F-718 | OT Parking Fee Waiver for employee | | | 3/4/2013 | | | | | | | |
| F-755 | Release List (DAJC) | | | 5/1/07 | | | | | | | |
| F-756 | Prebook Receipts | | | 1/86 | | | | | | | |
| F-757 | Use of Force Preliminary Investigation Checklist | | | 7/1/11 | | | | | | | |
| F-716 | PREA Education and Info - Spanish | Y | Spanish | 7/18/13 | 12/18/2014 YSC | | CCD; KCCF; MRJC | yes | yes | no | yes |
| F-759 | Security Checklist | | | 2/90 | | | | | | | |
| F-760 | Detention Surveillance Log - Loading Dock | | | 2/17 | | | | | | | |
| F-761 | Detention Surveillance Log - Kitchen | | | 2/17 | | | | | | | |
| F-721 | Stipulation and Agreement Regarding Electronic Dev | | | 03/16/16 | | | | | | | |
| F-764 | Taser Weapon Application/Performance Report | | | 2/1/11 | | | | | | | |
| F-766 | 15 / 30 Minute Monitoring Log | | | 9/1/10 | | | | | | | |
| F-767 | Employee Recognition Awards Nomination | | | 4/15 | | | | | | | |
| F-723 | Professional Visitor Rule - F2F | | | 3/29/11 | | | | | | | |
| F-729 | Inmate Name Change | | | 11/9/2016 | | | | | | | |
| F-730 | Veteran's Brochure | | | 2/1/16 | | | | | | | |
| F-771 | Additional Persons/Vehicle Report | | | 7/95 | | | | | | | |
| F-800 | Opposite Gender Announcement Data Collection Tool | | | 9/22/14 | | | | | | | |
| F-732 | Unclaimed Property Release | | | 8/1/06 | | | | | | | |
| F-733 | Orientation Packet | | | 03/2017 | | | | | | | |
| F-734 | PRR Receipt | | | 03/2017 | | | | | | | |
| F-737 | Hold Harmless Agreement(Tour/Visit) | | | 11/1/89 | | | | | | | |
| F-805 | Core Competency Skill Review (23 pages) | | | 5/18 | | | | | | | |
| F-806 | Individual Development Plan | | | 5/18 | | | | | | | |
| F-807 | Professional Development Plan (5 pages) | | | 5/18 | | | | | | | |

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|----------|--|--|--|------------|----|--|--|--|--|--|--|
| F-808 | Notice of Request for Hold | | | 7/18 | | | | | | | |
| F-ICS201 | Incident Briefing | | | 05/02/2016 | | | | | | | |
| F-ICS218 | Vehicle Inventory | | | 05/02/2016 | | | | | | | |
| F-738 | Religious Head Covering Request | | | 12/1/16 | | | | | | | |
| F-739 | Religious Diet Request | | | 7/6/11 | | | | | | | |
| F-741 | Kosher and Halal Commissary List | | | 8/1/16 | | | | | | | |
| F-742 | Religious Diet Reinstatement | | | 12/1/14 | | | | | | | |
| KF-203 | Unit Clean Up | | | 3/97 | | | | | | | |
| KF-204 | Security Surveillance Log - MRJC | | | 6/1/15 | | | | | | | |
| KF-205 | Personal Key Control Log | | | 3/97 | | | | | | | |
| KF-206 | Shakedown Checklist | | | 3/99 | | | | | | | |
| KF-207 | Key Issue Request | | | 5/1/01 | | | | | | | |
| F-743 | Program Evaluation | | | 12/1/16 | | | | | | | |
| F-744 | Program Tracking | | | 12/1/16 | | | | | | | |
| KF-210 | First Aid Kit Inspection | | | 3/98 | | | | | | | |
| KF-211 | Cell Inspection/Condition Report | | | 3/97 | | | | | | | |
| F-745 | Notice to Professional Visitors-Electronic Devices | | | 5/1/17 | | | | | | | |
| F-747 | PREA Brochure | | | 11/1/17 | | | | | | | |
| F-754 | CHRC Annual Update Letter | | | 7/1/10 | | | | | | | |
| F-758 | CHRC PREA Attachment | | | 3/1/14 | | | | | | | |
| KF-217 | Fire Extinguisher Inspection | | | 4/98 | | | | | | | |
| KF-218 | Self-Contained Breathing Apparatus | | | 4/98 | | | | | | | |
| KF-219 | Request for Supplies | | | 5/1/07 | | | | | | | |
| F-762 | Public Records Request Form | | | 6/1/18 | | | | | | | |
| F-768 | Personal Information Sheet | | | 11/1/90 | | | | | | | |
| KF-222 | Transfer/Transport | | | 8/00 | | | | | | | |
| F-769 | Criminal History Reference Check - Annual | | | 1/1/10 | | | | | | | |
| F-770 | Court Remand - Disposition of Property in Storage | | | 1/1/10 | | | | | | | |
| KF-225 | Unit Inspection Report | | | 4/1/15 | | | | | | | |
| KF-226 | RJC Support Area Inspection Report | | | 3/01 | | | | | | | |
| KF-227 | Post Assignment Sheet-RJC FTO | | | | | | | | | | |
| F-801 | Behavior Contract | | | 9/1/04 | | | | | | | |
| KF-229 | Inmate Worker Tracking | | | 9/08 | PC | | | | | | |
| F-802 | TBMU | | | 9/2014 | | | | | | | |
| KF-574 | Superior Court-In Custody | | | 9/99 | | | | | | | |
| F-803 | Pregnancy Restraint Notice | | | 9/2014 | | | | | | | |
| F-804 | Bomb Threat | | | 8/1/17 | | | | | | | |
| KF-200 | BK-Bail Receipts | | | 3/1/97 | | | | | | | |
| KF-201 | K-Cards Money/Property Cards | | | 3/1/97 | | | | | | | |
| KF-202 | Kent-Money/Property Release | | | 11/1/03 | | | | | | | |
| KF-208 | Inmate Housing Worker Orientation | | | 3/1/97 | | | | | | | |

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|--------|---|---|---------|---------|----------|--|--------|-----|--|--|--|
| KF-209 | Inmate Worker Clothing Exchange | | | 3/1/97 | | | | | | | |
| KF-212 | Inmate Clothing Exchange | | | 7/1/02 | | | | | | | |
| KF-213 | Debit Card Failure | | | 3/1/97 | | | | | | | |
| KF-214 | Tty-Phone Visit Use | | | 3/1/07 | | | | | | | |
| KF-215 | Hearing Impairment Screening | | | 3/1/97 | | | | | | | |
| KF-220 | Explanation of Rights Cards | | | 5/1/98 | | | | | | | |
| KF-221 | RJC-Request to Keep Separate | | | 2/1/99 | | | | | | | |
| KF-223 | Facility Classification Plan | | | 9/1/99 | | | | | | | |
| KF-224 | Verbal Warning/Rackback | | | | | | | | | | |
| KF-228 | Visit Information Sheet- RJC | | | 10/1/15 | | | | | | | |
| KF-230 | Inmate Worker Hire Packet | | | | | | | | | | |
| | WER Reporting Instructions 1-30-15 | | | 1/30/15 | | | CCD | | | | |
| | EHD Spanish Reporting Instructions 7.20.15 docx | y | Spanish | 7/20/15 | | | | | | | |
| | EHD Reporting Instructions 7-24-15 | | | 7/24/15 | | | | | | | |
| | Inmate Rules of Behavior 2016 rev 4-14-16 v2 | | | 4/14/16 | | | | | | | |
| | WORK CREW INFORMATION SHEET August 2016 | | | 8/1/16 | | | | | | | |
| | WORK CREW INFORMATION SHEET August 2016 | | | 8/1/16 | | | | | | | |
| | WER Participant Guidebook 2018 | | | 1/1/18 | | | CCD | | | | |
| | EHD Enrollment Packet 012718 | | | 1/27/18 | | | | | | | |
| | CCAP Reporting Instructions 2-3-18 | | | 2/3/18 | | | | | | | |
| | CCAP Spanish Reporting Instructions 2.3.18 | y | Spanish | 2/3/18 | | | | | | | |
| | EHD Reporting Instructions 2-3-18 | | | 2/3/18 | | | | | | | |
| | EHD Spanish Reporting Instructions 2.3.18 | y | Spanish | 2/3/18 | | | | | | | |
| | WER Enrollment Packet 030118 | | | 3/1/18 | | | CCD | | | | |
| | EHD Bilingual Participant Verification Data | | | | | | | | | | |
| | EHD Packet Spanish | y | Spanish | | | | | | | | |
| | EHD WER Employer information form | | | | | | CCD | | | | |
| | EHD WER Reporting Instructions | | | | | | CCD | | | | |
| | EHD WER Spanish Reporting Instructions | y | Spanish | | | | CCD | | | | |
| | New CCAP Spanish | y | Spanish | | | | | | | | |
| | Spanish PREA Education at Intake | y | | | | | | | | | |
| | WER BLH HBR Information sheet | | | | | | CCD | | | | |
| | WER EHD Fee Collections | | | | | | CCD | | | | |
| | WER Participant Guidebook in Spanish | y | Spanish | | | | CCD | | | | |
| | WER PREA Participant Guidebook | | | | | | CCD | | | | |
| | WER- Spanish reporting Instructions doc | y | Spanish | | | | CCD | | | | |
| | Securus Technologies - video visiting brochure | y | Spanish | | | | | | | | |
| | VINE Brochure | | | | | | | | | | |
| | Inmate Information Handbook | Y | Spanish | 7/1/17 | 7/1/2017 | | | | | | |
| | Juvenile Information Handbook | Y | Spanish | | 7/1/2014 | | DJ YSC | Yes | | | |
| F-717 | PREA Education and Infrc - Russian | Y | Russian | | 7/1/2013 | | | | | | |

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ATTACHMENT B

Language Access Plan Cover Page

This cover page should be completed and attached to all completed division plans. This cover page should be filled out by the Department Liaison(s) for Language Access and approved by the department director.

Introduction

From Ordinance 18665:

King County and all its contractors shall provide free interpretation and translation services as required by this chapter to limited-English-proficient persons. When a limited-English-proficient person seeks or receives benefits or services from a local agency, office or contractor, the agency, office or contractor shall make reasonable efforts provide prompt interpretation services in all interactions with the person, whether the interaction is done remotely or in person. King County agencies and offices shall either employ sufficient qualified bilingual employees or contract with remote language services to provide interpretation services in languages spoken by limited-English proficient county residents.

2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

3. Where an application or form administered by King County requires completion in English by a limited-English-proficient person for submission to a local, state or federal authority, King County or its contractor shall make reasonable efforts to provide oral interpretation of the application or form as well as acknowledgement by the limited-English-proficient person that the form was translated and completed by an interpreter. King County agencies shall provide support to contractors to meet the requirements of this section.

B. King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer.

SECTION 7. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018. The language assistance plans called for in this section shall be transmitted in the form of a paper original and an electronic copy to the clerk of the council, who shall distribute electronic copies to all councilmembers and the lead staff for the committee of the whole, the law and justice committee, the health, housing and human services committee or their successors.

Liaisons

Please provide the name of the Department//Division Liaison(s) who will oversee the implementation of the language access plan.

| Name | Title | Phone Number |
|--------------------|------------------------------|--------------|
| Denise Rothleutner | Deputy Director | 206-263-8988 |
| Pervis Willis | Equity and Inclusion Manager | 206-477-7050 |
| | | |

Department//Division Plans

How many Division Plans are enclosed? (Please provide a number& list of divisions):

1 plan for the Department. There are not division plans included.

ATTACHMENT B

Section 1: Context and Current State**1. Department/agency mission and purpose:**

The Department of Community and Human Services (DCHS) provides equitable opportunities for people to be healthy, happy, self-reliant and connected to community.

2. Geographic reach of primary services/facilities/programs:

DCHS is responsible for a wide range of programs and services designed to strengthen King County's communities and promote the health and well-being of the County's residents. As the regional coordinator for many areas of human services, DCHS plays a strong role in sustaining the region's human services infrastructure.

The organizational structure for the department will change in 2019, organized around people rather than funding sources. The realignment will significantly enhance coordination and collaboration and achieve efficiencies:

- Director's Office: Regional leadership; management of critical business functions; All Home oversight and coordination.
- Adult Services (proposed): Veterans, service members and families; survivors of domestic violence, sexual assault, and trafficking; civil legal aid; adult employment and education; older adult services.
- Behavioral Health and Recovery: Mental health and substance use disorder prevention, intervention and treatment; crisis response and investigation for involuntary commitment; services to support recovery.
- Children and Youth Services (proposed): Promotion, prevention and early intervention for children and youth ages 5-24; youth/young adult education and employment; justice system alternatives.
- Developmental Disabilities and Early Childhood Supports (proposed): Universal Developmental Screening for children birth to age 5; infant mental health; early intervention services; family supports; employment services.
- Housing, Homelessness and Community Development: Investment in homeless housing; special needs housing; Transit Oriented Development; preservation; community development; housing repair; shelter and services for people who are homeless or at risk of homelessness.

3. Demographics of current user population:

Given the extraordinarily broad range of programs provided by DCHS, it is likely that any resident could, at some time in their life, be either a direct recipient or a family member of a recipient of a DCHS-funded service or benefit from services provided in their community.

Primary customers are the recipients of DCHS services: People with developmental delays and disabilities and their families, people with mental illness and substance use disorders, people in crisis, people who are homeless or at risk of homelessness, people needing affordable housing and housing repair, residents of low-income communities needing revitalization, youth and adults needing education and employment assistance to achieve living-wage jobs, new parents, all children and youth on a path to healthy development, justice-involved and other youth/young adults at risk, veterans and their families, seniors and their caregivers, survivors of domestic violence and sexual assault, and people transitioning from criminal justice to community living.

DCHS customers also include the partners in developing and providing services: all community-based agencies under contract to DCHS, housing developers, housing authorities, city and state leaders and agencies, federal legislators and agencies, philanthropic and business leaders, county leaders and department staff, and advocates for housing and human services.

4. Demographics of intended or priority populations:

The intended populations are consistent with the demographics of the population listed in Section 1.3. above.

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your department? ☐ Yes ☒ No

The Divisions do not have a formal assessment of LES clients at this time.

6. What tools (census maps, school data, subcontractor data, community meeting data, etc.) are you using to gather information about the LES communities that your Division/agency serves?

Currently, the department's data systems capture demographic and outcome data in various forms. The department also utilizes data from other sources such as census maps, school data, other county data (health department) and engagement information gathered from stakeholders and community input.

The department will be implementing an additional database for multiple programs in 2019 which will increase the capacity to collect data on service recipient's primary language.

7. Existing language access policies, service levels, tracking methods:

- The department has developed, trained and implemented a Language Access Line Training Policy.
- The department's Equity and Social Justice (ESJ) Communication and Education Goal Area Team is currently drafting department procedure on translation of materials.
- The DCHS ESJ SharePoint site provides resources for translation and interpreter services.
- The department has not implemented a department policy/procedure for language access.

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

Please see attached spreadsheet for this information.

Section 2: Analysis/prioritization of future needs**1. Have you identified Key gaps existing language access policies, service levels, tracking methods?**

The department's ESJ Community and Education team has set the following priorities:

- Language Access

- Updating King County tools for public facing communication and education to align with the current population's needs and demographics, as one in five county residents speak a language other than English at home or are of limited English speaking (LES) status.
- Making the DCHS homepage available in the six top tier languages by 2020.
- Promoting plain language and culturally competent language as a standard for all online communications and job announcements to make translation and outreach easier.
- Prioritizing language skills in hiring to increase staff ability to serve LES customers.
- Setting up an account for language interpretation services by phone and training at least one person in a public facing role to access the services.
- Training all employees on how to use the language access line.

- Engagement Access

- Develop tools to improve community engagement with County services and opportunities to provide input on projects and initiatives, regardless of neighborhood, immigration status, or primary language; and improve engagement by increasing capacity building outreach and marketing buys with smaller, community-based organizations and media outlets.
- Demonstrate improved interaction, communication, education, and outreach to communities of color, LES communities, and low-income communities through increased number of translated documents and materials, increased number and quality of outreach activities over the previous year, or an increase in participation level of residents at recurring or annual events.
- Demonstrate improved employee engagement through feedback from periodic surveys or focus groups, and increase employee participation in engagement activities.

- Technological Access

- Given the digital divide and that many communities rely on mobile devices to bridge that gap, improve the collaborative use of mobile optimized web pages and social media as an engagement, outreach and feedback tool for the public.
- Include social media campaigns in all communications plans and increase coordination and outreach to include outreach to media services that LES customers and other traditionally underserved communities utilize.

- Improved collaboration and language related tools and resources for employees

- Improve collaboration and language related tools and resources for employees to provide more services to those who are LES and include more of the community's voice in the policy making process.
- At least one person in each division is trained in using standardized process for soliciting and using a vendor for document translation and interpretation.
- Demonstrate inclusion of communities of color, LES communities, and low-income communities in its community outreach efforts.
- Allot budget and resources for translations, interpretation for community events, and ESJ training for staff.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019.

The department has identified priority documents and public communication materials to translate for 2019 and these are listed on the attached spreadsheet "Summary Tab" highlighted in red.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

The department tracks program outcomes by race and ethnicity, however we do not have the data to track language at this time.

Data on disproportionate outcomes by race and ethnicity is tracked and adjustments are made to services on an ongoing basis.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☒ Yes ☐ No Please describe these:

The department has identified limited funds that will be utilized to work toward the goals set for 2019 and 2020. The funds available are not adequate to meet the department needs within the existing 2019-2020 proposed budget.

Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

Please see attached spreadsheet for targeted improvements

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|--|--|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 3 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |

| | | | |
|------------|---|---|---|
| | | | |
| Language 4 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 2 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 3 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 4 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. **Translation Vendor.** You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. **Certified Translator.** You may have your material(s) reviewed by internal staff who are certified in the target language.
3. **Target Audience.** Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------------|---|--|
| Translation | <input type="checkbox"/> Yes Please describe how you measure quality: | <input checked="" type="checkbox"/> No Do you need technical assistance? Not at this time, the departments ESJ team is currently working on this activity. |
| Interpretation | <input type="checkbox"/> Yes Please describe how you measure quality: | <input checked="" type="checkbox"/> No Do you need technical assistance? See above |
| In-Language Outreach | <input type="checkbox"/> Yes Please describe how you measure quality: | <input checked="" type="checkbox"/> No Do you need technical assistance? See above |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

The Department, through the ESJ Plans, Policies and Budget team, is updating its community engagement guide during 2018. The guide will:

- Utilize existing framework to revise the Community Engagement guide for implementation in DCHS.
- Establish a DCHS team as a representative of department programs and divisions
- Designate DCHS Boards and other identified stakeholder groups to review draft tool and provide input and evaluate the effectiveness of language access.

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

DCHS will measure department success using the following metrics:

- Ongoing and continuous progress towards ensuring necessary documents are translated into top tier language by 2020;
- Clearly demonstrated use of department-wide guidance for community vetting of translated materials (i.e., the degree to which work units are utilizing the tool);
- Quantified number of downloads/views of translated documents on the DCHS website;
- HR data showing an increased number of bi or multi-lingual staff, particularly in positions that directly serve clients
- An increase in number of staff trained to use the Language Access Line
- Accounting data showing an increase in the number of LES communities awarded funds through the department procurement processes.

| Complaints | Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint. | | |
|---|--|-----------------------------|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input checked="" type="checkbox"/> Other The majority of the department's services are provided through subcontracts. Subcontractors would advise and post information on the right to file a complaint |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input checked="" type="checkbox"/> Other Please describe. See above response |

| |
|---|
| Please describe how your department handles complaints regarding the provision of language access services. |
|---|

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| | |
|--------------------------|--------------------------|
| Language Access Services | Total Budget Allocated |
| Translation | Not tracked at this time |
| Interpretation | Not tracked at this time |
| In-Language Outreach | Not tracked at this time |
| Ethnic Media Ad-Buys | Not tracked at this time |

Thank you for your attention to making the King County a model county in language access.

Denise Rothleutner

9/12/18

Deputy Director

Date

Immigrant and Refugee Policy & Strategy Analyst

Date

ATTACHMENT B

| Document Name | Department | Division | Type | Category | Translated | Available Language | Future Plans | Year(s) | Notes |
|--|------------|------------------------------|-----------------|---|------------|--------------------|--------------|---------|---|
| Client Notice and Agreement (client copy) – Jail-based Substance Use Disorder (SUD) Assessment | DCHS | Behavioral Health & Recovery | Vital Documents | Application forms | No | English | | | |
| Client Agreement and Acknowledgements Form – Jail-based SUD Assessment | DCHS | Behavioral Health & Recovery | Vital Documents | Consent forms | No | English | | | |
| Release of Confidential Information – Jail-based SUD Assessment | DCHS | Behavioral Health & Recovery | Vital Documents | Consent forms | No | English | | | |
| Consent for SUD Client Lookup – King County Behavioral Health Organizat | DCHS | Behavioral Health & Recovery | Vital Documents | Consent forms | No | English | | | |
| Authorization for Disclosure and Use of SUD Protected Health Information – King County Behavioral Health Organization | DCHS | Behavioral Health & Recovery | Vital Documents | Consent forms | No | English | | | |
| Authorization to Disclose and Rediscover SUD Protected Health Information – King County Behavioral Health Organization | DCHS | Behavioral Health & Recovery | Vital Documents | Consent forms | No | English | | | |
| Authorization to Disclose and Rediscover Protected Health Information – King County Diversion and Reentry Services Section (general) | DCHS | Behavioral Health & Recovery | Vital Documents | Consent forms | No | English | | | |
| Authorization to Disclose and Rediscover Protected Health Information – King County Legal Intervention and Network of Care (LINC) Team | DCHS | Behavioral Health & Recovery | Vital Documents | Consent forms | No | English | | | |
| Authorization to Release Information and/or Photographs – King County Behavioral Health and Recovery Division, MIDD Section | DCHS | Behavioral Health & Recovery | Vital Documents | Consent forms | No | English | | | |
| NOABD (Notice of Adverse Benefit Determination) | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Spanish | Yes | Both | Requirements for these will be different, These letters will need to be developed based on delegation plan, contract requirements, WAC requirements and county ordinance. The language requirements based on contract would include languages commonly used by the population in the service area |
| NOABD (Notice of Adverse Benefit Determination) | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | English | Yes | Both | Requirements for these will be different, These letters will need to be developed based on delegation plan, contract requirements, WAC requirements and county ordinance. The language requirements based on contract would include languages commonly used by the population in the service area |

| | | | | | | | | | |
|---------------|------|------------------------------|-----------------|---|-----|----------|-----|------|---|
| Client Rights | | | | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | | | | | Once Client Rights are developed based on contract requirements and ASO/FIMC WACS, translations will need to be made for languages commonly used by the population in the service area |
| | DCHS | Behavioral Health & Recovery | Vital Documents | | Yes | English | No | | |
| Client Rights | | | | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | | | | | Once Client Rights are developed based on contract requirements and ASO/FIMC WACS, translations will need to be made for languages commonly used by the population in the service area |
| | DCHS | Behavioral Health & Recovery | Vital Documents | | Yes | Amharic | Yes | Both | |
| Client Rights | | | | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | | | | | Once Client Rights are developed based on contract requirements and ASO/FIMC WACS, translations will need to be made for languages commonly used by the population in the service area |
| | DCHS | Behavioral Health & Recovery | Vital Documents | | Yes | Arabic | Yes | Both | |
| Client Rights | | | | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | | | | | Once Client Rights are developed based on contract requirements and ASO/FIMC WACS, translations will need to be made for languages commonly used by the population in the service area |
| | DCHS | Behavioral Health & Recovery | Vital Documents | | Yes | Chinese | Yes | Both | |
| Client Rights | | | | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | | | | | Once Client Rights are developed based on contract requirements and ASO/FIMC WACS, translations will need to be made for languages commonly used by the population in the service area |
| | DCHS | Behavioral Health & Recovery | Vital Documents | | Yes | Korean | Yes | Both | |
| Client Rights | | | | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | | | | | Once Client Rights are developed based on contract requirements and ASO/FIMC WACS, translations will need to be made for languages commonly used by the population in the service area |
| | DCHS | Behavioral Health & Recovery | Vital Documents | | Yes | Russian | Yes | Both | |
| Client Rights | | | | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | | | | | Once Client Rights are developed based on contract requirements and ASO/FIMC WACS, translations will need to be made for languages commonly used by the population in the service area; (old version available online in the following languages: (Amharic, Arabic, Chinese, Kmher, Korean, Loa, Punjabi, Russian, Somali, Spanish, Ukrainian, Vietnamese) |
| | DCHS | Behavioral Health & Recovery | Vital Documents | | Yes | Somali | Yes | Both | |
| Client Rights | | | | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | | | | | Once Client Rights are developed based on contract requirements and ASO/FIMC WACS, translations will need to be made for languages commonly used by the population in the service area; (old version available online in the following languages: (Amharic, Arabic, Chinese, Kmher, Korean, Loa, Punjabi, Russian, Somali, Spanish, Ukrainian, Vietnamese) |
| | DCHS | Behavioral Health & Recovery | Vital Documents | | Yes | Spanish | Yes | Both | |
| Client Rights | | | | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | | | | | Once Client Rights are developed based on contract requirements and ASO/FIMC WACS, translations will need to be made for languages commonly used by the population in the service area |
| | DCHS | Behavioral Health & Recovery | Vital Documents | | Yes | Ukranian | Yes | Both | |

| | | | | | | | | | |
|---|------|------------------------------|-----------------|---|-----|---|-----|------|---|
| Client Rights | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Vietnamese | Yes | Both | Once Client Rights are developed based on contract requirements and ASO/FIMC WACS, translations will need to be made for languages commonly used by the population in the service area |
| Client Rights | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Other (Include other languages in Notes Column) | Yes | Both | Once Client Rights are developed based on contract requirements and ASO/FIMC WACS, translations will need to be made for languages commonly used by the population in the service area; (old version available online in the following languages: (Amharic, Arabic, Chinese, <i>Kmher</i> , Korean, <i>Loa</i> , <i>Punjabi</i> , Russian, Somali, Spanish, Ukrainian, Vietnamese) |
| Authorization (Notice of Service) letters | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | English | No | Both | Requirements for these will be different, These letters will need to be developed based on delegation plan, contract requirements, WAC requirements and county ordinance. Translations will be needed for: languages commonly used by the population in the service area |
| Authorization (Notice of Service) letters | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Spanish | No | Both | Requirements for these will be different, These letters will need to be developed based on delegation plan, contract requirements, WAC requirements and county ordinance. Translations will be needed for: languages commonly used by the population in the service area |
| NOPP (Notice of Privacy Practices) | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Amharic | Yes | Both | Need to determine what needs to be changed for this for ASO and IPA--then translate into the prevalent languages. |
| NOPP (Notice of Privacy Practices) | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Arabic | Yes | Both | Need to determine what needs to be changed for this for ASO and IPA--then translate into the prevalent languages. |
| NOPP (Notice of Privacy Practices) | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Chinese | Yes | Both | Need to determine what needs to be changed for this for ASO and IPA--then translate into the prevalent languages. |
| NOPP (Notice of Privacy Practices) | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | English | Yes | Both | Need to determine what needs to be changed for this for ASO and IPA--then translate into the prevalent languages. |
| NOPP (Notice of Privacy Practices) | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Korean | Yes | Both | Need to determine what needs to be changed for this for ASO and IPA--then translate into the prevalent languages. |

| | | | | | | | | | |
|---------------------------------------|------|------------------------------|-----------------|---|-----|---|-----|------|--|
| NOPP (Notice of Privacy Practices) | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Russian | Yes | Both | Need to determine what needs to be changed for this for ASO and IPA--then translate into the prevalent languages. |
| NOPP (Notice of Privacy Practices) | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Somali | Yes | Both | Need to determine what needs to be changed for this for ASO and IPA--then translate into the prevalent languages. |
| NOPP (Notice of Privacy Practices) | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Ukrainian | Yes | Both | Need to determine what needs to be changed for this for ASO and IPA--then translate into the prevalent languages. |
| NOPP (Notice of Privacy Practices) | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Vietnamese | Yes | Both | Need to determine what needs to be changed for this for ASO and IPA--then translate into the prevalent languages. |
| NOPP (Notice of Privacy Practices) | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Other (Include other languages in Notes Column) | Yes | Both | Need to determine what needs to be changed for this for ASO and IPA--then translate into the prevalent languages. <u>Other Languages: Khmer, Loq, Punjabi</u> |
| EPSDT Information | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Amharic | Yes | Both | are currently only sending notifications in English and Spanish. Needs to be evaluated and developed based on delegation plan, contract requirements, WAC requirements and county ordinance. |
| EPSDT Information | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Arabic | Yes | Both | are currently only sending notifications in English and Spanish. Needs to be evaluated and developed based on delegation plan, contract requirements, WAC requirements and county ordinance. |
| EPSDT Information | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Chinese | Yes | Both | are currently only sending notifications in English and Spanish. Needs to be evaluated and developed based on delegation plan, contract requirements, WAC requirements and county ordinance. |
| EPSDT Information | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | English | Yes | Both | are currently only sending notifications in English and Spanish. Needs to be evaluated and developed based on delegation plan, contract requirements, WAC requirements and county ordinance. |
| EPSDT Information | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Korean | Yes | Both | are currently only sending notifications in English and Spanish. Needs to be evaluated and developed based on delegation plan, contract requirements, WAC requirements and county ordinance. |

| | | | | | | | | | |
|---|------|---|-----------------|---|-----|---|-----|------|--|
| EPSDT Information | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Russian | Yes | Both | are currently only sending notifications in English and Spanish. Needs to be evaluated and developed based on delegation plan, contract requirements, WAC requirements and county ordinance. |
| EPSDT Information | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Somali | Yes | Both | are currently only sending notifications in English and Spanish. Needs to be evaluated and developed based on delegation plan, contract requirements, WAC requirements and county ordinance. |
| EPSDT Information | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Spanish | Yes | Both | are currently only sending notifications in English and Spanish. Needs to be evaluated and developed based on delegation plan, contract requirements, WAC requirements and county ordinance. |
| EPSDT Information | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Ukrainian | Yes | Both | are currently only sending notifications in English and Spanish. Needs to be evaluated and developed based on delegation plan, contract requirements, WAC requirements and county ordinance. |
| EPSDT Information | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Vietnamese | Yes | Both | are currently only sending notifications in English and Spanish. Needs to be evaluated and developed based on delegation plan, contract requirements, WAC requirements and county ordinance. |
| EPSDT Information | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | Other (Include other languages in Notes Column) | Yes | Both | are currently only sending notifications in English and Spanish. Needs to be evaluated and developed based on delegation plan, contract requirements, WAC requirements and county ordinance. <i>Other Languages: Khmer, Lao, Punjabi</i> |
| Appeal and Grievance Notices | DCHS | Behavioral Health & Recovery | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | No | English | Yes | 2019 | Available in languages other than English upon request. Needs to be evaluated and developed based on delegation plan, contract requirements, WAC requirements and county ordinance. Then translated into the prevalent languages |
| Grievance Form | DCHS | Behavioral Health & Recovery | Vital Documents | Complaint forms | No | English | Yes | 2019 | Available in languages other than English upon request. Evaluate how form will be different, and translate at least to Spanish. |
| Posters with Client Rights | DCHS | Behavioral Health & Recovery | Vital Documents | Posters | Yes | English | Yes | 2019 | Available in multiple languages, but with old version of rights. Needs to be evaluated and developed based on delegation plan, contract requirements, WAC requirements and county ordinance |
| Client ROIs (otherwise know as consents and authorizations) for treatment and for data sharing. | DCHS | Behavioral Health & Recovery | Vital Documents | Consent forms | No | English | No | | |
| HMIS Consent & ROI | DCHS | Housing, Homelessness and Community Development | Vital Documents | Consent forms | Yes | English | No | | |

| | | | | | | | | | |
|---|------|---|-----------------|-------------------|-----|---|----|--|---|
| HMIS Consent & ROI | DCHS | Housing, Homelessness and Community Development | Vital Documents | Consent forms | Yes | Amharic | No | | |
| HMIS Consent & ROI | DCHS | Housing, Homelessness and Community Development | Vital Documents | Consent forms | Yes | Chinese | No | | |
| HMIS Consent & ROI | DCHS | Housing, Homelessness and Community Development | Vital Documents | Consent forms | Yes | Korean | No | | |
| HMIS Consent & ROI | DCHS | Housing, Homelessness and Community Development | Vital Documents | Consent forms | Yes | Russian | No | | |
| HMIS Consent & ROI | DCHS | Housing, Homelessness and Community Development | Vital Documents | Consent forms | Yes | Somali | No | | |
| HMIS Consent & ROI | DCHS | Housing, Homelessness and Community Development | Vital Documents | Consent forms | Yes | Spanish | No | | |
| HMIS Consent & ROI | DCHS | Housing, Homelessness and Community Development | Vital Documents | Consent forms | Yes | Ukrainian | No | | |
| HMIS Consent & ROI | DCHS | Housing, Homelessness and Community Development | Vital Documents | Consent forms | Yes | Vietnamese | No | | |
| HMIS Consent & ROI | DCHS | Housing, Homelessness and Community Development | Vital Documents | Consent forms | Yes | Other (Include other languages in Notes Column) | No | | <i>Other Available Languages: Khmer, Laotian, Punjabi, Braille</i> |
| YFHPI Participant agreement & RCT Consent | DCHS | Children & Youth Services | Vital Documents | Consent forms | Yes | English | No | | |
| YFHPI Participant agreement & RCT Consent | DCHS | Children & Youth Services | Vital Documents | Consent forms | Yes | Amharic | No | | |
| YFHPI Participant agreement & RCT Consent | DCHS | Children & Youth Services | Vital Documents | Consent forms | Yes | Chinese | No | | |
| YFHPI Participant agreement & RCT Consent | DCHS | Children & Youth Services | Vital Documents | Consent forms | Yes | Russian | No | | |
| YFHPI Participant agreement & RCT Consent | DCHS | Children & Youth Services | Vital Documents | Consent forms | Yes | Other (Include other languages in Notes Column) | No | | <i>Other Available Languages: Farsi, French, Hindi, Japanese, Lao, Punjabi, Tagalog, Urdu</i> |
| EER KC Application | DCHS | Adult Services | Vital Documents | Application forms | Yes | English | No | | |
| EER KC Application | DCHS | Adult Services | Vital Documents | Application forms | Yes | Spanish | No | | |
| EER KC Assessment | DCHS | Adult Services | Vital Documents | Other | Yes | English | No | | |
| EER KC Assessment | DCHS | Adult Services | Vital Documents | Other | Yes | Spanish | No | | |

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| EER KC EEO Form (Equal Opportunity) | DCHS | Adult Services | Vital Documents | Other | Yes | English | No | | |
| EER KC EEO Form (Equal Opportunity) | DCHS | Adult Services | Vital Documents | Other | Yes | Spanish | No | | |
| EER KC Grievance Form | DCHS | Adult Services | Vital Documents | Complaint forms | Yes | English | No | | |
| EER KC Grievance Form | DCHS | Adult Services | Vital Documents | Complaint forms | Yes | Spanish | No | | |
| EER KC Release of Information | DCHS | Adult Services | Vital Documents | Consent forms | Yes | English | No | | |
| EER KC Release of Information | DCHS | Adult Services | Vital Documents | Consent forms | Yes | Spanish | No | | |
| ESIT Authorization for Release of Records | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Amharic | No | | |
| ESIT Authorization for Release of Records | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Arabic | No | | |
| ESIT Authorization for Release of Records | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Chinese | No | | |
| ESIT Authorization for Release of Records | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | English | No | | |
| ESIT Authorization for Release of Records | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Korean | No | | |
| ESIT Authorization for Release of Records | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Other (Include other languages in Notes Column) | No | | Other Languages Included: Bengali, Cambodian, Farsi, French, German, Japanese, Laotian, Oromo, Punjabi, Tagalog, Telugu, Urdu |
| ESIT Authorization for Release of Records | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Russian | No | | |
| ESIT Authorization for Release of Records | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Somali | No | | |

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|--|------|--|-----------------|---------------|-----|---|----|--|---|
| ESIT Authorization for Release of Records | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Spanish | No | | |
| ESIT Authorization for Release of Records | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Vietnamese | No | | |
| ESIT Confirmation of Individualized Family Service Plan Schedule | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Amharic | No | | |
| ESIT Confirmation of Individualized Family Service Plan Schedule | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Arabic | No | | |
| ESIT Confirmation of Individualized Family Service Plan Schedule | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Chinese | No | | |
| ESIT Confirmation of Individualized Family Service Plan Schedule | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | English | No | | |
| ESIT Confirmation of Individualized Family Service Plan Schedule | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Korean | No | | |
| ESIT Confirmation of Individualized Family Service Plan Schedule | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Other (Include other languages in Notes Column) | No | | Other Languages Included: Bengali, Cambodian, Farsi, French, German, Japanese, Laotian, Oromo, Punjabi, Tagalog, Telugu, Urdu |
| ESIT Confirmation of Individualized Family Service Plan Schedule | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Russian | No | | |
| ESIT Confirmation of Individualized Family Service Plan Schedule | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Somali | No | | |

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| ESIT Confirmation of Individualized Family Service Plan Schedule | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Spanish | No | | |
| ESIT Confirmation of Individualized Family Service Plan Schedule | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Vietnamese | No | | |
| ESIT Declining One or More Early Intervention Services | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Amharic | No | | |
| ESIT Declining One or More Early Intervention Services | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Arabic | No | | |
| ESIT Declining One or More Early Intervention Services | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Chinese | No | | |
| ESIT Declining One or More Early Intervention Services | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | English | No | | |
| ESIT Declining One or More Early Intervention Services | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Korean | No | | |
| ESIT Declining One or More Early Intervention Services | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Other (Include other languages in Notes Column) | No | | Other Languages Included: Bengali, Cambodian, Farsi, French, German, Japanese, Laotian, Oromo, Punjabi, Tagalog, Telugu, Urdu |
| ESIT Declining One or More Early Intervention Services | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Russian | No | | |
| ESIT Declining One or More Early Intervention Services | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Somali | No | | |

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|--|------|--|-----------------|-------|-----|---|----|---|--|
| ESIT Declining One or More Early Intervention Services | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Spanish | No | | |
| ESIT Declining One or More Early Intervention Services | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Vietnamese | No | | |
| ESIT Declining Participation in the ESIT Program | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Amharic | No | | |
| ESIT Declining Participation in the ESIT Program | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Arabic | No | | |
| ESIT Declining Participation in the ESIT Program | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Chinese | No | | |
| ESIT Declining Participation in the ESIT Program | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | English | No | | |
| ESIT Declining Participation in the ESIT Program | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Korean | No | | |
| ESIT Declining Participation in the ESIT Program | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Other (Include other languages in Notes Column) | No | Other Languages Included: Bengali, Cambodian, Farsi, French, German, Japanese, Laotian, Oromo, Punjabi, Tagalog, Telugu, Urdu | |
| ESIT Declining Participation in the ESIT Program | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Russian | No | | |
| ESIT Declining Participation in the ESIT Program | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Somali | No | | |

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|--|------|--|-----------------|-------|-----|---|----|--|---|
| ESIT Declining Participation in the ESIT Program | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Spanish | No | | |
| ESIT Declining Participation in the ESIT Program | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Vietnamese | No | | |
| ESIT Family Cost Participation (FCP) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Amharic | No | | |
| ESIT Family Cost Participation (FCP) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Arabic | No | | |
| ESIT Family Cost Participation (FCP) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Chinese | No | | |
| ESIT Family Cost Participation (FCP) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | English | No | | |
| ESIT Family Cost Participation (FCP) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Korean | No | | |
| ESIT Family Cost Participation (FCP) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Other (Include other languages in Notes Column) | No | | Other Languages Included: Bengali, Cambodian, Farsi, French, German, Japanese, Laotian, Oromo, Punjabi, Tagalog, Telugu, Urdu |
| ESIT Family Cost Participation (FCP) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Russian | No | | |
| ESIT Family Cost Participation (FCP) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Somali | No | | |

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|---|------|--|-----------------|-------|-----|---|----|--|---|
| ESIT Family Cost Participation (FCP) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Spanish | No | | |
| ESIT Family Cost Participation (FCP) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Vietnamese | No | | |
| ESIT Family Cost Participation Guidelines | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Amharic | No | | |
| ESIT Family Cost Participation Guidelines | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Arabic | No | | |
| ESIT Family Cost Participation Guidelines | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Chinese | No | | |
| ESIT Family Cost Participation Guidelines | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | English | No | | |
| ESIT Family Cost Participation Guidelines | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Korean | No | | |
| ESIT Family Cost Participation Guidelines | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Other (Include other languages in Notes Column) | No | | Other Languages Included: Bengali, Cambodian, Farsi, French, German, Japanese, Laotian, Oromo, Punjabi, Tagalog, Telugu, Urdu |
| ESIT Family Cost Participation Guidelines | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Russian | No | | |
| ESIT Family Cost Participation Guidelines | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Somali | No | | |

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|---|------|--|-----------------|-------|-----|---|----|--|---|
| ESIT Family Cost Participation Guidelines | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Spanish | No | | |
| ESIT Family Cost Participation Guidelines | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Vietnamese | No | | |
| ESIT Family Outcomes Cover Letter | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Amharic | No | | |
| ESIT Family Outcomes Cover Letter | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Arabic | No | | |
| ESIT Family Outcomes Cover Letter | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Chinese | No | | |
| ESIT Family Outcomes Cover Letter | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | English | No | | |
| ESIT Family Outcomes Cover Letter | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Korean | No | | |
| ESIT Family Outcomes Cover Letter | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Other (Include other languages in Notes Column) | No | | Other Languages Included: Bengali, Cambodian, Farsi, French, German, Japanese, Laotian, Oromo, Punjabi, Tagalog, Telugu, Urdu |
| ESIT Family Outcomes Cover Letter | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Russian | No | | |
| ESIT Family Outcomes Cover Letter | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Somali | No | | |

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|-----------------------------------|-------|--|-----------------|-------|-----|---|----|--|---|
| ESIT Family Outcomes Cover Letter | DCH-S | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Spanish | No | | |
| ESIT Family Outcomes Cover Letter | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Vietnamese | No | | |
| ESIT Family Outcomes Survey | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Amharic | No | | |
| ESIT Family Outcomes Survey | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Arabic | No | | |
| ESIT Family Outcomes Survey | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Chinese | No | | |
| ESIT Family Outcomes Survey | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | English | No | | |
| ESIT Family Outcomes Survey | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Korean | No | | |
| ESIT Family Outcomes Survey | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Other (Include other languages in Notes Column) | No | | Other Languages Included: Bengali, Cambodian, Farsi, French, German, Japanese, Laotian, Oromo, Punjabi, Tagalog, Telugu, Urdu |
| ESIT Family Outcomes Survey | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Russian | No | | |
| ESIT Family Outcomes Survey | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Somali | No | | |

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| ESIT Family Outcomes Suvey | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Spanish | No | | |
| ESIT Family Outcomes Suvey | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Vietnamese | No | | |
| ESIT Formal Dispute Resolution Request | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Amharic | No | | |
| ESIT Formal Dispute Resolution Request | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Arabic | No | | |
| ESIT Formal Dispute Resolution Request | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Chinese | No | | |
| ESIT Formal Dispute Resolution Request | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | English | No | | |
| ESIT Formal Dispute Resolution Request | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Korean | No | | |
| ESIT Formal Dispute Resolution Request | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Other (Include other languages in Notes Column) | No | | Other Languages Included: Bengali, Cambodian, Farsi, French, German, Japanese, Laotian, Oromo, Punjabi, Tagalog, Telugu, Urdu |
| ESIT Formal Dispute Resolution Request | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Russian | No | | |
| ESIT Formal Dispute Resolution Request | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Somali | No | | |

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| ESIT Formal Dispute Resolution Request | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Spanish | No | | |
| ESIT Formal Dispute Resolution Request | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Vietnamese | No | | |
| ESIT Individualized Family Service Plan | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Amharic | No | | |
| ESIT Individualized Family Service Plan | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Arabic | No | | |
| ESIT Individualized Family Service Plan | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Chinese | No | | |
| ESIT Individualized Family Service Plan | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | English | No | | |
| ESIT Individualized Family Service Plan | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Korean | No | | |
| ESIT Individualized Family Service Plan | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Other (Include other languages in Notes Column) | No | | Other Languages Included: Bengali, Cambodian, Farsi, French, German, Japanese, Laotian, Oromo, Punjabi, Tagalog, Telugu, Urdu |
| ESIT Individualized Family Service Plan | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Russian | No | | |
| ESIT Individualized Family Service Plan | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Somali | No | | |

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|---|------|--|-----------------|---------------|-----|---|----|--|---|
| ESIT Individualized Family Service Plan | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Spanish | No | | |
| ESIT Individualized Family Service Plan | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Vietnamese | No | | |
| ESIT Notice and Consent for Evaluation/Assessment | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Amharic | No | | |
| ESIT Notice and Consent for Evaluation/Assessment | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Arabic | No | | |
| ESIT Notice and Consent for Evaluation/Assessment | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Chinese | No | | |
| ESIT Notice and Consent for Evaluation/Assessment | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | English | No | | |
| ESIT Notice and Consent for Evaluation/Assessment | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Korean | No | | |
| ESIT Notice and Consent for Evaluation/Assessment | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Other (Include other languages in Notes Column) | No | | Other Languages Included: Bengali, Cambodian, Farsi, French, German, Japanese, Laotian, Oromo, Punjabi, Tagalog, Telugu, Urdu |
| ESIT Notice and Consent for Evaluation/Assessment | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Russian | No | | |
| ESIT Notice and Consent for Evaluation/Assessment | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Somali | No | | |

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| ESIT Notice and Consent for Evaluation/Assessment | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Spanish | No | | |
| ESIT Notice and Consent for Evaluation/Assessment | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Vietnamese | No | | |
| ESIT Notice and Consent for Screening | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Amharic | No | | |
| ESIT Notice and Consent for Screening | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Arabic | No | | |
| ESIT Notice and Consent for Screening | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Chinese | No | | |
| ESIT Notice and Consent for Screening | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | English | No | | |
| ESIT Notice and Consent for Screening | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Korean | No | | |
| ESIT Notice and Consent for Screening | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Other (Include other languages in Notes Column) | No | | Other Languages Included: Bengali, Cambodian, Farsi, French, German, Japanese, Laotian, Oromo, Punjabi, Tagalog, Telugu, Urdu |
| ESIT Notice and Consent for Screening | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Russian | No | | |
| ESIT Notice and Consent for Screening | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Somali | No | | |

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|---------------------------------------|------|--|-----------------|---------------|-----|---|----|--|---|
| ESIT Notice and Consent for Screening | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Spanish | No | | |
| ESIT Notice and Consent for Screening | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Vietnamese | No | | |
| ESIT Parent Prior Written Notice | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Amharic | No | | |
| ESIT Parent Prior Written Notice | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Arabic | No | | |
| ESIT Parent Prior Written Notice | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Chinese | No | | |
| ESIT Parent Prior Written Notice | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | English | No | | |
| ESIT Parent Prior Written Notice | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Korean | No | | |
| ESIT Parent Prior Written Notice | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Other (Include other languages in Notes Column) | No | | Other Languages Included: Bengali, Cambodian, Farsi, French, German, Japanese, Laotian, Oromo, Punjabi, Tagalog, Telugu, Urdu |
| ESIT Parent Prior Written Notice | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Russian | No | | |
| ESIT Parent Prior Written Notice | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Somali | No | | |

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|---|------|--|-----------------|-------|-----|---|----|---|--|
| ESIT Parent Prior Written Notice | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Spanish | No | | |
| ESIT Parent Prior Written Notice | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Vietnamese | No | | |
| ESIT Parents Rights Procedural Safeguards | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Amharic | No | | |
| ESIT Parents Rights Procedural Safeguards | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Arabic | No | | |
| ESIT Parents Rights Procedural Safeguards | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Chinese | No | | |
| ESIT Parents Rights Procedural Safeguards | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | English | No | | |
| ESIT Parents Rights Procedural Safeguards | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Korean | No | | |
| ESIT Parents Rights Procedural Safeguards | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Other (Include other languages in Notes Column) | No | Other Languages Included: Bengali, Cambodian, Farsi, French, German, Japanese, Laotian, Oromo, Punjabi, Tagalog, Telugu, Urdu | |
| ESIT Parents Rights Procedural Safeguards | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Russian | No | | |
| ESIT Parents Rights Procedural Safeguards | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Somali | No | | |

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|--|------|--|-----------------|---------------|-----|---|----|--|---|
| ESIT Parents Rights Procedural Safeguards | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Spanish | No | | |
| ESIT Parents Rights Procedural Safeguards | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Vietnamese | No | | |
| ESIT Prior Written Notice, Consent to Access Public and/or Private Insurance, Income and Expense Verification form | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Amharic | No | | |
| ESIT Prior Written Notice, Consent to Access Public and/or Private Insurance, Income and Expense Verification form | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Arabic | No | | |
| ESIT Prior Written Notice, Consent to Access Public and/or Private Insurance, Income and Expense Verification form | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Chinese | No | | |
| ESIT Prior Written Notice, Consent to Access Public and/or Private Insurance, Income and Expense Verification form | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | English | No | | |
| ESIT Prior Written Notice, Consent to Access Public and/or Private Insurance, Income and Expense Verification form | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Korean | No | | |
| ESIT Prior Written Notice, Consent to Access Public and/or Private Insurance, Income and Expense Verification form | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Other (Include other languages in Notes Column) | No | | Other Languages Included: Bengali, Cambodian, Farsi, French, German, Japanese, Laotian, Oromo, Punjabi, Tagalog, Telugu, Urdu |
| ESIT Prior Written Notice, Consent to Access Public and/or Private Insurance, Income and Expense Verification form | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Russian | No | | |
| ESIT Prior Written Notice, Consent to Access Public and/or Private Insurance, Income and Expense Verification form | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Somali | No | | |

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| ESIT Prior Written Notice, Consent to Access Public and/or Private Insurance, Income and Expense Verification form | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Spanish | No | | |
| ESIT Prior Written Notice, Consent to Access Public and/or Private Insurance, Income and Expense Verification form | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Consent forms | Yes | Vietnamese | No | | |
| ESIT Systems and Payments and Fees Policy | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Amharic | No | | |
| ESIT Systems and Payments and Fees Policy | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Arabic | No | | |
| ESIT Systems and Payments and Fees Policy | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Chinese | No | | |
| ESIT Systems and Payments and Fees Policy | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | English | No | | |
| ESIT Systems and Payments and Fees Policy | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Korean | No | | |
| ESIT Systems and Payments and Fees Policy | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Other (Include other languages in Notes Column) | No | Other Languages Included: Bengali, Cambodian, Farsi, French, German, Japanese, Laotian, Oromo, Punjabi, Tagalog, Telugu, Urdu | |
| ESIT Systems and Payments and Fees Policy | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Russian | No | | |
| ESIT Systems and Payments and Fees Policy | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Somali | No | | |

| | | | | | | | | | |
|--|------|--|-----------------|---|-----|------------|----|--|---|
| ESIT Systems and Payments and Fees Policy | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Spanish | No | | |
| ESIT Systems and Payments and Fees Policy | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | Vietnamese | No | | |
| P-5 Parent Rights Brochure | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Yes | English | No | | apparently translated but not sure into what languages. |
| P-5 Transitioning at Age Three - links to WA State Department of Early Learning website. | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Other | Yes | English | No | | apparently translated but not sure into what languages. |
| P-5 Your Rights and Complaints - Due Process Hearing | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Notices of availability of free language assistance | Yes | English | No | | translated into "7 or 8 languages" but not sure what languages. |
| P-5 Referral Form | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Application forms | No | English | No | | "we should translate these" but they might already be translated??? |
| P-5 Brochure and Referral Form | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Application forms | No | English | No | | "we should translate these" but they might already be translated??? |
| S2W Application(s) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Application forms | Yes | Chinese | No | | |
| S2W Application(s) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Application forms | Yes | English | No | | |
| S2W Application(s) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Application forms | Yes | Korean | No | | |

| | | | | | | | | | |
|---|------|--|-----------------|-------------------|-----|---|-----|------|---|
| S2W Application(s) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Application forms | Yes | Russian | No | | |
| S2W Application(s) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Application forms | Yes | Somali | No | | |
| S2W Application(s) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Application forms | Yes | Spanish | No | | |
| S2W Application(s) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Application forms | Yes | Vietnamese | No | | |
| S2W Brochure | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Brochures | No | English | Yes | Both | |
| AS Client Complaint Policy (DSHS 22-1113) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Complaint forms | Yes | English | | | In partnership with DSHS/DDA, we also sometimes reference or provide the information/brochures listed below to individuals and families, which are translated by DDA. |
| AS Client Complaint Policy (DSHS 22-1113) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Complaint forms | Yes | Korean | | | |
| AS Client Complaint Policy (DSHS 22-1113) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Complaint forms | Yes | Russian | | | |
| AS Client Complaint Policy (DSHS 22-1113) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Complaint forms | Yes | Other (Include other languages in Notes Column) | | | Other Languages included: Bengali, Cambodian, Laotian |
| AS Client Complaint Policy (DSHS 22-1113) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Complaint forms | Yes | Spanish | | | |

| | | | | | | | | |
|--|------|--|-----------------|-----------------|-----|---|--|---|
| AS Client Complaint Policy (DSHS 22-1113) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Complaint forms | Yes | Vietnamese | | |
| AS Employment Support Services for Adults with Developmental Disabilities (DSHS 22-1463) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Pamphlets | Yes | English | | In partnership with DSHS/DDA, we also sometimes reference or provide the information/brochures listed below to individuals and families, which are translated by DDA. |
| AS Employment Support Services for Adults with Developmental Disabilities (DSHS 22-1463) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Pamphlets | Yes | Korean | | |
| AS Employment Support Services for Adults with Developmental Disabilities (DSHS 22-1463) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Pamphlets | Yes | Other (Include other languages in Notes Column) | | Other Languages included: Bengali, Cambodian, Laotian |
| AS Employment Support Services for Adults with Developmental Disabilities (DSHS 22-1463) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Pamphlets | Yes | Russian | | |
| AS Employment Support Services for Adults with Developmental Disabilities (DSHS 22-1463) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Pamphlets | Yes | Somali | | |
| AS Employment Support Services for Adults with Developmental Disabilities (DSHS 22-1463) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Pamphlets | Yes | Somali | | |
| AS Employment Support Services for Adults with Developmental Disabilities (DSHS 22-1463) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Pamphlets | Yes | Vietnamese | | |
| AS Home and Community Based Waiver (22-605) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Pamphlets | Yes | English | | In partnership with DSHS/DDA, we also sometimes reference or provide the information/brochures listed below to individuals and families, which are translated by DDA. |
| AS Home and Community Based Waiver (22-605) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Pamphlets | Yes | Other (Include other languages in Notes Column) | | Other Languages included: Bengali, Cambodian, Laotian |

| | | | | | | | | | |
|---|------|--|-----------------|-----------|-----|---|--|--|---|
| AS Home and Community Based Waiver (22-605) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Pamphlets | Yes | Russian | | | |
| AS Home and Community Based Waiver (22-605) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Pamphlets | Yes | Somali | | | |
| AS Home and Community Based Waiver (22-605) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Pamphlets | Yes | Somali | | | |
| AS Home and Community Based Waiver (22-605) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Pamphlets | Yes | Vietnamese | | | |
| AS Road Map to Services (DSHS 22-822) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Pamphlets | Yes | English | | | In partnership with DSHS/DDA, we also sometimes reference or provide the information/brochures listed below to individuals and families, which are translated by DDA. |
| AS Road Map to Services (DSHS 22-822) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Pamphlets | Yes | Korean | | | |
| AS Road Map to Services (DSHS 22-822) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Pamphlets | Yes | Other (Include other languages in Notes Column) | | | Other Languages included: Bengali, Cambodian, Laotian |
| AS Road Map to Services (DSHS 22-822) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Pamphlets | Yes | Russian | | | |
| AS Road Map to Services (DSHS 22-822) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Pamphlets | Yes | Somali | | | |
| AS Road Map to Services (DSHS 22-822) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Pamphlets | Yes | Somali | | | |

| | | | | | | | | | |
|--|------|--|-----------------|---|-----|------------|-----|------|--|
| AS Road Map to Services (DSHS 22-822) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Pamphlets | Yes | Vietnamese | | | |
| AS Who What Where How: DDA Supports and Services (DSHS 22-722) | DCHS | Developmental Disabilities & Healthy Childhood Development | Vital Documents | Pamphlets | Yes | English | | | In partnership with DSHS/DDA, we also sometimes reference or provide the information/brochures listed below to individuals and families, which are translated by DDA. |
| Housing Repair Application Forms | DCHS | Housing, Homelessness and Community Development | Vital Documents | Application forms | No | English | No | | |
| Housing Repair RFPs | DCHS | Housing, Homelessness and Community Development | Vital Documents | Application forms | No | English | No | | |
| VSHSL Key Documents (not specified) | DCHS | Adult Services | Vital Documents | Other | No | English | Yes | Both | Veterans programs have dedicated translation and interpretation funding in the 2019-2023 VSHSL implementation plan. There is some program-specific tailoring to do here because of the characteristics of the veteran population—Spanish translations may be helpful for some veteran family members, but we are likely to prioritize translations that are effective for sight or hearing limited populations (braille or ASL). |
| Senior Programming Documents (not specified) | DCHS | Adult Services | Vital Documents | Other | No | English | Yes | Both | As seniors programming ramps up over the next 18 months, all VSHSL-funded contractors will be required to translate key documents into Spanish and selected Tier II languages. As with Veterans, the VSHSL's 2019-23 Implementation Plan has dedicated funding for these purposes. |
| Vulnerable Populations Programming Documents | DCHS | Adult Services | Vital Documents | Other | No | English | Yes | Both | As Vuln. Pops. programming ramps up over the next 18 months, all VSHSL-funded contractors will be required to translate key documents into Spanish and selected Tier II languages. As with Veterans & Seniors, the VSHSL's 2019-23 implementation Plan has dedicated funding for these purposes. |
| WISe Status Letter(s) | DCHS | Children & Youth Services | Vital Documents | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | No | English | Yes | 2019 | To be translated into Spanish |

| Attachment B- TRANSLATION SUMMARY | | | | |
|--|-----------------------|--------------------------------|------------|-------------|
| NUMBER OF DOCUMENTS BY DIVISION | | | | |
| Count | | | | |
| Division | (blank) | Not Translated | Translated | Grand Total |
| (blank) | 2 | | | 2 |
| (blank) | 2 | | | 2 |
| Adult Services | | 7 | 7 | 14 |
| Public Communication Materials | | 4 | 2 | 6 |
| Vital Documents | | 3 | 5 | 8 |
| Behavioral Health & Recovery | | 20 | 10 | 30 |
| Other | | 2 | | 2 |
| Public Communication Materials | | 6 | 4 | 10 |
| Vital Documents | | 12 | 6 | 18 |
| Children & Youth Services | | 4 | 17 | 21 |
| Other | | | 1 | 1 |
| Public Communication Materials | | 3 | 15 | 18 |
| Vital Documents | | 1 | 1 | 2 |
| Developmental Disabilities & Healthy Childhood Development | | 12 | 32 | 44 |
| Public Communication Materials | | 9 | 7 | 16 |
| Vital Documents | | 3 | 25 | 28 |
| Housing, Homelessness and Community Development | 1 | 13 | 3 | 17 |
| Other | 1 | | | 1 |
| Public Communication Materials | | 11 | 2 | 13 |
| Vital Documents | | 2 | 1 | 3 |
| Grand Total | 3 | 56 | 69 | 128 |
| | | | | |
| | | | | |
| NUMBER OF DOCUMENTS TRANSLATED INTO SPANISH & NUMBER THAT STILL NEED TRANSLATION | | | | |
| Translated | Translated | | | |
| Available Language | Spanish | | | |
| Division | Translated in Spanish | Needs Translation into Spanish | | |
| Adult Services | 7 | 7 | | |
| Public Communication Materials | 2 | 4 | | |
| Vital Documents | 5 | 3 | | |
| Behavioral Health & Recovery | 8 | 22 | | |
| Other | | 2 | | |
| Public Communication Materials | 4 | 6 | | |
| Vital Documents | 4 | 14 | | |
| Children & Youth Services | 12 | 9 | | |
| Other | 1 | 0 | | |
| Public Communication Materials | 11 | 7 | | |
| Vital Documents | | 2 | | |
| Developmental Disabilities & Healthy Childhood Development | 23 | 21 | | |
| Public Communication Materials | 5 | 11 | | |
| Vital Documents | 18 | 10 | | |
| Housing, Homelessness and Community Development | 3 | 13 | | |
| Other | | 0 | | |
| Public Communication Materials | 2 | 11 | | |
| Vital Documents | 1 | 2 | | |
| Grand Total | 53 | 72 | | |
| | | | | |
| | | | | |

ATTACHMENT B

| Department | Division | Document Type 1 | Document Sub-Type | Available Language | Future Plans | Year(s) | Translated | |
|------------|--|--------------------------------|---|---|--------------|---------|------------|--|
| DCHS | Adult Services | Public Communication Materials | Advertisements in printed publications | Amharic | Yes | 2019 | Yes | |
| | Behavioral Health & Recovery | Vital Documents | Application forms | Arabic | No | 2020 | No | |
| | Children & Youth Services | Other | Billboards | Chinese | | Both | | |
| | Developmental Disabilities & Healthy Childhood Development | | Booklets | English | | | | |
| | Director's Office | | Brochures | Korean | | | | |
| | Housing, Homeslessness and Community Development | | | Other (Include other languages in Notes Column) | | | | |
| | | | Complaint forms | | | | | |
| | | | Consent forms | Russian | | | | |
| | | | Emergency messages & alerts | Somali | | | | |
| | | | Fact Sheet | Spanish | | | | |
| | | | Notices of availability of free language assistance | Ukrainian | | | | |
| | | | Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services | Vietnamese | | | | |
| | | | Other | | | | | |
| | | | Other - Subcontracted | | | | | |
| | | | Pamphlets | | | | | |
| | | | Posters | | | | | |
| | | | Summary explanations of department's direct services | | | | | |
| | | | | | | | | |

Attachment C

Language Access Plan Cover Page

This cover page should be completed and attached to all completed division plans. This cover page should be filled out by the Department Liaison(s) for Language Access and approved by the department director.

Introduction

From Ordinance 18665:

King County and all its contractors shall provide free interpretation and translation services as required by this chapter to limited-English-proficient persons. When a limited-English-proficient person seeks or receives benefits or services from a local agency, office or contractor, the agency, office or contractor shall make reasonable efforts provide prompt interpretation services in all interactions with the person, whether the interaction is done remotely or in person. King County agencies and offices shall either employ sufficient qualified bilingual employees or contract with remote language services to provide interpretation services in languages spoken by limited-English proficient county residents.

2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

3. Where an application or form administered by King County requires completion in English by a limited-English-proficient person for submission to a local, state or federal authority, King County or its contractor shall make reasonable efforts to provide oral interpretation of the application or form as well as acknowledgement by the limited-English-proficient person that the form was translated and completed by an interpreter. King County agencies shall provide support to contractors to meet the requirements of this section.

B. King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer.

SECTION 7. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018. The language assistance plans called for in this section shall be transmitted in the form of a paper original and an electronic copy to the clerk of the council, who shall distribute electronic copies to all councilmembers and the lead staff for the committee of the whole, the law and justice committee, the health, housing and human services committee or their successors.

Liaisons

Please provide the name of the Department//Division Liaison(s) who will oversee the implementation of the language access plan.

| Name | Title | Phone Number |
|------|-------|--------------|
|------|-------|--------------|

| | | |
|-------------------|---|--------------|
| Gwendolyn Clemens | Director of Administrative Services and Operations | 206-263-9686 |
|-------------------|---|--------------|

Department//Division Plans

How many Division Plans are enclosed? (Please provide a number& list of divisions):

One plan is enclosed for the department.

Attachment C

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

“Public Communication Materials” are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

“Vital documents” are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services

- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:

The Department of Public Defense provides superior legal representation to indigent individuals of King County who are accused of crimes, subject to dependency and other juvenile proceedings, or facing involuntary commitment. Our multi-disciplinary teams empower our clients, defend constitutional rights, and advocate for systemic improvements that affirm the dignity of every person.

2. Geographic reach of primary services/facilities/programs:

King County

3. Demographics of current user population:

These demographics were derived from DPD's case assignment system HOMER data from 2015 to present. They generally do not include in-custody clients. As noted in section 2, question 1 this is clearly a gap for the department.

Gender

Male: 59%

Female: 23%

Unknown: 8%

Race

White: 33%

African American: 20%

Asian: 4%

Native American: 2%

Unknown: 41%

Age

47.9 years (average)

Language

96.8%: Unknown/Blank

1.7%: Spanish

0.4% Vietnamese

4. Demographics of intended or priority populations:

DPD's policies and guidelines are currently under development. Intended or priority populations will be identified based on a variety of data including the department's data, phone interpreter usage, and court data.

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☐ Yes ☒ No

6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

When the State's power is brought to bear against an indigent individual to deprive them of the right to parent their child through dependency and termination actions, to involuntarily commit them to a mental hospital via Civil Commitment actions, to incarcerate them in a jail or prison, or to mandate restrictions on their liberty through criminal proceedings, they are likely to become a client of a DPD attorney. During financial screening, client visits, conversations or review of client data received from the jail or the prosecutor, DPD identifies the requirement of interpreter or translation services.

A variety of data including the department's data, phone interpreter usage, and court data will be used for initial prioritization of languages for the language access plan.

7. Existing language access policies, service levels, tracking methods:

DPD is in the initial stages of developing policies, service levels and tracking methods.

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------|---|---------------------------------------|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | Financial screening information and division contact information translated. Know Your Rights Brochure Contempt of Court: • Bench Warrant Letter Family Defense: • Initial Contact letter – Parent • Initial Contact Letter – Child • Next Court Date Letter | Key website portions translated | The department uses: • Court provided and certified interpreters for court matters including client meetings and forensic interviews; and • A county approved phone interpreter service for other matters. |
| Language 2: | The department currently only translates materials into Spanish. | | The department uses: • Court provided and certified interpreters for court matters including client meetings and forensic interviews; and • A county approved phone interpreter service for other matters. |
| Language 3: | | | |

| | | | | |
|-------------|--|--|--|--|
| | | | | |
| Language 4: | | | | |
| Language 5: | | | | |
| Language 6: | | | | |

Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|---------------------------------|--------------------------------------|---|--|--------------------------------------|---|
| Know Your Rights brochure | Y | Spanish | 2017 | 2017 | TBD |
| Website | Y | Spanish | 2016 | 2016 | TBD |
| Financial Screening Information | Y | Spanish | 2017 | 2017 | TBD |
| ADULT Statement of Rights.docx | N | | | | |
| Bench Warrant Letter.doc | Y | Spanish | 2018 | 2018 | TBD |
| CARBON CHANGES 2018.doc | N | | | | |
| MINOR Statement of Rights.docx | N | | | | |

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|--|--------------------------------------|---|--|--------------------------------------|---|
| NEW 2017 COC carbon template-Updated 8.30.17.doc | N | | | | |
| new ROI NDD.docx | N | | | | |
| ROI County SCRAP Division.docx | N | | | | |
| <u>1.01 Initial Contact Letter - Parent (Dep).doc</u> | Y | Spanish | 2018 | 2018 | TBD |
| <u>1.02 Initial Contact Letter - Child (Dep).doc</u> | Y | Spanish | 2018 | 2018 | TBD |
| <u>1.03 Next Court Date Letter (Dep).doc</u> | Y | Spanish | 2018 | 2018 | TBD |
| <u>1.04 Re-Screening Letter (Dep).doc</u> | N | | | | |
| <u>1.05 Termination Screening Letter (Dep).doc</u> | N | | | | |
| <u>1.06 Privilege Letter (Dep).doc</u> | N | | | | |
| <u>1.07 Transfer Letter - Internal (Dep).doc</u> | N | | | | |
| <u>1.08 Transfer Letter - External (Dep).doc</u> | N | | | | |
| <u>1.09 Close Letter - General (Dep).doc</u> | N | | | | |
| <u>1.10 Close Letter - Termination (Dep).doc</u> | N | | | | |
| <u>1.11 Close Letter - Termination Appeal (Dep).doc</u> | N | | | | |
| <u>2.01 Initial Contact Letter - ARY (BECCA).doc</u> | N | | | | |
| <u>2.02 Initial Contact Letter - CHINS (BECCA).doc</u> | N | | | | |
| <u>2.03 Initial Contact Letter - Truancy (BECCA).doc</u> | N | | | | |
| <u>2.04 Next Court Date Letter (BECCA).doc</u> | N | | | | |
| <u>2.05 Bench Warrant Letter (BECCA).doc</u> | N | | | | |
| <u>2.06 Truancy Records Request (BECCA).doc</u> | N | | | | |

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|--|--------------------------------------|---|--|--------------------------------------|---|
| <u>2.07 Transfer Letter - Internal (BECCA).doc</u> | N | | | | |
| <u>2.08 Close Letter - Dismissal (BECCA).doc</u> | N | | | | |
| <u>2.09 Close Letter - Truancy (BECCA).doc</u> | N | | | | |
| <u>3.01 Initial Contact Letter (COC).doc</u> | N | | | | |
| <u>3.01 Initial Contact Letter (COC).doc</u> | N | | | | |
| <u>3.02 Bench Warrant Letter (COC).doc</u> | N | | | | |
| <u>3.03 Next Court Date Letter (COC).doc</u> | N | | | | |
| <u>3.04 Re-Screening Letter (COC).doc</u> | N | | | | |
| <u>3.05 All Purpose Letter (COC).doc</u> | N | | | | |
| <u>3.06 Transfer Letter - External (COC).doc</u> | N | | | | |
| <u>3.07 Transfer Letter - Internal (COC).doc</u> | N | | | | |
| <u>3.07 Transfer Letter - Internal (COC).doc</u> | N | | | | |
| <u>3.08 Close Letter - Dismissal (COC).doc</u> | N | | | | |
| <u>3.09 Close Letter - General (COC).doc</u> | N | | | | |
| <u>4.01 Initial Contact Letter (Juv).doc</u> | N | | | | |
| <u>4.02 Bench Warrant Letter (Juv).doc</u> | N | | | | |
| <u>4.03 Next Court Date Letter (Juv).doc</u> | N | | | | |
| <u>4.04 Deferred Review (Juv).doc</u> | N | | | | |
| <u>4.05 Restitution Hearing (Juv).doc</u> | N | | | | |
| <u>4.06 Restitution Order (Juv).doc</u> | N | | | | |

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|---|--------------------------------------|---|--|--------------------------------------|---|
| <u>4.08 Subject to Call (Juv).doc</u> | N | | | | |
| <u>4.09 Transfer Letter - Internal (Juv).doc</u> | N | | | | |
| <u>4.10 Transfer Letter - External (Juv).doc</u> | N | | | | |
| <u>4.11 Close Letter - Dispo with SEAL (Juv).doc</u> | N | | | | |
| <u>4.12 Close Letter - General (Juv).doc</u> | N | | | | |
| <u>4.13 Close Letter - Dismissed with SEAL (Juv).doc</u> | N | | | | |
| <u>5.01 Initial Contact Letter - OC (Felony).doc</u> | N | | | | |
| <u>5.02 Initial Contact Letter - IC (Felony).doc</u> | N | | | | |
| <u>5.03 Bench Warrant Letter (Felony).doc</u> | N | | | | |
| <u>5.04 Next Court Date Letter (Felony).doc</u> | N | | | | |
| <u>5.05 Restitution Hearing (Felony).doc</u> | N | | | | |
| <u>5.06 Restitution Order (Felony).doc</u> | N | | | | |
| <u>5.07 Probation Review Letter (Felony).doc</u> | N | | | | |
| <u>5.08 Transfer Letter - Internal (Felony).doc</u> | N | | | | |
| <u>5.09 Transfer Letter - External (Felony).doc</u> | N | | | | |
| <u>5.10 Close Letter - General (Felony).doc</u> | N | | | | |
| <u>5.11 Close Letter Possible REST (Felony).doc</u> | N | | | | |
| <u>6.01 Initial Contact Letter (MISD).doc</u> | N | | | | |
| <u>6.02 Next Court Date Letter (MISD).doc</u> | N | | | | |
| <u>6.03 Bench Warrant Letter (MISD) Court Note.doc.docx</u> | N | | | | |

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|--|--------------------------------------|---|--|--------------------------------------|---|
| <u>6.03 Bench Warrant Letter (MISD).doc</u> | N | | | | |
| <u>6.04 Transfer Letter - Internal (MISD).doc</u> | N | | | | |
| <u>6.05 Transfer Letter (MISD).doc</u> | N | | | | |
| <u>6.06 Close Letter - Screening Info (MISD).doc</u> | N | | | | |
| <u>6.07 Close Letter - General (MISD).doc</u> | N | | | | |
| <u>7.01 Initial Contact Letter (SMC).doc</u> | N | | | | |
| <u>7.02 Next Court Date Letter (SMC).doc</u> | N | | | | |
| <u>7.03 Bench Warrant Letter (SMC).doc</u> | N | | | | |
| <u>7.04 Transfer Letter - Internal (SMC).doc</u> | N | | | | |
| <u>7.05 Transfer Letter - External (SMC).doc</u> | N | | | | |
| <u>7.06 Close Letter - Screening Info. (SMC).doc</u> | N | | | | |
| <u>7.07 Close Letter - General (SMC).doc</u> | N | | | | |

Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

DPD is currently developing language access policies, service levels and tracking methods. The department's current demographic data is inconsistent and generally does not include in-custody clients.
2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

DPD identified standard client documents in 2018. The department is in the process of prioritizing the documents for translation.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

DPD is constitutionally required to provide effective representation to all clients, including LES clients. Superior Court provides interpreter services for court matters including client meetings and forensic interviews. The addition of interpreter resources in 2017 increased the department's ability to provide these services to clients. Translation of client documents and development and translation of other resources will increase the department's ability to effectively serve our clients.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☐ Yes ☒ No Please describe these:

One of the department's ESJ teams is prioritizing client documents for translation and operational funds will be used for the translation. However, the department does not have dedicated funding or FTE authority for ESJ or translation work.

Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |

| | | | |
|------------|--|---|---|
| | <p>HIGH Develop policies, service levels and tracking methods</p> <p>HIGH Routine client documents will be translated</p> <p>HIGH Client information and resource materials will be identified, developed, and translated.</p> <p>HIGH Develop measures of success that will inform the effectiveness of translated materials.</p> | <p>HIGH Develop policies, service levels and tracking methods</p> <p>HIGH Website will be reviewed and updated as required</p> | <p>HIGH Develop service levels and tracking methods</p> <p>HIGH Phone interpretation services will be actively “marketed” to DPD employees with direct client contact</p> |
| Language 2 | <ul style="list-style-type: none"> • Priority designation List of needs: <p>HIGH Identify other languages for translation based on client needs.</p> | <ul style="list-style-type: none"> • Priority designation List of needs: <p>HIGH Identify other languages for translation based on client needs.</p> | <ul style="list-style-type: none"> • Priority designation List of needs: <p>HIGH Phone interpretation services will be actively “marketed” to DPD employees with direct client contact</p> |
| Language 3 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: • | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 4 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |

| | | | |
|------------|---|---|---|
| | | | |
| Language 5 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|-----------|--|--|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: <p>HIGH Develop policies, service levels and tracking methods</p> <p>HIGH Translate high priority routine client documents will be translated</p> <p>HIGH Client information and resource materials will be identified and some development completed.</p> | <ul style="list-style-type: none"> • Priority designation List of needs: <p>HIGH Develop policies, service levels and tracking methods</p> <p>HIGH Website will be reviewed and updated as required</p> | <ul style="list-style-type: none"> • Priority designation List of needs: <p>HIGH Develop service levels and tracking methods</p> <p>HIGH Phone interpretation services will be actively “marketed” to DPD employees with direct client contact</p> |

| 2019 plan | 2019 plan | | |
|------------|--|--|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| | <p>HIGH Develop measures of success that will inform the effectiveness of translated materials.</p> | | |
| Language 2 | <ul style="list-style-type: none"> • Priority designation List of needs: <p>HIGH Identify other languages for translation based on client needs.</p> | <ul style="list-style-type: none"> • Priority designation List of needs: <p>HIGH Identify other languages for translation based on client needs.</p> | <ul style="list-style-type: none"> • Priority designation List of needs: <p>HIGH Phone interpretation services will be actively “marketed” to DPD employees with direct client contact</p> |
| Language 3 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 4 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |

| 2019 plan | 2019 plan | | |
|------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| | | | |
| Language 6 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------|---|--|
| Translation | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: We have all materials that are translated by an external vendor reviewed by a 3rd party peer reviewer. This is usually an internal staff person or could be a member of a community group. | <input type="checkbox"/> No Do you need technical assistance? 37T37T |
| Interpretation | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: 37T37T We use court provided and certified interpreters for court matters including client meetings and forensic interviews; and a county approved phone interpreter service for other matters. | <input type="checkbox"/> No Do you need technical assistance? 37T37T |

| | | |
|----------------------|--|---|
| In-Language Outreach | <input type="checkbox"/> Yes Please describe how you measure quality: 37T37T | <input checked="" type="checkbox"/> No Do you need technical assistance? 37T37T |
|----------------------|--|---|

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

This topic will be addressed in the development of department policy and guidelines.

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

This topic will be addressed in the development of department policy and guidelines.

| Complaints | Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint. | | |
|---|--|--|--|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other Please describe. |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other Please describe. 37T37T |

Please describe how your division handles complaints regarding the provision of language access services. This topic will be included in policies and guidelines.

37T37T

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| Language Access Services | Total Budget Allocated |
|--------------------------|---|
| Translation | None. We are using operational funds as required. |
| Interpretation | None. We are using operational funds as required. |
| In-Language Outreach | None. |
| Ethnic Media Ad-Buys | None. |

Thank you for your attention to making the King County a model county in language access.

Division Director Date

Division Staff Title Date

Division Staff Title Date

Immigrant and Refugee Policy & Strategy Analyst Date

Attachment D

Language Access Plan Cover Page

This cover page should be completed and attached to all completed division plans. This cover page should be filled out by the Department Liaison(s) for Language Access and approved by the department director.

Introduction

From Ordinance 18665:

King County and all its contractors shall provide free interpretation and translation services as required by this chapter to limited-English-proficient persons. When a limited-English-proficient person seeks or receives benefits or services from a local agency, office or contractor, the agency, office or contractor shall make reasonable efforts provide prompt interpretation services in all interactions with the person, whether the interaction is done remotely or in person. King County agencies and offices shall either employ sufficient qualified bilingual employees or contract with remote language services to provide interpretation services in languages spoken by limited-English proficient county residents.

2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

3. Where an application or form administered by King County requires completion in English by a limited-English-proficient person for submission to a local, state or federal authority, King County or its contractor shall make reasonable efforts to provide oral interpretation of the application or form as well as acknowledgement by the limited-English-proficient person that the form was translated and completed by an interpreter. King County agencies shall provide support to contractors to meet the requirements of this section.

B. King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer.

SECTION 7. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018. The language assistance plans called for in this section shall be transmitted in the form of a paper original and an electronic copy to the clerk of the council, who shall distribute electronic copies to all councilmembers and the lead staff for the committee of the whole, the law and justice committee, the health, housing and human services committee or their successors.

Liaisons

Please provide the name of the Department//Division Liaison(s) who will oversee the implementation of the language access plan.

| Name | Title | Phone Number |
|--------------------|-----------------------|--------------|
| Judge Donna Tucker | Chief Presiding Judge | 206-477-0457 |
| | | |
| | | |

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Department//Division Plans

How many Division Plans are enclosed? (Please provide a number& list of divisions): One King County District Court plan.

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose: King County District Court – Mission to serve the public by providing an accessible forum for the fair, efficient, and understandable resolution of civil and criminal cases; and maintaining an atmosphere of respect for the dignity of all individuals.
2. Geographic reach of primary services/facilities/programs: Court services are provided County wide at locations in Shoreline, Redmond, Bellevue, Issaquah, Auburn, Kent, Burien, Vashon Island and Seattle.
3. Demographics of current user population: Consistent with County wide demographics.
4. Demographics of intended or priority populations: All residents of King County and regional visitors.
5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☒ Yes ☐ No

Federal Law requires the court to provide interpreter services to all court participants. The court uses a software system developed in 2004 to assist the court in obtain such services and we have limited ability with this system to look at the data.

6. What tools (census maps, school data, subcontractor data, community meeting data, etc.) are you using to gather information about the LES communities that your Division/agency serves? The use of tools to help is not necessary as LES is assessed at the time of case initiation.
7. Existing language access policies, service levels, tracking methods:

The District Court is required by law to provide interpretive services to all court participants in need of services. The job software allows us to track all interpreter assignments made daily. The Administrative Office of Courts (AOC) provides regulation and certification of Court qualified interpreter services.

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

The number of documents and forms used by the court are too numerous to use the graph below for entry. See the attached list of forms current in use in the King County District Court, some of these forms are maintained by AOC, some are maintained by the King County District Court.

All matters requiring a hearing in court have in-person interpreter services. Forms used in court or generated at the hearing are interpreted but with few exceptions are not translated. Out of court interactions via telephone, or e-mail or front counter services are addressed either by (1) employees of the court with the necessary language skills or (2) the use of language line to assist with the court staff. The current KCDC website has some information translated into Spanish, the budget request for 2019-2020 to permit the entire website to be translated has not been approved by the executive's budget team. The budget request for 2019-2020 to continue development of translated documents was not approved by the executive's budget team.

**Decision Package Narrative Report
2019-2020 Agency Proposed
DISTRICT COURT (EN_A53000)**

**REQUEST DENIED
VIA BUDGET PROCESS**

DS_002: Increase translation and interpretation services to improve access to limited-English speaking (LES) residents. (Concept Memo ESJ)

Increase translation and interpretation services to improve access to limited-English speaking (LES) residents.

| | 2019-2020 Ongoing | 2019-2020 One-Time | 2019-2020 Total |
|---------------------------------|----------------------|-----------------------|--------------------|
| SERVICES-OTHER CHARGES (\$3000) | | 100,000 | 100,000 |
| Total Expenditure | | 100,000 | 100,000 |
| Not Impact | | -100,000 | -100,000 |

Regular FTEs

TLTa

Decision Package Effective Date 1/1/19

Discussed in business plan?

Yes

Strategic Initiative

Equity Social Justice Initiative

Proposal: \$100,000 to fund translation of the majority of District Court forms into the top five languages (after English). The funds would be used for interpreter services for the initial translation. Additionally funds would be set aside to translate any new forms or updates to previously translated forms in the next two years. Opportunity: Handling almost 200,000 cases a year, District Court is an essential forum to the public. Many of the hearings are critical for individual safety, such as anti-harassment and domestic violence proceedings, and often these cases are handled pro se (without legal representation). Navigating the legal system and all the required forms can be a difficult task, and made even more so when English is not an individual's primary language. In order to increase accessibility to the Court and to the legal protections it provides, it is necessary to provide translated forms and information in the languages that are representative of the County.

**Decision Package Narrative Report
2019-2020 Agency Proposed
DISTRICT COURT (EN_A63000)**

REQUEST DENIED VIA BUDGET PROCESS

DS_003: Increase translation and interpretation services to improve access to limited-English speaking (LES) residents. (Concept Memo ESJ)
Increase translation and interpretation services to improve access to limited-English speaking (LES) residents.

| | 2019-2020 | 2019-2020 | 2019-2020 |
|--------------------------------|-----------|-----------|-----------|
| | Ongoing | One-Time | Total |
| SERVICES-OTHER CHARGES (53000) | | 100,000 | 100,000 |
| Total Expenditure | | 100,000 | 100,000 |
| Net Impact | | -100,000 | -100,000 |

Regular FTEs
TLTs

Decision Package Effective Date 1/1/19

Strategic Initiative

Equity Social Justice Initiative

Part A: Each year District Court has over 10,000 individuals attend hearings who need translation services because they have limited English speaking abilities. The current District Court Website provides helpful valuable information to court users; however, it is constructed in the English language. The website includes some limited forms in the Spanish language. Court users with limited English abilities are unable to obtain the same valuable information as the English Speaking Users. This proposal is for funds for a technology solution so the District Court's website can be viewed in multiple languages based upon the end user's expressed need.

Part B: The same court users often time contact the District Court Call Center to obtain needed information and the court must employ a telephone language line translator, unless the language is Spanish, to assist in these telephone calls. In addition to calling the court for assistance English speaking users also have the opportunity to contact the court with a Chat Line. King County District Court is also proposing a technology solution for telephone calls and the Chat Line be implemented so the court users with limited English skills can chat with a clerk in their preferred language and District Court Staff can respond without the need to employ the language line. The service or solution software would translate the conversation in the appropriate language.

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------------------|---|---------------------------------------|------------------------------------|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | See Answers Above | See Answers Above | See Answers Above |
| Language 2: Somali | See Answers Above | See Answers Above | See Answers Above |
| Language 3: Russian | See Answers Above | See Answers Above | See Answers Above |
| Language 4: Vietnamese | See Answers Above | See Answers Above | See Answers Above |
| Language 5: | | | |
| Language 6: | | | |

KCDC Translated Forms

| Korean |
|---|
| Extreme Risk Protection Order |
| Firearm Identification Worksheet |
| Information on Extreme Risk Protection Orders - Brochure |
| Instructions for Extreme Risk Protection Order |
| Instructions for Petition for an Extreme Risk Protection Order |
| Instructions for Temporary Extreme Risk Protection Order - Without Notice |
| Order for Protection |
| Petition for an Extreme Risk Protection Order |
| Petition for Order for Protection |
| Petition for Sexual Assault Protection Order |
| Sexual Assault Protection Order |
| Temporary Extreme Risk Protection Order - Without Notice |
| Temporary Order for Protection and Notice of Hearing |
| Temporary Sexual Assault Protection Order and Notice of Hearing |

| Russian |
|---|
| Extreme Risk Protection Order |
| Financial Statement Sheet |
| Firearm Identification Worksheet |
| Free Legal Clinics |
| Information on Extreme Risk Protection Orders - Brochure |
| Instructions for Extreme Risk Protection Order |
| Instructions for Petition for an Extreme Risk Protection Order |
| Instructions for Temporary Extreme Risk Protection Order - Without Notice |
| Law Enforcement Information |
| Motion to Waive Fees |
| Notice of Hearing |
| Order for Protection |
| Order for Protection Harassment |
| Order for Protection Stalking |
| Order to Surrender Weapons |
| Order Transferring Case and Setting |
| Order Waiver of Filing Fees |
| Petition for an Extreme Risk Protection Order |
| Petition for Harassment |

| Russian (Continued) |
|---|
| Petition for Order for Protection |
| Petition for Sexual Assault Protection Order |
| Reissuance of Order |
| Return of Service |
| Sexual Assault Protection Order |
| Temporary Extreme Risk Protection Order – Without Notice |
| Temporary Harassment Order |
| Temporary Order for Protection and Notice of Hearing |
| Temporary Sexual Assault Protection Order and Notice of Hearing |
| Temporary Stalking Order |

| Somali |
|---|
| Instructions for Petition for Sexual Assault Protection Order - March 2018 |
| Instructions for Sexual Assault Protection Order - Aug 2017 |
| Instructions for Temporary Sexual Assault Protection Order and Notice of Hearing - Aug 2017 |
| Order for Protection - Domestic Violence - Revised Aug 2017 |
| Petition for Order for Protection - June 2014 |
| Petition for Sexual Assault Protection Order - March 2018 |
| Sexual Assault Protection Order - July 2017 |
| Temporary Protection Order and Notice of Hearing - Harassment - Aug 2017 |
| Temporary Sexual Assault Protection Order and Notice of Hearing - Aug 2017 |

| Vietnamese |
|---|
| Extreme Risk Protection Order |
| Financial Statement Sheet |
| Firearm Identification Worksheet |
| Free Legal Clinics |
| Information on Extreme Risk Protection Orders - Brochure |
| Instructions for Extreme Risk Protection Order |
| Instructions for Petition for an Extreme Risk Protection Order |
| Instructions for Temporary Extreme Risk Protection Order – Without Notice |
| Law Enforcement Information |
| Motion to Waive Fees |
| Notice of Hearing |
| Order for Protection |

| Vietnamese (Continued) |
|---|
| Order for Protection Harassment |
| Order for Protection Stalking |
| Order to Surrender Weapons |
| Order Transferring Case and Setting |
| Order Waiver of Filing Fees |
| Petition for an Extreme Risk Protection Order |
| Petition for Harassment |
| Petition for Order for Protection |
| Petition for Sexual Assault Protection Order |
| Reissuance of Order |
| Return of Service |
| Sexual Assault Protection Order |
| Temporary Extreme Risk Protection Order – Without Notice |
| Temporary Harassment Order |
| Temporary Order for Protection and Notice of Hearing |
| Temporary Sexual Assault Protection Order and Notice of Hearing |
| Temporary Stalking Order |

| Spanish |
|---|
| Extreme Risk Protection Order |
| Financial Statement (Attachment) |
| Financial Statement Sheet |
| Firearm Identification Worksheet |
| Free Legal Clinics |
| Information on Extreme Risk Protection Orders - Brochure |
| Instructions for Extreme Risk Protection Order |
| Instructions for Petition for an Extreme Risk Protection Order |
| Instructions for Temporary Extreme Risk Protection Order – Without Notice |
| Law Enforcement Information |
| Motion and Declaration for Waiver of Civil Fees and Surcharges (MTAF) |
| Motion to Waive Fees |
| Notice of Hearing |
| Notice of Nonpayment - Small Claim |
| Notice of Small Claims |
| Notice of Small Claims Trial Date |
| Notice of Traffic Infraction |
| Order for Protection |
| Order for Protection Harassment |

| Spanish (Continued) |
|---|
| Order for Protection Stalking |
| Order on Small Claim Motion |
| Order Re Waiver of Civil Fees and Surcharges |
| Order Setting Restitution |
| Order to Surrender Weapons |
| Order Transferring Case and Setting |
| Order Waiver of Filing Fees |
| Passport Oath |
| Personal Recognizance Form |
| Petition for an Extreme Risk Protection Order |
| Petition for Harassment |
| Petition for Order for Protection |
| Petition for Sexual Assault Protection Order |
| Reissuance of Order |
| Relief from Judgement or Order |
| Restitution Payment Agreement |
| Return of Service |
| Satisfaction of Judgement |
| Sexual Assault Protection Order |
| Small Claim - Notice of Nonpayment |
| Small Claim Dispute Resolution Information |
| Small Claim Instructions for Defendants |
| Small Claim Instructions for Plaintiffs |
| State of Defendants Rights of Arraignment |
| Temporary Extreme Risk Protection Order – Without Notice |
| Temporary Harassment Order |
| Temporary Order for Protection and Notice of Hearing |
| Temporary Sexual Assault Protection Order and Notice of Hearing |
| Temporary Stalking Order |
| Vienna Convention and Bilateral Treaty Notification, Acknowledgement and Waiver or Request |



Vital Documents/Public Communication Materials Inventory

[illegible]

| King County District Court Forms-not translated |
|--|
| Additional Conditions of Release |
| Affidavit Regarding Court of Limited Jurisdiction [for Appeal] |
| Appeal - Case Assignment Designation Sheet [KCSC Appeal] |
| Appeal Instructions - Civil, Criminal, and Infraction |
| Appeal Instructions - Small Claims |
| Case Information Cover Sheet |
| Case Information Cover Sheet [KCSC Appeal for Small Claims KNT] |
| Case Information Cover Sheet [KCSC Appeal for Small Claims SEA] |
| CCAP Map |
| CCAP Program Rules |
| CCAP Sanctioning Grid |
| CD Request for Appeals |
| CD Request Form |
| Certificate of Defendant's Criminal History |
| Certificate of Exemplification |
| Certification as Civil Judgment |
| Certification of DOL Record Regarding Fines, Penalties and Forfeitures [Impound] |
| Child Custody Information Sheet [DV Protection Order] |
| Civil Judgment |
| Clerk PR and Notice of Hearing |
| Clerk's Certification Regarding Returned or Destroyed Exhibits |
| Commitment to Jail, Work Release, CIID, CCAP or CWP |
| Commitment Upon Sentence |
| Community Service Information |
| Conditions of Conduct for CCAP |
| Conditions of Conduct for EHD |
| Conditions of Conduct for EHD Basic |
| Conditions of Conduct for Persons Ordered to KC CCAP |
| Conditions of Conduct for Persons Ordered to KC CCAP Enhanced |
| Conditions of Conduct for Persons Ordered to KC EHD |
| Conditions of Conduct for Persons Ordered to KC WER |
| Conditions of Conduct for Persons Sentenced to EHD - KC Pilot |
| Conditions of Conduct for Persons Sentenced to WER - KC Pilot |
| Conditions of Release |
| Conditions of Release - Probable Cause |
| Conditions of Release or Commitment |
| Conditions of Release Pending Pre-Trial, Trial or Sentencing |
| Conditions of Release |
| Confidential Information Form [All Protection Order Types] |
| Confidential Information Form Addendum [All Protection Order Types] |

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| Counterclaim |
| Court Appearance Order aka Jail Transport Order [for inmates held at KCCF or RJC only] |
| Criminal - Infraction Return Form |
| Criminal Infraction Return |
| CrRLJ4.2g DUI Attachment |
| Decision on Application of KCDC e-Filing Waiver - Denied |
| Decision on Application of KCDC e-Filing Waiver - Granted |
| Declaration of Non-Driving |
| Declaration of Non-Surrender |
| Declaration of Service |
| Defendant's Declaration Re Driving and Ignition Interlock Requirement |
| Deferred Finding and Conditions |
| Denial - Dismissal Order [All Protection Order Types] |
| Designation of Record |
| Directive for Return or Destruction of Exhibits |
| Dishonored Check Letter |
| Document Revision Form |
| DOL Bond Forfeiture Notification Letter |
| Domestic Violence No-Contact Order |
| DUI Sentencing Grid - June 2018 |
| DUI Sentencing Grid (KCDC July 2016) |
| DUI Sentencing Grid (KCDC July 2017) |
| DV Court Case Schedule and Release Conditions |
| EHD Eligibility Screening for Sentenced Participants KC |
| EHD Reporting Instructions KC |
| EHD, EHM Provider Information |
| Exhibit Log |
| Exparte Temporary Order for Renewal of Order for Protection and Notice of Hearing - Domestic Violence |
| Exparte Temporary Order for Renewal of Protection Order and Notice of Hearing - Harassment |
| Extreme Risk Protection Order Brochure |
| Fact Sheet to Accompany Order of Probation |
| Findings and Order for Contested or Mitigation Hearing |
| Findings and Order Regarding Impound |
| Findings of Fact and Judgment on Repetitive False Alarms |
| Findings of Fact, Conclusions of Law and Order Granting Deferred Prosecution |
| Firearm Identification Worksheet |
| Frequently Asked Questions About Mediation |
| GR 30 Response Letter |
| ICAOS Notice |

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| Impound Notice of Hearing |
| Inquiry from Jury and Court's Response |
| Instruction for Petition for Order of Protection |
| Instructions for a Temporary Extreme Risk Protection Order - Without Notice |
| Instructions for Firearm Surrender CIVIL |
| Instructions for Firearm Surrender CRIMINAL |
| Instructions for Petition for Extreme Risk Protection Order |
| Instructions for Petition for Order of Protection |
| Instructions for Petition for Sexual Assault Protection Order |
| Instructions for Vacating Misdemeanor Convictions |
| Interpreter Invoice |
| Interpreter's Declaration |
| Judgment - Harassment |
| Judgment - SAPO |
| Juror Information Form |
| King County DAJD Information Re Alcohol and GPS Monitoring |
| Law Enforcement Information Sheet - ERPO |
| Law Enforcement Information Sheet [All Protection Order Types] |
| Letter Responding to Request for Scale Certification |
| Letter Responding to Request for SMD Certification |
| Motion and Declaration for Order to Release Weapons |
| Motion and Declaration for Order Vacating Conviction |
| Motion and Declaration for Renewal of Sexual Assault Protection Order |
| Motion and Declaration for Waiver of Civil Fees and Surcharges |
| Motion and Order for Change of Judge |
| Motion for Limited Admission Pursuant to APR 8(b) and Order |
| Motion for Surrender of Weapons |
| Motion to Modify or Terminate Order for Protection - Domestic Violence |
| Motion to Modify or Terminate Order for Protection - Harassment |
| Motion to Modify or Terminate Sexual Assault Protection Order |
| Motion to Transfer Case to Superior Court [Harassment] |
| Name Change Procedures |
| Notice of Appeal |
| Notice of Bond Exoneration |
| Notice of Filing Transcript [for Appeal] |
| Notice of Hearing - Petition for Release of Animals |
| Notice of Hearing [All Protection Order Types] |
| Notice of Hearing [DV No-Contact Order] |
| Notice of Hearing [DV] |
| Notice of Hearing to Quash Bench Warrant |
| Notice of Ineligibility to Possess Firearms |
| Notice of Infraction |

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| Notice of Motion for Order Vacating Conviction |
| Notice of Nonpayment - Small Claim - Request for Civil Certification - Request for Certified Transcript |
| Notice of Rejected Infraction |
| Notice of Small Claim |
| Notice of Small Claim Trial Date |
| Notice to Clerk of Superior Court [for Appeal] |
| Notice to Department of Licensing Regarding Revocation of Defendant's Concealed Pistol License |
| Order Appointing Counsel - Order of Recoupment |
| Order Appointing Counsel |
| Order Appointing Guardian Ad Litem |
| Order Changing Name [Individual] |
| Order Changing Name [Minor] |
| Order Changing Name [Petitioner(s) and Family] |
| Order Denying Hearing [on Protected Person's Motion to Modify or Terminate NCO] |
| Order Denying Name Change |
| Order Denying Waiver of Filing Fees |
| Order for Alcohol Monitoring (Private Provider) |
| Order for Biological Testing |
| Order for EHM |
| Order for Global Positioning Monitoring (Private Provider) |
| Order for Protection - Domestic Violence |
| Order for Protection - Harassment - Respondent under Age 18 |
| Order for Protection - Harassment |
| Order for Protection - Stalking - Respondent under Age 18 |
| Order for Protection - Stalking |
| Order for Screening and Appointment of Counsel |
| Order for Service of Summons by Publication |
| Order Granting Waiver of Filing Fees |
| Order Modifying or Terminating Order for Protection - Harassment |
| Order Modifying or Terminating Sexual Assault Protection Order |
| Order of Default, Declaration of Forfeiture, and Judgment |
| Order of Judgment and Sentence [Criminal] |
| Order of Judgment and Sentence [DUI] |
| Order of Judgment and Sentence [DV] |
| Order of Judgment and Sentence [Traffic] |
| Order of Recoupment [City of Burien] |
| Order of Recoupment |
| Order on Civil Motion |
| Order on Motion of Relief from Judgment or Order |

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| Order on Motion for Relief Regarding Bond |
| Order on Motion Re Vacating Conviction |
| Order on Motion |
| Order on Pre-Trial Conference [Civil] |
| Order on Pre-Trial Conference [MRJC Version - Page 1] |
| Order on Pre-Trial Conference [MRJC Version - Page 2] |
| Order on Pre-Trial Conference |
| Order on Renewal of Order of Protection - Domestic Violence |
| Order on Renewal for Protection - Harassment |
| Order on Respondent's Petition to Reopen Temporary Sexual Assault Protection Order |
| Order on Review-Revocation |
| Order on Small Claim Motion |
| Order Prohibiting Operation of Vehicle Not Equipped With Functioning Ignition Interlock |
| Order Quashing Warrant and Notice of Hearing Date |
| Order Re Motion to Modify or Rescind Domestic Violence No-Contact Order |
| Order Re Waiver of Filing Fees and Surcharges - Harassment |
| Order Realigning Parties and Notice of Hearing [for DVPO] |
| Order Rescinding Ignition Interlock Device |
| Order Rescinding IID |
| Order Resetting Bail |
| Order Setting Hearing on Renewal and Extending Order Until Hearing |
| Order to Modify or Terminate Order for Protection - Domestic Violence |
| Order to Proceed Without Payment of Fees - Harassment |
| Order to Release Weapons |
| Order to Screen for Appointment of Counsel |
| Order to Surrender Weapon Issued Without Notice |
| Order to Surrender Weapons |
| Order Transferring Case and Setting Hearing - Extreme Risk |
| Order Transferring Case to Superior Court and Set Hearing (Harassment) |
| Order Transferring Domestic Violence Case [to Superior Court] and Setting Hearing |
| Order Transferring DV Case to KCDC DV Court and Setting Hearing |
| Order Transferring Sexual Assault Protection Order Case [to Superior Court] and Setting Hearing |
| Personal Recognizance Form |
| Petition for an Extreme Risk Protection Order |
| Petition for Change of Name of Minor |
| Petition for Deferred Prosecution |
| Petition for Name Change |
| Petition for Order for Protection - Harassment or Stalking |

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| Petition for Order for Protection |
| Petition for Order for Protection - Harassment or Stalking - Respondent Under Age 18 |
| Petition for Renewal of Order for Protection |
| Petition for Renewal of Order for Protection and Notice of Hearing - Domestic Violence |
| Petition for Renewal of Order for Protection and Notice of Hearing - Harassment |
| Petition for Sexual Assault Protection Order - Additional Statement Page |
| Petition for Sexual Assault Protection Order |
| Pre-Charge DV NCO |
| Pre-Trial Eligibility Screening for CCAP, EHD and WER KC |
| Probable Cause Found Order |
| Proof of Service [Infraction] |
| Proof of Surrender |
| Protected Person's Motion to Modify or Rescind Domestic Violence No-Contact Order |
| Recall of No-Contact Order |
| Receipt of Surrender Firearms |
| Reissuance of Temporary Order for Protection and Notice of Hearing - Harassment |
| Reissuance of Temporary Order for Protection and Notice of Hearing for DV Orders |
| Reissuance of Temporary Sexual Assault Protection Order and Notice of Hearing |
| Removal Order |
| Request for Court Records |
| Request for eFiling Waiver for Attorneys |
| Request for Pre-Sentence Report |
| Request for Relief from Judgment or Order |
| Rescission of Order to Surrender Weapons |
| Respondent's Petition to Reopen Temporary Sexual Assault Protection Order |
| Response to Notice of Infraction |
| Restitution Letter - Payment Returned to Defendant |
| Restitution Letter to Recipient with Payment |
| Return of Service - Extreme Risk |
| Return of Service [Protection Orders - All Types] |
| Satisfaction of Judgment |
| Sexual Assault Protection Order - Appendix A School Transfer |
| Sexual Assault Protection Order |
| Small Claim Motion |
| Small Claims Dispute Resolution Information |

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| Small Claims Judgment |
| Standing Order of Requirements Regarding Ignition Interlock Device |
| Statement of Defendant on Plea of Guilty |
| Statement of Defendant on Submittal or Stipulation of Facts |
| Statement of Defendant's Rights - Arraignment |
| Stipulated Order of Continuance |
| Subpoena [Criminal] |
| Subpoena Duces Tecum |
| Subpoena Request Form |
| Summons for Notice of Infraction |
| Superior Court eFiling Cover Sheet [for Appeal] |
| Supplement to Petition for Deferred Prosecution |
| Supplemental Witness Form |
| Temporary Extreme Risk Protection Order - Without Notice |
| Temporary Order for Protection and Notice of Hearing - Domestic Violence |
| Temporary Protection Order and Notice of Hearing - Harassment |
| Temporary Protection Order and Notice of Hearing - Harassment - Respondent Under Age 18 |
| Temporary Protection Order and Notice of Hearing - Stalking |
| Temporary Protection Order and Notice of Hearing - Stalking - Respondent Under Age 18 |
| Temporary Protection Order Nt of Hearing - Harassment |
| Temporary Sexual Assault Protection Order and Notice of Hearing |
| Transmittal of Record of Proceedings |
| Waiver of Jury Trial |
| Waiver of Right to Attorney |
| Waiver of Speedy Hearing (14 120 Day Rule) |
| Waiver of Time for Trial |
| Waiver of Time for Trial and Setting |
| Warrant Recall Form |
| WER and EHD Employment Guidelines KC |
| WER Employment Eligibility Criteria Verification Process KC |
| WER Employment Verification and Release of Information Form KC |
| WER Reporting Instructions KC |
| Witness Cost Bill - City of Burien |
| Work Crew Information Sheet KC |
| Worksheet for Harassment and Stalking Petition |

Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

This is an ongoing daily requirement of the court's work.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

The budget proposal for 2019-2020 to continue this work was not approved by the Executive's budget team.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

Communities in our area that have originated from smaller countries are difficult to provide services to due the resources in our county. These include those from the Micronesian Islands such as Chuukese, Kosraean and Marshallese; languages which have variable dialects as in Esan (Igueben Dialect), or Pashto; and languages that have a small pool of certified/registered interpreters as in Arabic and Korean.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☒ Yes ☐ No Please describe these:

There is approximately \$11,000 remaining in a grant from ESJ that will be used to translate various KCDC forms into commonly used languages.

Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

Again, budget request for 2019-2020 from the Executive budget team were not approved so the District Court will continue with ad hoc work and use of AOC resources.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 3 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 4 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 2 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 3 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 4 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| <i>Service</i> | <i>Do you have a system to measure quality of services? Please answer Yes or No for each service listed.</i> | |
|-----------------------------|---|--|
| <i>Translation</i> | X Yes. We hire AOC certified interpreters who are also translators to draft the documents. These documents are then reviewed by the American Translator Association for accuracy. | <input checked="" type="checkbox"/> No <i>Do you need technical assistance? We need funds</i> |
| <i>Interpretation</i> | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> 36T36T | <input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> |
| <i>In-Language Outreach</i> | <input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> 36T36T | <input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> 36T36T |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort: the King County District Court does not actively seek input from the various LES population. For many years concerns are received by the court from various sources including – the participants, judges, court clerks, attorneys, advocates, other interpreters – all such complaints are referred to the AOC interpreter Commission and/or the Executive Committee of the court. As needed interpreters are removed from the approved lists and new assignments are made for the individual.

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|--|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> 36T36T |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> 36T36T |

Please describe how your division handles complaints regarding the provision of language access services.
See the Answer #2 above regarding the handing of complaints.
36T36T

Section Five: Total Department Budget for Language Access
Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|-------------------------------|
| Translation | 0 |
| Interpretation | \$1,717,214 |
| In-Language Outreach | 0 |
| Ethnic Media Ad-Buys | 0 |

Thank you for your attention to making the King County a model county in language access.

Chief Presiding Judge Donna Tucker

9/11/2018

Division Director

Date

Division Staff

Title

Date

Division Staff

Title

Date

Immigrant and Refugee Policy & Strategy Analyst

Date

Attachment E

Language Access Plan Cover Page

This cover page should be completed and attached to all completed division plans. This cover page should be filled out by the Department Liaison(s) for Language Access and approved by the department director.

Introduction

From Ordinance 18665:

King County and all its contractors shall provide free interpretation and translation services as required by this chapter to limited-English-proficient persons. When a limited-English-proficient person seeks or receives benefits or services from a local agency, office or contractor, the agency, office or contractor shall make reasonable efforts provide prompt interpretation services in all interactions with the person, whether the interaction is done remotely or in person. King County agencies and offices shall either employ sufficient qualified bilingual employees or contract with remote language services to provide interpretation services in languages spoken by limited-English proficient county residents.

2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

3. Where an application or form administered by King County requires completion in English by a limited-English-proficient person for submission to a local, state or federal authority, King County or its contractor shall make reasonable efforts to provide oral interpretation of the application or form as well as acknowledgement by the limited-English-proficient person that the form was translated and completed by an interpreter. King County agencies shall provide support to contractors to meet the requirements of this section.

B. King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer.

SECTION 7. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018. The language assistance plans called for in this section shall be transmitted in the form of a paper original and an electronic copy to the clerk of the council, who shall distribute electronic copies to all councilmembers and the lead staff for the committee of the whole, the law and justice committee, the health, housing and human services committee or their successors.

Liaisons

Please provide the name of the Department//Division Liaison(s) who will oversee the implementation of the language access plan.

| Name | Title | Phone Number |
|--------------|---------------------------------|--------------|
| Logan Harris | DNRP Public Affairs Mngr. | 206-477-4516 |
| Richard Gelb | DNRP Performance Measures Mngr. | 206-477-4536 |

| | | |
|-------------------|-------------------------------|--------------|
| Craig Page | Parks Administrative Asst. | 206-263-8354 |
| Annie Kolb-Nelson | SWD Communications Supervisor | 206-477-5373 |
| Olivia Robinson | WTD Govt. Relations Mngr. | 206-477-3566 |
| Larry Jones | WLRD Sr. Water Quality Mngr. | 206-477-4718 |
| | | |
| | | |
| | | |
| | | |
| | | |

Department//Division Plans

How many Division Plans are enclosed? (Please provide a number& list of divisions):

DNRP has enclosed four Division plans:

- Parks and Recreation Division
- Solid Waste Division
- Wastewater Treatment Division
- Water and Land Resources Division

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:

King County Wastewater Treatment Division (WTD)

Mission

We protect public health and enhance the environment by collecting and treating wastewater while recycling valuable resources for the Puget Sound region.

Purpose

Operating the regional wastewater treatment system and, as our Vision states, an innovative and resilient clean water enterprise revolutionizing the recovery of valuable resources for sustainable communities.

2. Geographic reach of primary services/facilities/programs:

WTD serves 17 cities and 17 local sewer utilities in King, Snohomish, and Pierce counties as a wholesale provider of sewage treatment services.

3. Demographics of current user population:

The King County WTD serves about 1.7 million people within a 424-square-mile service area, which includes most urban areas of King County and parts of south Snohomish County and northeast Pierce County. For King County in general, the 2010 census notes that the county is 64.8 percent white, non-Hispanic; 15.2 percent Asian and Pacific Islander; 8.9 percent Hispanic or Latino; 6 percent Black/African American; and .9 percent Native American.

4. Demographics of intended or priority populations:

The priority populations for WTD are those who live near current facilities or planned construction and those affected by emergency situations. The demographics of these populations would match those of King County. When WTD begins a new major construction project, the community service team works with community leaders and key stakeholders to identify populations who may need translated materials.

5. People who are not fluent speakers or writers of English are considered Limited English

Speaking (LES). Do you assess LES data in your division? ☒ Yes ☐ No

6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

King County WTD uses the listed tools of census maps, subcontractor data, and community meeting data, as well as site assessments, neighborhood plans/vision processes, and interviews with community leaders and key stakeholders.

7. Existing language access policies, service levels, tracking methods:

WTD's Community Services team targets translation and interpretation to specific census tracts and neighborhoods. Products and materials supporting capital projects are translated into any language spoken by 5 percent or more of the population within the project area. Headlines are translated into languages spoken by 2.5 percent or more of the project area population. Interpreter services are made available upon request or as identified.

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------|---|---|------------------------------------|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | Brochures, emergency materials, newsletters, fact sheets, posters, doorhangers, | Email as needed, Videos (some caption), limited website translation | As needed |
| Vietnamese: | Brochures, emergency materials, newsletters, fact sheets, posters, doorhangers, | Email as needed, Videos (some caption), limited website translation | As needed |
| Somali: | Emergency materials, doorhangers, | Email as needed, limited website translation | As needed |
| Russian: | Emergency materials, limited fact sheets, posters, doorhangers | Email as needed, website translation | As needed |
| Chinese: | Brochures, emergency materials, newsletters, fact sheets, posters, doorhangers, | Email as needed, Videos (some caption), limited website translation | As needed |
| Korean: | Emergency materials, limited fact sheets, posters, doorhangers | Email as needed, limited website translation | As needed |
| Amharic: | Limited newsletters and fact sheets | Email as needed, limited website translation | As needed |

Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|---|---------------------------------|---|---|--|---|
| Capacity Charge Q&A handout | Y | Spanish, Vietnamese, Russian | | | |
| Treatment Plant brochure (SP, BW, WP) | Y | Spanish | Spring 2018 | Spring 2018 | None |
| "How water is cleaned" brochure for each treatment plant | Y | Spanish | Spring 2018 | Spring 2018 | None |
| Brightwater Center brochure | Y | Spanish | Spring 2018 | Spring 2018 | None |
| Brightwater Center Rental brochure | Y | Spanish | Spring 2018 | Spring 2018 | None |
| Don't Flush Trouble handout and on website | Y | Spanish, Chinese, Russian, Vietnamese, Somali | 2010 | 2010 | None |
| "This is not a trash can" stickers/clings | Y | Spanish, Chinese, Russian, Vietnamese, Somali, Amharic, Arabic, Bulgarian, French, German, Hawaiian, Ukrainian, Hindi, Japanese, Korean, Punjabi, Tagalog, Tongan | Spring 2018 | Spring 2018 | None |
| Careers in Clean Water brochure | N | | 2016 | NA | None |
| Careers that Matter brochure | N | | 2016 | NA | None |
| General King County WTD HR Info brochure | N | | 2016 | NA | Yes, but need to define the languages. |
| GroCo Compost brochure | Y | Spanish, Vietnamese, Khmer | 2018 | 2016-2018 | None unless identified |
| Loop Website | Y | Good Translate Add-on | Ongoing | NA – auto translations | Would like to have |

| | | | | | |
|--|---|---|----------|----------|----------------------------------|
| | | | | | transcreated pages in the future |
| Loop Videos | Y | YouTube auto-caption/translate for all videos. New videos with audio are translated into Spanish and Vietnamese. One video for a wider audience is translated into Spanish, Vietnamese, Korean, Russian, and Chinese. | 2016 | 2016 | No |
| Loop photo waiver/photography consent form | N | | NA | NA | As needed |
| Loop brochure | N | | 2012 | NA | Yes |
| Loop carbon/climate change brochure | N | | 2018 | NA | Spanish and others as identified |
| Temporary public notices/signage at Loop application sites | N | | 2018 | NA | Yes |
| GroCo compost product specs | N | | 2018 | 2018 | Yes |
| Recycled water brochure | N | | | | |
| <u>CSO Status online</u> "learn more" | Y | Spanish, Chinese, Vietnamese | Pre 2017 | Pre 2017 | |
| Emergency Clean-up assistance handout | Y | Spanish, Chinese, Vietnamese, Russian, Korean, Somali | Pre 2017 | Pre 2017 | |
| Hotel accommodation letter | Y | Spanish, Chinese, Vietnamese, Russian, Korean, Somali | 2017 | 2017 | |
| Sewer Spill precautions handout | Y | Spanish, Chinese, Vietnamese, Russian, Korean, Somali | 2017 | 2017 | |



| | | | | | |
|--|---|---|-----------|-----------|--|
| Multilingual sewer overflow doorhanger | Y | Spanish, Chinese, Vietnamese, Russian, Korean, Somali | 2017 | 2017 | |
| Industrial Spill Poster | Y | Spanish, Chinese, Vietnamese, Russian, Korean, | 2018 | 2018 | |
| Georgetown Wet Weather Treatment Station "more information" box on materials from 2014-current | Y | Spanish, Chinese | 2014-2018 | 2014-2018 | |
| Georgetown Wet Weather Treatment Station Project Information Sheet | Y | Spanish, Amharic, Chinese, Vietnamese, Tagalog | 2015 | 2015 | |
| Georgetown Wet Weather Treatment Station Outfall Fact Sheet | Y | Spanish, Chinese | May 2018 | May 2018 | |
| North Mercer Enatai Sewer Upgrade materials for a small area where Chinese is spoken. | Y | Chinese | | | |
| Rainier Valley Wet Weather Storage translated language in newsletters and construction updates | Y | Spanish, Vietnamese, Amharic, Chinese | | | |
| Lake Hills project Newsletters, SEPA cover letter | Y | Chinese, Spanish | | | |
| University GSI project fact sheet | Y | Spanish, Korean, Russian, Chinese | 2018 | 2018 | |
| West Duwamish CSO newsletters (full docs in 3 languages or "more information" boxes) | Y | Spanish, Vietnamese | | | |
| South Park Highland Park GSI newsletter | Y | Spanish | 2014 | 2014 | |
| Coal Creek Sewer Upgrade materials 2017-18 | Y | Spanish, Chinese, Vietnamese, Russian, Korean | 2017-2018 | 2017-2018 | |

| | | | | | |
|---|---|--|------|------|--|
| Video: One to Flush | Y | <u>Spanish</u> | 2014 | 2014 | |
| Video: Fly over the Duwamish | Y | <u>Spanish, Vietnamese</u> | 2013 | 2013 | |
| Video: Georgetown Wet Weather Treatment Station - making construction sustainable | Y | Captions: Spanish, Chinese | 2017 | 2017 | |
| Video: Extended version: Maple Elementary students color King County's Georgetown project | Y | Captions: Spanish, Chinese | 2018 | 2018 | |
| RainWise brochure | Y | Vietnamese, Spanish, Chinese, Khmer Somali, Tigrinya, Russian and Korean | 2018 | 2018 | |
| | | | | | |

Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

No, WTD has not assessed its language access policies for gaps but will do so in 2019.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

WTD does not currently have a known backlog, but we have begun the process to identify materials requiring translation in the near future. During 2019, WTD will complete a definitive list of documents and other materials that need further translation, identify priority documents, and begin the translation process.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

None.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☒ Yes ☐ No Please describe these:

WTD has the funding for our previously identified and planned for translation and interpretation needs through 2018.

Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

The highest priority for WTD are website pages and social media that meet a larger audience. Medium priority items identified in the planned assessment would be pending budget. Items identified as lower priority already are utilized and will likely continue.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|---|--|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | Materials identified by inventory and review available in language. | Website and social media transcreated | Continue to have consistent and reliable services on as need basis |
| Vietnamese | Materials identified by inventory and review available in language. | Website and social media transcreated | Continue to have consistent and reliable services on as need basis |
| Somali | Materials identified by inventory and review available in language. | Website and social media translation available | Continue to have consistent and reliable services on as need basis |
| Russian | Materials identified by inventory and review available in language. | Website and social media translation available | Continue to have consistent and reliable services on as need basis |
| Chinese | Materials identified by inventory and review available in language. | Website and social media transcreated | Continue to have consistent and reliable services on as need basis |
| Korean | Materials identified by inventory and review available in language. | Website and social media translation available | Continue to have consistent and reliable services on as need basis |
| Amharic | Materials identified by inventory and review available in language. | Website and social translation available | Continue to have consistent and reliable services on as need basis |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | Review current list of vital documents to identify translation gaps and needs | Identify which pages and posts need translation and transcreation. Begin the process with the most necessary pages and posts translated by end of 2019. | Create and update list of services for in-person interpretation |
| Vietnamese | Review current list of vital documents to identify translation gaps and needs | Identify which pages and posts need translation and transcreation. Begin the process with the most necessary pages and posts translated by end of 2019. | Create and update list of services for in-person interpretation |
| Somali | Review current list of vital documents to identify translation gaps and needs | Identify which pages and posts need translation and transcreation. Begin the process with the most necessary pages and posts translated by end of 2019. | Create and update list of services for in-person interpretation |
| Russian | Review current list of vital documents to identify translation gaps and needs | Identify which pages and posts need translation and transcreation. Begin the process with the most necessary pages and posts translated by end of 2019. | Create and update list of services for in-person interpretation |
| Chinese | Review current list of vital documents to identify translation gaps and needs | Identify which pages and posts need translation and transcreation. Begin the process with the most necessary pages and posts translated by end of 2019. | Create and update list of services for in-person interpretation |
| Korean | Review current list of vital documents to identify translation gaps and needs | Identify which pages and posts need translation and transcreation. Begin the process with the most necessary pages and posts translated by end of 2019. | Create and update list of services for in-person interpretation |
| Amharic | Review current list of vital documents to identify translation gaps and needs | Identify which pages and posts need translation and transcreation. Begin the process with the most necessary pages and posts translated by end of 2019. | Create and update list of services for in-person interpretation |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| <i>Service</i> | <i>Do you have a system to measure quality of services? Please answer Yes or No for each service listed.</i> | |
|-----------------------------|---|---|
| <i>Translation</i> | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Translators provide "reverse translations." WTD also asks staff who speak other languages to review, as well as in-language outreach consultants. | <input type="checkbox"/> No <i>Do you need technical assistance?</i> Yes, we could use assistance to provide better translations that do not rely on coworkers or Google translate. |
| <i>Interpretation</i> | <input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> | <input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> Yes |
| <i>In-Language Outreach</i> | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> WTD measures by the success of the outreach – for example, by how many people we have sign up for a program in another language. | <input type="checkbox"/> No <i>Do you need technical assistance?</i> Yes, we could use more assistance to ensure we are doing this in an accessible and inclusive way. |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

Priority populations for WTD are determined based on the location of our capital projects and responses to emergency situations. WTD will look at adding a question to address this on our post-construction surveys and in follow-up after events.

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives: How many people sign up for programs in another language. How many people apply for programs – from internships to WaterWorks. Increasing participation in WTD programs by communities that speak languages other than English.

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|--|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> |

Please describe how your division handles complaints regarding the provision of language access services.

While we have information on how to file general complaints, we do not currently have a process for filing a complaint about language access.

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|-------------------------------|
| Translation | \$5000 |
| Interpretation | NA |
| In-Language Outreach | NA |
| Ethnic Media Ad-Buys | NA |



Thank you for your attention to making the King County a model county in language access.

| | | |
|--|------------------------------------|-----------------|
| <i>Mark Isaacson</i> | | <i>09/12/18</i> |
| <i>Division Director</i> | | <i>Date</i> |
| <i>Olivia Robinson</i> | <i>PPMIII/Government Relations</i> | <i>09/11/18</i> |
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |
| <i>Immigrant and Refugee Policy & Strategy Analyst</i> | | <i>Date</i> |

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose: **King County Parks and Recreation. Mission: King County Parks' mission is to steward, enhance and acquire parks to inspire healthy communities, and with 28,000 acres of open space, King County Parks offers close-to-home recreational experiences for everyone.**
2. Geographic reach of primary services/facilities/programs:
County wide. We provide open space and active parks throughout King County. We currently have 200 parks, 175 miles of Regional Trails and 28,000 acres of open space.
3. Demographics of current user population: **The current demographics of all King County residents**
4. Demographics of intended or priority populations: **The current demographics of all King County Residents**
5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☒ Yes ☐ No
6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?
We use demographic data from ESJ iMap and census data when a project or other activity requires the input of local community groups and shareholders.
7. Existing language access policies, service levels, tracking methods: **N/A**

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|----------------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> - 50% of printed materials used at White Center Teen Program are translated. - Project flyers and maps for Regional Trails and Backcountry trails - Off-leash dog posters | <ul style="list-style-type: none"> - Trail Finder mobile app - Regional Trail System video - Backcountry trails digital format | Use Voiance. When available use multi/bi-lingual staff |
| All other languages: | When forms/documents in English need translation/interpretation bi-lingual staff help members of public as able | | Voiance as needed. When available use multi/bi-lingual staff. |
| Language 3: | | | |
| Language 4: | | | |
| Language 5: | | | |

| | | | |
|-------------|--|--|--|
| Language 6: | | | |
|-------------|--|--|--|

Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|---|---------------------------------|--|--|--|--|
| KCAC (King County Aquatic Center) rental agreements/special use agreement | N | | | | Identify languages based on frequent user groups |
| KCAC flyers/door notices/postings/web pages | N | | | | Identify languages based on frequent user groups |
| Signage: Off-leash dogs | Y | Spanish | | | All others as needed |
| Flyers: Green River North Extension Trail | Y | Spanish | | | All others as needed |
| White Center Teen Program (WCTP) Flyer, Brochures, Event Signage | Y | Spanish; When resources are available Vietnamese and Somali | | | Others as needed |
| WCTP registration forms/permission slips | N | | | | Identify languages based on |

| | | | | | |
|--|---|---|--|--|--|
| | | | | | frequent user groups |
| Emergency messages: Trail or Park closures | N | | | | Translate based on frequent user groups of area impacted |
| Signage: Parks information | N | | | | Identify languages based on frequent user groups |
| Signage: Deer Hunting | N | | | | Identify languages based on frequent user groups (Spanish) |
| Complaint forms | N | | | | Identify languages based on frequent user groups of |
| SEPA (State Environmental Policy Act) | N | Will translate into Spanish | | | Identify languages based on frequent user groups |
| CIP Notification Signage | Y | Spanish: brochures containing same information about ongoing project provided at site | | | Other languages as needed |
| | | | | | |
| | | | | | |
| | | | | | |

Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

Currently prioritizing Park pilot program for essential signage. Based on our geographic districts using current demographic data to determine languages for document and signage translation.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

The majority of our documents are digitally archived. Translation occurs on an as needed basis once target demographic populations are defined. Printing and other storage needs occur on an as needed basis.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

We currently use staff or other available resources for translation of essential services and/or documents. Additional resources are necessary to complete a survey to assess community needs and current gaps in service.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☐ Yes ☒ No Please describe these:

There are no current funds to execute additional opportunities and needs that have been identified by our work groups. Individual work groups are working towards identified priorities. A comprehensive plan and prioritization of vital documents and communication materials has not been undertaken due to lack of resources.

Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|--------------------------------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> - Translation of all registration, sign up materials for WCTP - Translation of all brochures, flyers, event signage for WCTP | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: <ul style="list-style-type: none"> - Further training/roll out of Voiance system |
| Vietnamese | <ul style="list-style-type: none"> - Translation of all registration, sign up materials for WCTP - Translation of all brochures, flyers, event signage for WCTP | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Somali | <ul style="list-style-type: none"> - Translation of all registration, sign up materials for WCTP - Translation of all brochures, flyers, event signage for WCTP | <ul style="list-style-type: none"> • Priority designation List of needs: <ul style="list-style-type: none"> • | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Languages as assessed for KCAC needs | <ul style="list-style-type: none"> - Translation of a percentage of KCAC rental agreements, flyers, door postings and notices | <ul style="list-style-type: none"> - Translation of KCAC informational web pages | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |

| | | | |
|------------|---|---|---|
| | | | |
| Language 6 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|------------|--|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: <ul style="list-style-type: none"> - Assessment of documents that will need to be translated. Prioritization based on frequency of use. - Translation of all materials into Spanish - Begin translations in manner to have goal completed by 2020 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Vietnamese | <ul style="list-style-type: none"> • Priority designation List of needs: <ul style="list-style-type: none"> - Assessment of documents that will need to be translated. Prioritization based on frequency of use. - Begin translations in manner to have goal completed by 2020 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Somali | <ul style="list-style-type: none"> • Priority designation | <ul style="list-style-type: none"> • Priority designation | <ul style="list-style-type: none"> • Priority designation |

| | | | |
|--------------------------------------|---|--|--|
| | List of needs: <ul style="list-style-type: none"> - Assessment of documents that will need to be translated. Prioritization based on frequency of use. - Begin translations in manner to have goal completed by 2020 | List of needs: | List of needs: |
| Languages as assessed for KCAC needs | <ul style="list-style-type: none"> • Priority designation List of needs: <ul style="list-style-type: none"> - Assess priority translation needs for KCAC based on user groups - Identify priority documents for translation; priority languages | <ul style="list-style-type: none"> • Priority designation List of needs: <ul style="list-style-type: none"> - Identify languages to translate KCAC web pages; - Begin translation of most used pages | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already

provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------------|---|--|
| Translation | <input type="checkbox"/> Yes Please describe how you measure quality: We have not experienced this issue. | <input checked="" type="checkbox"/> No Do you need technical assistance? We have not experienced this issue. |
| Interpretation | <input type="checkbox"/> Yes Please describe how you measure quality: We have not experienced this issue. | <input checked="" type="checkbox"/> No Do you need technical assistance? We have not experienced this issue. |
| In-Language Outreach | <input type="checkbox"/> Yes Please describe how you measure quality: We have not experienced this issue. | <input checked="" type="checkbox"/> No Do you need technical assistance? We have not experienced this issue. |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort: **When an overall communication campaign for translation/transcreation of specific language populations occur, those populations are consulted and their feedback is gathered to ensure the effectiveness of overall campaign.**

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:



Currently measures of success are determined by meeting specific community needs as staff involved in those communities continues to assess growing needs of individual user groups.

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|--|--|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> We have not experienced this issue. |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> We have not experienced this issue. |

Please describe how your division handles complaints regarding the provision of language access services.

We have not experienced this issue.

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|-------------------------------|
| Translation | |
| Interpretation | |
| In-Language Outreach | |
| Ethnic Media Ad-Buys | |

Thank you for your attention to making the King County a model county in language access.

Kathryn Terry, 9-11-18

Acting Division Director

Date

Craig Page, Parks Administrative Assistant, 9-11-18

Division Staff

Title

Date

Division Staff

Title

Date

Immigrant and Refugee Policy & Strategy Analyst

Date

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose: King County's Solid Waste Division brings the best people together to deliver value to our customers and stakeholders and continuously improve waste prevention, resource recovery, and waste disposal.

2. Geographic reach of primary services/facilities/programs:

SWD provides garbage transfer and disposal, and recycling services for approximately 1.3 million residents and 660,000 employees in King County. The King County solid waste system serves a large unincorporated area and 37 of the 39 cities in King County – the cities of Seattle and Milton are not part of the King County system.

3. Demographics of current user population:

SWD's broad customer base is reflective of current King County Demographics.

4. Demographics of intended or priority populations:

In addition to SWD's broad customer base that use recycling and solid waste facilities, SWD also holds public meetings and events in targeted geographical areas or implements outreach to specific priority populations. The language needs of those specific populations are identified and considered when planning and implementing outreach efforts.

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☒ Yes ☐ No

6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

The division consults census data for communication planning, makes use of consultants to assist in translation/transcreation services, and turns to the county's ESJ office as a resource.

7. Existing language access policies, service levels, tracking methods:

The division looks to King County policy to guide translation, specifically translation of essential documents into Spanish at minimum. The division is working to better develop and implement ESJ best practices into its project planning and services which will include language access. The division also uses Language Line interpreters to communicate by phone with customers who need this service.

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ol style="list-style-type: none"> 1. "Sort it Out" (New recycling rules) 2. "Secure Your Load" 3. Rate brochures 4. "Holiday Tree Recycling" 5. "Food: Too Good to Waste" 6. Recycle More, It's Easy" 7. Cedar Hills Regional Landfill Community Meeting notices 8. Notices mailed to specific communities related to SWD construction or other projects | <ul style="list-style-type: none"> • "Recicla Mas" • EcoConsumer Videos | <ul style="list-style-type: none"> • "Food: Too Good to Waste" facilitadores outreach in Latino grocery stores • Public meetings related to facility construction or other projects |
| Chinese: | Notices mailed to specific communities related to SWD construction or other projects | EcoConsumer Videos | |
| Vietnamese: | | EcoConsumer Videos | |

| | | | | |
|------------------------|--|--|--|--|
| | | | | |
| Korean: | Notices mailed to specific communities related to SWD construction or other projects | | Public meetings related to facility construction or other projects | |
| Language 5: Russian | Notices mailed to specific communities related to SWD construction or other projects | | Public meetings related to facility construction or other projects | |
| Language 6: | | | | |

Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|---|------------------------------|--------------------------------------|---|-------------------------------|---|
| Sort it Out fliers covering the new recycling rule that started in 2018 | Y | Spanish | Oct 2017 | Oct 2017 | Check with Amy Rasmussen |
| Secure Your Load brochures | Y | Spanish | Dec 2017 | Dec 2017 | |
| Recycling signs at all transfer stations and drop boxes | Y | Spanish | Ongoing | Ongoing | There is a lack of space for signs in other languages |
| Rate brochures | Y | Spanish | Oct 2016 | Oct 2016 | |
| Recycle More/Recicla Mas website | Y | Spanish | Aug 2018 | Aug 2018 | |

| | | | | | |
|---|---|---|-----------|-----------|--|
| Guide to King County Recycling and Transfer Stations | N | Spanish translation set for completion Oct. 2018 | | | |
| Holiday Tree Recycling brochures | Y | Spanish | Dec 2017 | Dec 2017 | |
| Recycle More, It's Easy/Recicla Mas, es Facilismo brochures | Y | Spanish | July 2015 | July 2015 | |
| EcoConsumer Videos | Y | Chinese, Spanish, Vietnamese | | | |
| Food Too Good to Waste/Aprovecha Mas, Desperdicia Menos materials | Y | Chinese, Korean, Vietnamese translation plans in progress | | | |
| "What Do I Do With" website | N | | | | |
| Household Hazardous Waste Collection Options | N | | | | |
| Recycling and Disposal of Construction and Demolition (C&D) Materials | N | English only | | | |
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Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

Yes, the division is assessing areas of improvement in its project management and customer service delivery around translation, transcreation and interpretation.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

We have listed in this survey the primary vital documents we believe are most accessed by our customers or most relevant to our services. We are still making an assessment on additional documents.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

We are still making that assessment. From the OESJ's "languages spoken" maps, we know the languages spoken in the communities surrounding our recycling and solid waste facilities. However, we do not know the languages spoken by our customers. An assessment of languages spoken by customers that use King County recycling and solid waste facilities is needed.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☒ Yes ☐ No Please describe these:

The division is working on completing translation plans as noted in the Vital Documents/Public Communication Materials Inventory on the earlier page.

Section 3: Work plan

- Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|---|--|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: High priority to translate all vital documents | <ul style="list-style-type: none"> Priority designation List of needs: High priority to post all translated printed materials on SWD website | <ul style="list-style-type: none"> Priority designation List of needs: High priority to continue offering/providing in-person interpretation services at all public meetings/events. |
| Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: High priority: An assessment of languages spoken by customers that use King County recycling and solid waste facilities is needed to determine the priority designation of languages in addition to Spanish. | <ul style="list-style-type: none"> Priority designation List of needs: High priority to post all translated printed materials on SWD website | <ul style="list-style-type: none"> Priority designation List of needs: High priority to continue offering/providing in-person interpretation services at all public meetings/events. |
| Language 3 | <ul style="list-style-type: none"> Priority designation List of needs: High priority: An assessment of languages spoken by customers that use King County recycling and solid waste facilities is needed to determine the priority designation of languages in addition to Spanish. | <ul style="list-style-type: none"> Priority designation List of needs: <ul style="list-style-type: none"> High priority to post all translated printed materials on SWD website | <ul style="list-style-type: none"> Priority designation List of needs: High priority to continue offering/providing in-person interpretation services at all public meetings/events. |
| Language 4 | <ul style="list-style-type: none"> Priority designation | <ul style="list-style-type: none"> Priority designation | <ul style="list-style-type: none"> Priority designation |

| | | | |
|------------|---|---|---|
| | List of needs: | List of needs: | List of needs: |
| Language 5 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|------------|--|--|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: High priority to translate all vital documents in 2019. | <ul style="list-style-type: none"> Priority designation List of needs: High priority to post all translated printed materials on SWD website in 2019 | <ul style="list-style-type: none"> Priority designation List of needs: High priority to continue offering/providing in-person interpretation services at all public meetings/events. |
| Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 3 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |

| | | | |
|------------|---|---|---|
| | | | |
| Language 4 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------|---|--|
| Translation | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: Proofreading by a native speaker Translation is often completed by a translation vendor | <input type="checkbox"/> No Do you need technical assistance? |
| Interpretation | <input checked="" type="checkbox"/> Yes Consultations with native speakers | <input type="checkbox"/> No |

| | | |
|-----------------------------|---|---|
| | Interpretation is provided by an interpretation vendor | <i>Do you need technical assistance?</i> |
| <i>In-Language Outreach</i> | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Consultations with native speakers <i>Interpretation is provided by an interpretation vendor</i> | <input type="checkbox"/> No <i>Do you need technical assistance?</i> |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

The division can consult with multilingual community organizations and non-profits to engage and survey customers.

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

Survey results or feedback from community organization or representatives about the effectiveness of multilingual outreach are a metric that could be consulted.

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|--|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> 36T36T |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> 36T36T |

Please describe how your division handles complaints regarding the provision of language access services.

The division doesn't specifically address language-related complaints, but we do use King County's Language Line interpretive service to communicate with multilingual customers on a number of issues. The division also notes in multiple languages that interpretive services are available at no cost.

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|---|
| Translation | Cost estimate: \$0.16 per word |
| Interpretation | Cost estimate: \$100 for a 2-hour meeting |
| In-Language Outreach | |
| Ethnic Media Ad-Buys | |

Thank you for your attention to making the King County a model county in language access.

Pat McLaughlin, 9-11-18

Division Director *Date*

Annie Kolb-Nelson, Solid Waste Division Communications Supervisor, 9-11-18

Division Staff *Title* *Date*

Division Staff *Title* *Date*

Immigrant and Refugee Policy & Strategy Analyst *Date*

Attachment E**Water and Land Resources Division Language Access Plan****Introduction: From Ordinance 18665:**

King County and all its contractors shall provide free interpretation and translation services as required by this chapter to limited-English-proficient persons. When a limited-English-proficient person seeks or receives benefits or services from a local agency, office or contractor, the agency, office or contractor shall make reasonable efforts provide prompt interpretation services in all interactions with the person, whether the interaction is done remotely or in person. King County agencies and offices shall either employ sufficient qualified bilingual employees or contract with remote language services to provide interpretation services in languages spoken by limited-English proficient county residents.

2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

3. Where an application or form administered by King County requires completion in English by a limited-English-proficient person for submission to a local, state or federal authority, King County or its contractor shall make reasonable efforts to provide oral interpretation of the application or form as well as acknowledgement by the limited-English-proficient person that the form was translated and completed by an interpreter. King County agencies shall provide support to contractors to meet the requirements of this section.

B. King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer.

SECTION 7. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018. The language assistance plans called for in this section shall be transmitted in the form of a paper original and an electronic copy to the clerk of the council, who shall distribute electronic copies to all councilmembers and the lead staff for the committee of the whole, the law and justice committee, the health, housing and human services committee or their successors.

Division Liaison(s) who will oversee the implementation of the language access plan.

| <i>Name</i> | <i>Title</i> | <i>Phone Number</i> |
|-----------------------|---|----------------------------|
| Saffa Bardaro | Communications Manager: WLRD Director's Office | 206-477-4610 |
| Mary Rabourn | Communications Specialist: Storm Water Services | 206-477-1010 |
| Alexandra Blum | Communications Specialist: Local Hazardous Waste Management Program (WLRD) | 206-263-6995 |
| TBD | Communications Specialist: Rivers and Floodplain Management | TBD |
| Sasha Shaw | Education Specialist: Noxious Weed Control Program | 206-477-4824 |
| Nathan Brown | Project Program Manager: Ecological Engineering | 206-477-4654 |
| Larry Jones | Program Manager: Science and Technical Support | 206-477-4718 |
| | | |
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Water and Land Resources Division Language Access Plan

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Water and Land Resources division Language Access Plan

Section 1: Context and Current State

1. Division/agency mission and purpose:

WATER AND LAND RESOURCES DIVISION (WLRD)

DEPARTMENT OF NATURAL RESOURCES AND PARKS (DNRP)

Vision

Water and Land Resources Division protects water and land resources by providing services that protect public health, safety, and provide significant environmental benefits.

Mission

King County Water and Land Resources Division protects King County's water and lands so that residents can enjoy them safely today and for generations to come.

2. Geographic reach of primary services/facilities/programs:

For some programs and services unincorporated and incorporated King County e.g. Noxious Weeds Control, Flood Management, Salmond Recovery, and Household Hazardous Waste Management.

For other programs e.g. Storm Water Services, Forestry, Agriculture, primarily unincorporated King County.

3. Demographics of current user population:

From King County Building Equity Infographics Report

<https://www.kingcounty.gov/elected/executive/~media/B102A4C8AAE440F1A79BC-E76986E80F5.ashx?la=en>

| Publication/tools | Author/ Agency |
|---|---|
| <u>2010 Census</u> | United States Census Bureau |
| <u>2010 Census Demographic Update</u> | King County Office of Economic and Financial Analysis |

4. Demographics of intended or priority populations:

For vital documents" Spanish and up to 20 other target audience languages if more than five percent of the population or is vital to public safety and human health.

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☒ **Yes** ☐ No

Water and Land Resources follows King County's translation policy requirements.

6. What tools (census maps, school data, subcontractor data, community meeting data, etc.) are you using to gather information about the LES communities that your Division/agency serves?

King County iMaps, US Census data maps and subcontractor data

7. Existing language access policies, service levels, tracking methods:

Translation requirement policy

Translate “public communication materials” and “vital documents” into Spanish and other target audience languages if more than five percent of the population. Other languages are considered based on project goals and community interests.

8. Current state of translated materials and interpretation service levels.

The information provided in this plan (September, 2018) is considered cursory and may not reflect all that the Water and Land Resources Division has translated or may translate. The document focus is on “Vital” documents that are Public Communication Materials providing summary Public Safety and Human Health explanations of direct Water and Land Resource division services.

Local Hazardous Waste Management Program (LHWMP) Public Communication in WLRD are being coordinated and developed with the King County Public Health department; and the DNRP’s Solid Waste Division. The translation documents and associated media are being updated or discontinued. A number of old publications are no longer in circulation. New publications are recently being developed (2017 -2018). <https://kc1.sharepoint.com/teams/PHc/EHS/Language%20Access%20Plans/Forms/AllItems.aspx?useFiltersInViewXml=1&FilterField1=Section&FilterValue1=LHWMP&FilterType1=Choice>

Noxious Weed Control Public Communication Materials translation updates are being completed during 2018 with some residual work to be completed in 2019. <https://www.kingcounty.gov/services/environment/animals-and-plants/noxious-weeds/brochures-reports.aspx>

River and Flood Management Public Communications Materials were last updated in 2017. <https://www.kingcounty.gov/services/environment/water-and-land/flooding/prepare/flood-info-translations.aspx>

Storm Water Services Vital Public Communications Materials are a priority need for translation into Spanish. During 2019, other languages Russian, Chinese, Arabic, Ukrainian, Vietnamese, Somali, Russian and Korean are to be evaluated, prioritized and considered for translation prior to 2022. <https://www.kingcounty.gov/depts/dnrp/wlr/sections-programs/stormwater-services-section/stormwater-program/introduction.aspx>

9. Vital Documents and Public Communications Materials

| Vital Document/ PCM: | Ever been translat ed? Y/N | Languages currently translated into: | Date English docum ent was last revised | Date translati on was updated : | Additio nal langua ges needed to be translat ed into: |
|---|-------------------------------------|---|---|---|--|
| Guide to Flood Prepared- ness in the form of "Public Communicat ion Materials" Providing Summary explanations of direct services | Yes | አማርኛ Amharic (8.7 MB pdf) العربية Arabic (6.7 MB pdf) 繁體中文首頁 Chinese - Traditional (6.6 MB pdf) فارسی Farsi (6.5 MB pdf) le français French (6.3 MB pdf) हिन्दी Hindi (6.4 MB pdf) Hmoob Hmong (6.1 MB pdf) 日本語のホームページ Japanese (6.4 MB pdf) ភាសាខ្មែរ Khmer (6.5 MB pdf) 한국어 홈페이지 Korean (6.3 MB pdf) ພາສາລາວ Laotian (7.3 MB pdf) Afaan Oromoo Oromo (6.2 MB pdf) ਪੰਜਾਬੀ ਗੋਮਪੇਜ Punjabi (7.5 MB pdf) Русско Russian (6.3 MB pdf) Gagana fa'a Sāmoa Samoan (6.2 MB pdf) Soomali Somali (6.2 MB pdf) Actualización Sobre Inundaciones Spanish (6.2 MB pdf) Panqunahing Pahina sa Tagalog Tagalog (6.2 MB pdf) ትግርኛ Tigrigna (7.9 MB pdf) українська мова Ukranian (6.7 MB pdf) Trang Chủ Tiếng Việt Vietnamese (6.2 MB pdf) | 2017 | 2017 | None |
| | | | | | |
| Flood safety video & U tube in the form of "Public Communicat ion Materials" Summary of | Yes | See Languages under Flood Preparedness | 2015 | 2015 | |

| | | | | | |
|---|-----|--|-------------|----------------------------|------|
| direct services | | | | | |
| | | | | | |
| Local Hazardous Waste Management 101 in the form of "Public Communication Materials" Providing Summary explanations of direct services | Yes | See http://www.hazwastehelp.org/translations/index.aspx Public Communication materials are being updated or discontinued. | 2013 - 2014 | Update In work 2018 - 2019 | None |
| | | | | | |
| Noxious Weed Control in the form of "Public Communication Materials" Providing Summary explanations of direct services | Yes | Brochures, Webpages and publications information on noxious weed identification and control are in multiple languages: <ul style="list-style-type: none"> • Español (Spanish) • Tiếng Việt (Vietnamese) • 中文: 简体版 (Simplified Chinese) • Af-Soomaali (Somali) • русский язык (Russian) | 2013 - 2014 | Update In work 2018 - 2019 | None |
| | | | | | |
| Storm Water Services: In the form of "Public Communications materials"; Providing Summary explanations of direct services | No | None | | | |

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Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

WLRD will continue to identify gaps in language access, service levels and enhance performance tracking to provide better public service. During 2019, for the Storm Water Services program vital documents will be the division's primary focus.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

WLRD will create an inventory of vital document needs other than Noxious Weeds, Flood Management, Hazardous Waste Management services. During 2019, Storm Water Services program vital documents will be the division's primary focus; along with Public Communication Materials providing summary Public Safety and Human Health explanations of direct Water and Land Resource division services.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

None that we are aware via existing tracking methods.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☒ Yes ☐ No Please describe these:

WLRD has sufficient funds to complete the vital documents planned translations program for 2018.

Section 3: Work plan

- Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|---|--|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: Completed for WLRD Flood management, Noxious Weeds, and Hazardous Waste Management or updates are in progress. | <ul style="list-style-type: none"> Priority designation List of needs: All Water and Land website Overview explanations of direct services Summaries completed | <ul style="list-style-type: none"> Priority designation List of needs: Continue use of King county's Language Solutions Services contract; and using subcontracting services for public meetings. Or Capital projects data. |
| Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: Other languages (about 21) completed and or updated for Flood Management, Noxious Weeds, and Hazardous Waste Management | <ul style="list-style-type: none"> Priority designation List of needs: All Water and Land website Overview explanations of direct services summaries have been evaluated, prioritized for selected language translations. | <ul style="list-style-type: none"> Priority designation List of needs: |
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| | Highest priority | Mid-level priority | Lower priority |

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|--|--|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: <u>WLRD Storm Water Services Section:</u> highest WLRD priority for translations | <ul style="list-style-type: none"> Priority designation List of needs: <u>WLRD Storm Water Services Section:</u> website and other media content explanations of direct services overview summaries are highest WLRD priority for translations. | <ul style="list-style-type: none"> Priority designation List of needs: Continue use of King county's Language Solutions Services contract; and using subcontracting services for public meetings. Or Capital projects data. |
| Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: <u>WLRD Storm Water Services Section:</u> for other languages (about 21) evaluated and prioritized for completion in 2021. | <ul style="list-style-type: none"> Priority designation List of needs: <u>WLRD Storm Water Services Section:</u> for other languages (about 21) completed website and other media content explanations of direct services overview summaries evaluated and prioritized for completion in 2021 | <ul style="list-style-type: none"> Priority designation List of needs: Continue use of King county's Language Solutions Services contract; and using subcontracting services for public meetings. Or Capital projects data. |
| | Highest priority | Mid-level priority | Lower priority |

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|--|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: <u>WLRD Science, Environmental Lab, Ecological Engineering, Salmon Recovery, OpenSpace Acquisitions, Forestry, and Agriculture sections</u> lack vital documents. If any are identified during 2019; efforts will be made to prioritize translation needs based on public safety and environmental health requirements. Completion in 2021 | <ul style="list-style-type: none"> • Priority designation List of needs: All Water and Land website explanations of direct services overview Summaries any are identified during 2019; efforts will be made to prioritize translation needs based on public safety and environmental health requirements. Completion in 2021. | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 2 | <ul style="list-style-type: none"> • Priority designation List of needs: Only if there is a need for the groups listed above Completion in 2022 | <ul style="list-style-type: none"> • Priority designation List of needs: All Water and Land website explanations of direct services Summaries if there is a need. Completion in 2022 | <ul style="list-style-type: none"> • Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|------------|--|---|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: Identify and Prioritize Water and Land <u>Storm Water Services</u>: vital documents highest WLRD priority for translating explanations of direct services, education or program Summaries. Completion in 2021. | <ul style="list-style-type: none"> • Priority designation List of needs: Identify and Prioritize Water and Land <u>Storm Water Services</u> website and other media content explanations of direct services overview summaries are highest WLRD priority for translations. Completion in 2021. | <ul style="list-style-type: none"> • Priority designation List of needs: Continue use of King county's Language Solutions Services contract; and using subcontracting services for public meetings. Or Capital projects data. |
| Language 2 | <ul style="list-style-type: none"> • Priority designation List of needs: Identify, evaluate and prioritize Water and Land <u>Storm Water Services</u>: vital documents for translations into other languages (about 21) completion no later than 2022. | <ul style="list-style-type: none"> • Priority designation List of needs: Identify and Prioritize Water and Land <u>Storm Water Services</u>: for other languages (about 21) for website and other media content explanations of direct services summaries. Completion no later than 2022. | <ul style="list-style-type: none"> • Priority designation List of needs: Continue use of King county's Language Solutions Services contract; and using subcontracting services for public meetings. Or Capital projects data. |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|------------|--|--|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: Identify and Prioritize <u>Water and Land publication materials for Science, Environmental Lab, Ecological Engineering, Salmon Recovery, OpenSpace Acquisitions, Forestry, and Agriculture</u> explanations of direct services, education or program summaries | <ul style="list-style-type: none"> • Priority designation List of needs: Prioritize Water and Land websites for translating explanations of direct services Summaries | <ul style="list-style-type: none"> • Priority designation List of needs: Continue use of King county's Language Solutions Services contract and using subcontracting services for public meetings. Or Capital projects data. |
| Language 2 | <ul style="list-style-type: none"> • Priority designation List of needs: Identify and Prioritize <u>Water and Land publication materials for Science, Environmental Lab, Ecological Engineering, Salmon Recovery, OpenSpace Acquisitions, Forestry, and Agriculture</u> for translating explanations of direct services, education or program summaries | <ul style="list-style-type: none"> • Priority designation List of needs: Prioritize Water and Land websites for translating explanations of direct services Summaries | <ul style="list-style-type: none"> • Priority designation List of needs: Continue use of King county's Language Solutions Services contract and using subcontracting services for public meetings. Or Capital projects data. |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| <i>Service</i> | <i>Do you have a system to measure quality of services? Please answer Yes or No for each service listed.</i> | |
|-----------------------------|--|--|
| <i>Translation</i> | <input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Yes | <input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> Translation vendors complete the quality assurance review. Yes |
| <i>Interpretation</i> | <input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Yes | <input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> Yes |
| <i>In-Language Outreach</i> | <input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Yes | <input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> Yes |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

TBD: 2019

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

TBD 2019

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|---|--|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> Yes |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> Yes |

Please describe how your division handles complaints regarding the provision of language access services.

TBD during 2019 as part of evaluating existing complaint tracking methods; along with addressing complaint line language access needs for WLRD services.

Section Five: Total Division Budget for Language Access

WLRD has sufficient funds within it's 2019 – 2020 base budget to meet Language Access Priority needs and services. specifically, to identify, evaluate and prioritize Water and Land Storm Water Services vital documents including media content explanations of direct services summaries for translation into other languages; Completion in 2021. Translation completion no later than 2022.

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|-------------------------------|
| Translation | |
| Interpretation | |
| In-Language Outreach | |
| Ethnic Media Ad-Buys | |

Thank you for your attention to making the King County a model county in language access.

| | | |
|--|---|----------------|
| <i>Josh Baldi</i> | <i>9/11/18</i> | |
| <i>Division Director</i> | <i>Date</i> | |
| <i>John Taylor</i> | <i>9/11/18</i> | |
| <i>Assistant Division Director</i> | <i>Date</i> | |
| <i>Larry Jones</i> | <i>Program Mgr. III – ESJ Coordinator/ Science & Tech Support</i> | <i>9/11/18</i> |
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |
| <i>Immigrant and Refugee Policy & Strategy Analyst</i> | | <i>Date</i> |

ATTACHMENT F

Language Access Plan Cover Page

This cover page should be completed and attached to all completed division plans. This cover page should be filled out by the Department Liaison(s) for Language Access and approved by the department director.

Introduction

From Ordinance 18665:

King County and all its contractors shall provide free interpretation and translation services as required by this chapter to limited-English-proficient persons. When a limited-English-proficient person seeks or receives benefits or services from a local agency, office or contractor, the agency, office or contractor shall make reasonable efforts provide prompt interpretation services in all interactions with the person, whether the interaction is done remotely or in person. King County agencies and offices shall either employ sufficient qualified bilingual employees or contract with remote language services to provide interpretation services in languages spoken by limited-English proficient county residents.

2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

3. Where an application or form administered by King County requires completion in English by a limited-English-proficient person for submission to a local, state or federal authority, King County or its contractor shall make reasonable efforts to provide oral interpretation of the application or form as well as acknowledgement by the limited-English-proficient person that the form was translated and completed by an interpreter. King County agencies shall provide support to contractors to meet the requirements of this section.

B. King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer.

SECTION 7. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018. The language assistance plans called for in this section shall be transmitted in the form of a paper original and an electronic copy to the clerk of the council, who shall distribute electronic copies to all councilmembers and the lead staff for the committee of the whole, the law and justice committee, the health, housing and human services committee or their successors.

Liaisons

Please provide the name of the Department//Division Liaison(s) who will oversee the implementation of the language access plan.

| Name | Title | Phone Number |
|------------|-----------------------------|--------------|
| Kim Laymen | Customer Service Supervisor | 206-477-0360 |
| Don Moritz | HR Manager | 206-477-8286 |
| | | |

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Department//Division Plans

How many Division Plans are enclosed? (Please provide a number& list of divisions):

One – Department of Permitting and Environmental Review

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The oral conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:

To serve, educate and protect our community by shaping and implementing King County's development and environmental regulations.

We are a national leader promoting responsible and sustainable development to foster environmental quality, economic vitality and social benefit.

2. Geographic reach of primary services/facilities/programs:

Our Department provides services to unincorporated King County.

3. Demographics of current user population:

Here are the numbers from 2015 report from PSB

2010 Census Race and Ethnic Categories:

| | | |
|-----------------------------|---------|-----|
| Non-Hispanic White: | 228,392 | 70% |
| Black or African American: | 14,851 | 5% |
| Asian and Pacific Islander: | 40,799 | 13% |
| Native American and other: | 3,413 | 1% |
| Hispanic or Latino*: | 25,395 | 8% |
| Two or more race: | 12,152 | 4% |

2010 Census Age Structure:

| | | |
|--------------|---------|-----|
| 17 and under | 79,000 | 24% |
| 18 - 64 | 220,300 | 68% |
| 65 and over | 25,700 | 8% |

| POPULATION | |
|--------------------|----------------|
| 1990 | 513,298 |
| 2000 | 349,234 |
| 2005 est. | 364,500 |
| 2009 est. | 343,180 |
| 2010 Census | 325,002 |
| 2015 est. | 253,280 |

Population Growth, 1990-2000: -32%
Population Growth, 2000-2010: -2%

Households, 2010 Census: 118,101
Avg. H'hold Size, 2010 Census: 2.74

Adjusted Housing Growth Target
for 2006-2031: 11,140

4. Demographics of intended or priority populations:

In the process of gathering this information

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☐ Yes ☒ No

6. What tools (census maps, school data, subcontractor data, community meeting data, etc.) are you using to gather information about the LES communities that your Division/agency serves?
None at the moment.

7. Existing language access policies, service levels, tracking methods:

- **Language line** -provided by Voiance – staff is able to call language line and get an interpreter to assist with a customer.
- **Request an Interpreter** – Universal Languages will provide an interpreter on site with advance knowledge.
- **To do:** Ask staff to record in the hub and in the field when language services are needed. Sending out a monkey survey to staff to determine needs.

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian.

The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | 2 fire and 1 code enforcement pamphlets in Spanish. One web page on DPER website "about us" in Spanish | One web page on DPER website "about us" in Spanish No social media at this time - | A couple DPER staff, and our language service line. |

| | | | |
|-------------|--|--|--|
| Language 2: | | | |
| Language 3: | | | |
| 9. | | | |

Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|--|---------------------------------|---|--|--|--|
| Presently working with staff to identify communications to translate. | | | | | |
| Fire Safety Document | yes | Spanish | 2017 | 2017 | Finding out needs |
| Code enforcement Stop work docuement | yes | Spanish | 2017 | 2017 | Finding out needs |
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Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

Yes- logs will have to be created to track our needs. We will also rely on our filed staff input and data that will be gathered.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

Working on this to identify the documents

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

At the moment we are not able to identify these communities. We believe the communities have not been underserved because of the infrequent need for the interpreter services.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☒ Yes ☐ No Please describe these:

We have funds for interpreters when needed for customers/staff.

Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|--------------------------|---|--|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: Major parts of the website should be translated | <ul style="list-style-type: none"> • Priority designation List of needs: We have the Language line |
| Language 2 Vietnamese | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: We have the Language line |
| Language 3 Russian | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: We have the Language line |
| Language 4 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |

| | | | |
|--|------------------|--------------------|----------------|
| | | | |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|--------------------------|--|---|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: Identifying the core documents to be translated | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: We have the Language line |
| Language 2 Vietnamese | <ul style="list-style-type: none"> Priority designation List of needs: Identifying the core documents to be translated | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: We have the Language line |
| Language 3 Russian | <ul style="list-style-type: none"> Priority designation List of needs: Identifying the core documents to be translated | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: We have the Language line |
| Language 4 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |

| | | | |
|--|------------------|--------------------|----------------|
| | | | |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------------|---|--|
| Translation | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: Universal language translates and interprets for us and staff checks the translation | <input type="checkbox"/> No Do you need technical assistance? |
| Interpretation | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: Universal language translates and interprets for us and staff checks the translation | <input type="checkbox"/> No Do you need technical assistance? Universal language translates and interprets for us and staff checks the translation |
| In-Language Outreach | <input type="checkbox"/> Yes Please describe how you measure quality: | <input checked="" type="checkbox"/> No Do you need technical assistance? |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort: Survey and talk the customers who use the services.

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|--|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other |

Please describe how your division handles complaints regarding the provision of language access services.

Universal language translates and interprets for us and staff checks the translation

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|-------------------------------|
| Translation | \$500.00 |

| | |
|----------------------|----------|
| Interpretation | \$200.00 |
| In-Language Outreach | 0.00 |
| Ethnic Media Ad-Buys | 0.00 |

Thank you for your attention to making the King County a model county in language access.

| | |
|--------------------------|----------------|
| <i>Jim Chan</i> | <i>9/11/18</i> |
| <i>Division Director</i> | <i>Date</i> |

| | | |
|-----------------------|------------------------------------|----------------|
| <i>Kim laymen</i> | <i>Customer Service Supervisor</i> | <i>9/11/18</i> |
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |

| | | |
|-----------------------|--------------|-------------|
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |
|-----------------------|--------------|-------------|

| | |
|--|-------------|
| <i>Immigrant and Refugee Policy & Strategy Analyst</i> | <i>Date</i> |
|--|-------------|

Attachment G

Language Access Plan Cover Page

This cover page should be completed and attached to all completed division plans. This cover page should be filled out by the Department Liaison(s) for Language Access and approved by the department director.

Introduction

From Ordinance 18665:

King County and all its contractors shall provide free interpretation and translation services as required by this chapter to limited-English-proficient persons. When a limited-English-proficient person seeks or receives benefits or services from a local agency, office or contractor, the agency, office or contractor shall make reasonable efforts provide prompt interpretation services in all interactions with the person, whether the interaction is done remotely or in person. King County agencies and offices shall either employ sufficient qualified bilingual employees or contract with remote language services to provide interpretation services in languages spoken by limited-English proficient county residents.

2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

3. Where an application or form administered by King County requires completion in English by a limited-English-proficient person for submission to a local, state or federal authority, King County or its contractor shall make reasonable efforts to provide oral interpretation of the application or form as well as acknowledgement by the limited-English-proficient person that the form was translated and completed by an interpreter. King County agencies shall provide support to contractors to meet the requirements of this section.

B. King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer.

SECTION 7. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018. The language assistance plans called for in this section shall be transmitted in the form of a paper original and an electronic copy to the clerk of the council, who shall distribute electronic copies to all councilmembers and the lead staff for the committee of the whole, the law and justice committee, the health, housing and human services committee or their successors.

Liaisons

Please provide the name of the Department//Division Liaison(s) who will oversee the implementation of the language access plan.

| Name | Title | Phone Number |
|-----------------------|--|---------------|
| Giselle Zapata-García | Supervisor, Language Services & Community Engagement | (206)263-0104 |
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Department//Division Plans

How many Division Plans are enclosed? (Please provide a number& list of divisions):

One – King County Elections

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach: include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:

King County Elections' mission is to "conduct fair, open and accurate elections." Our vision is "to be the leader in providing inclusive elections." Our first strategic priority is "Voter Access," which we define as actively identifying and working to remove barriers to voting at both the individual and community level.

2. Geographic reach of primary services/facilities/programs:

King County Elections provides services to nearly 1.3 million registered voters all across King County. Because Washington State votes by mail, much of this is done by mail or online. However, we do provide in-person service at the Elections Headquarters in Renton, the Elections Annex at the King County Administration Building, and various other locations during an election.

3. Demographics of current user population:

King County Election's user population includes every King County resident who is eligible to vote (which means they must be a citizen, over eighteen years of age, and not under the supervision of the Department of Corrections). That said, we also seek to reach those who are not yet eligible to vote (for example, youth or immigrants) through education.

4. Demographics of intended or priority populations:

While we don't have the data to do specific analysis, through our [interactive voter registration and turnout maps](#) it's clear that we have lower registration and turnout rates among communities of color and low-income populations. We also know that we generally have lower turnout rates for our voters who receive a non-English ballot (for example, 35% in the 2018 Primary Election, versus 43% overall). That said, the Korean community turned out at 86% in the 2016 Presidential Election, 4 percentage points higher than the county overall.

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☒ Yes ☐ No

6. What tools (census maps, school data, subcontractor data, community meeting data, etc.) are you using to gather information about the LES communities that your Division/agency serves?

We started 2016 by bringing on a consultant who specialized in working with LES communities to put together a work plan that included extensive data gathering from community representatives. As part of that work plan, we also partnered with an epidemiologist from the Department of Public Health to analyze Census and American Community survey data to better understand our potential pool of limited-English speaking, eligible voters. We continue to have regular dialogue with LES representatives, especially through organizations who participate in our Voter Education Fund (VEF) grant program. We also regularly review census, other King County data (such as that included in the language tiers), and data from other government partners to understand how King County's eligible voting population may be changing. Per Ordinance 18086, we are also required to report to council periodically on our recommendations based on that data.

7. Existing language access policies, service levels, tracking methods:

We have two main policies:

- For mandated languages (either from Section 203 of the Voting Rights Act or from County Code), we provide full service in those languages. This means that every piece of correspondence with the voter is translated (voter registration cards, ballots, voters' pamphlets, signature challenge letters, etc.). Our website, My Voter Information Application, signage, some advertising, and some social media are translated into those languages. It also means that our Language Services and Community Engagement team has staff for whom that is their primary language, as well as back-up staff on our Voter Services team.
- For non-mandated languages, we translate all "evergreen" materials (for example, our Guide to Voting in King County) into all of the County's tier languages. The exception to this is the voter registration form, which by law, is produced by the Secretary of State's Office. It is currently provided in 19 languages, although several do not match-up with the county's tier languages. It is something we are working with them on. The table below lays out the languages in which our Guide to Voting and Voter Registration forms are translated.

| OSOS Reg Forms | KCE Guide to Voting | KC Tiers | Tier |
|-------------------------|-------------------------|------------|------|
| Amharic | Amharic / አማርኛ 1 | Amharic | 2 |
| Arabic / العربية | Arabic / العربية | Arabic | 3 |
| Bengali | | | |
| Burmese / | | | |
| Chinese / 中文 | Chinese / 中文 | Chinese | 2 |
| Farsi | Farsi / فارسی | Farsi | 3 |
| | French / Français | French | 3 |
| Hindi | Hindi / हिंदी | Hindi | 3 |
| Japanese / 日本人 | Japanese / 日本人 | Japanese | 3 |
| Khmer(Cambodian) / | Khmer/ ខ្មែរ | Cambodian | 3 |
| Korean / | Korean / 한국어 | Korean | 2 |
| Laotian / | Laotian / ລາວ | Laotian | 3 |
| | Oromo | Oromo | 3 |
| Punjabi | Punjabi / ਪੰਜਾਬੀ | Punjabi | 2 |
| Russian / Русский | Russian / Русский | Russian | 2 |
| | Samoan / Samoa | Samoan | 3 |
| Somali / Soomaali | Somali / Soomaali | Somali | 2 |
| Spanish / Español | Spanish / Español | Spanish | 1 |
| Tagalog | Tagalog | Tagalog | 3 |
| Tigrinia | Tigrinya | Tigrinya | 3 |
| Ukrainian / Український | Ukrainian / Український | Ukrainian | 2 |
| Vietnamese / Tiếng Việt | Vietnamese / Tiếng Việt | Vietnamese | 2 |

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into the following languages: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|----------------------|---|--|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | All | Most web content, all email, some social media content | Available through in-house staff |
| Chinese: | All | Most web content, all email, some social media content | Available through in-house staff |
| Korean: | All | Most web content, all email, some social media content | Available through in-house staff |
| Vietnamese: | All | Most web content, all email, some social media content | Available through in-house staff |
| All other languages: | Evergreen materials | None | Available through language line service |
| | | | |

9. Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|----------------------------------|------------------------------|--|---|-------------------------------|--|
| Guide to Voting in King County | Y | Amharic, Arabic, Chinese, Farsi, French, Hindi, Japanese, Khmer (Cambodian), Korean, Laotian, Oromo, Punjabi, Russian, Samoan, Somali, Spanish, Tagalog, Tigrinya, Ukrainian, Vietnamese | 2016 | 2016 | None |
| Voter Registration Form | Y | Amharic, Arabic, Bengali, Burmese, Chinese, Farsi, Hindi, Japanese, Khmer (Cambodian), Korean, Laotian, Punjabi, Russian, Somali, Spanish, Tagalog, Tigrinya, Ukrainian, Vietnamese | 2/2016 | 12/2014 | None |
| | | | | | |
| Ballot | Y | Chinese, Korean, Spanish, Vietnamese | 2018 | 2018 | None |
| Voters' Pamphlet | Y | Chinese, Korean, Spanish, Vietnamese | 2018 | 2018 | None |
| Voter Registration Card | Y | Chinese, Korean, Spanish, Vietnamese | 2018 | 2018 | None |
| Signature Challenge Letter/Email | Y | Chinese, Korean, Spanish, Vietnamese | 2018 | 2018 | None |
| Signature Update Letter | Y | Chinese, Korean, Spanish, Vietnamese | 2018 | 2018 | None |
| Return-Too-Late Letter | Y | Chinese, Korean, Spanish, Vietnamese | 2018 | 2018 | None |
| Ballot Drop Box Wrap | Y | Chinese, Korean, Spanish, Vietnamese | 2018 | 2018 | None |
| Voter Center Signage | Y | Chinese, Korean, Spanish, Vietnamese | 2018 | 2018 | None |
| Social Media Posts | Y | Chinese, Korean, Spanish, Vietnamese | 2018 | 2018 | None |
| Advertising | Y | Chinese, Korean, Spanish, Vietnamese | 2018 | 2018 | None |
| Elections Calendar | Y | Chinese, Korean, Spanish, Vietnamese | 2017 | 2018 | None |

Section 2: Analysis/prioritization of future needs

1. Have you identified key gaps existing language access policies, service levels, tracking methods?

Yes, we have several gaps we intend to address:

- **Full website translation for mandated languages.** While all key service-related pages are translated, there are still parts of our website that are not translated into our four non-English mandated languages.
- **Alignment in voter registration forms.** While the voter registration form is produced at the state-level, they have frequently added languages in previous years and we have asked them to consider adding the King County Tier languages not currently provided.
- **Periodic review for time-sensitive items.** Occasionally we have a need to proof something unexpected and very quickly. If it isn't one of our four primary language or if we have a team member on vacation, that can prove challenging. It would be tremendously helpful to be able to access other county staff to do a quick review.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

There are none and no backlog.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

None have been identified.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☒ Yes ☐ No Please describe these:

We intend to continue the work we have been doing with existing funds. We requested and received supplemental budget authority for the new requirements (translation in Spanish, Korean and outreach) in Ordinance 18086 in 2016. That request plus funding for the Voter Education Fund became part of our on-going budget in the 2017-2018 budget process.

Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | Priority designation: Highest List of needs: None (continue current state) | Priority designation: Medium List of needs: <ul style="list-style-type: none"> • Translate all social media posts with key information (e.g. deadlines) • Full website translation | Priority designation: Highest List of needs: None (continue current state) |
| Chinese | Priority designation: Highest List of needs: None (continue current state) | Priority designation: Medium List of needs: <ul style="list-style-type: none"> • Translate all social media posts with key information (e.g. deadlines) • Full website translation | Priority designation: Highest List of needs: None (continue current state) |
| Korean | Priority designation: Highest List of needs: None (continue current state) | Priority designation: Medium List of needs: <ul style="list-style-type: none"> • Translate all social media posts with key information (e.g. deadlines) • Full website translation | Priority designation: Highest List of needs: None (continue current state) |
| Vietnamese | Priority designation: Highest List of needs: None (continue current state) | Priority designation: Medium List of needs: <ul style="list-style-type: none"> • Translate all social media posts with key information (e.g. deadlines) • Full website translation | Priority designation: Highest List of needs: None (continue current state) |

| | | | |
|--------------------------|--|---|--|
| All other tier languages | Priority designation: Low List of needs: <ul style="list-style-type: none"> • Key reference tools (e.g. returning citizen info, what data is public information) | <ul style="list-style-type: none"> • Priority designation: Low List of needs: none | <ul style="list-style-type: none"> • Priority designation: Low List of needs: n/a |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals: Expect work above to be accomplished in 2019.

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | <i>Do you have a system to measure quality of services? Please answer Yes or No for each service listed.</i> | |
|----------------------|---|---|
| Translation | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> We do multiple proofs of all ballot and voters' pamphlet drafts using both a vendor and short-term-temporary staff. [Comments] | <input type="checkbox"/> No <i>Do you need technical assistance?</i> [Comments] |
| Interpretation | <input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> | <input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> [Comments] We generally don't provide interpretation as we have bilingual staff that have been tested to ensure language competency. |
| In-Language Outreach | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> [Comments] Work closely and consistently with language specific communities. | <input type="checkbox"/> No <i>Do you need technical assistance?</i> [Comments] |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

Feedback from community leaders through the Voter Education Fund (VEF).

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

Number of voters requesting their materials in the priority languages and voter turnout for those communities.

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|-----------------------------|--|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input checked="" type="checkbox"/> Other <i>Please describe.</i> [Comments] We provide information in the priority languages for how to contact us for any reason. |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input checked="" type="checkbox"/> Other <i>Please describe.</i> [Comments] We provide information in the priority languages for how to contact us for any reason. |

Please describe how your division handles complaints regarding the provision of language access services.

[Comments]

Concerns are sent to the Supervisor of Language Services & Community Engagement to determine next steps.

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|---|
| Translation | \$500,000 |
| Interpretation | - |
| In-Language Outreach | \$430,000 (half from Seattle Foundation)* |
| Ethnic Media Ad-Buys | \$30,000 |

*Not just for in-language outreach, available for organizations serving any under-represented communities, but many LES-focused organizations are included. Staff accounted for in the "Translation" budget above also provide regular outreach as part of their body of work.

Thank you for your attention to making the King County a model county in language access.



September 12, 2018

Division Director

Date

Division Staff

Title

Date

Division Staff

Title

Date

Immigrant and Refugee Policy & Strategy Analyst

Date

Attachment H

Language Access Plan Cover Page - KCIT

This cover page should be completed and attached to all completed division plans. This cover page should be filled out by the Department Liaison(s) for Language Access and approved by the department director.

Introduction

From Ordinance 18665:

King County and all its contractors shall provide free interpretation and translation services as required by this chapter to limited-English-proficient persons. When a limited-English-proficient person seeks or receives benefits or services from a local agency, office or contractor, the agency, office or contractor shall make reasonable efforts provide prompt interpretation services in all interactions with the person, whether the interaction is done remotely or in person. King County agencies and offices shall either employ sufficient qualified bilingual employees or contract with remote language services to provide interpretation services in languages spoken by limited-English proficient county residents.

2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

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SECTION 7. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018. The language assistance plans called for in this section shall be transmitted in the form of a paper original and an electronic copy to the clerk of the council, who shall distribute electronic copies to all councilmembers and the lead staff for the committee of the whole, the law and justice committee, the health, housing and human services committee or their successors.

Liaisons

Please provide the name of the Department//Division Liaison(s) who will oversee the implementation of the language access plan.

| Name | Title | Phone Number |
|------------|---------------------------------------|-----------------|
| John Klein | Strategic Technology Planning Manager | (206) 263-07903 |
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Department//Division Plans

How many Division Plans are enclosed? (Please provide a number& list of divisions): There is one Language access plan for the Information Technology Department (KCIT).

Language Access Plan - KCIT

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

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- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:

The Information Technology Department's (KCIT) mission is to deliver smart Information Technology (IT) solutions that support our customers.

2. Geographic reach of primary services/facilities/programs:

KCIT supports digital access to all King County services via our Web site.

3. Demographics of current user population:

Web user demographics match the demographics of King County, except for those populations that do not have access to or effective interaction with the internet.

4. Demographics of intended or priority populations:

Everyone, especially underserved communities.

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☒ Yes ☐ No

Our current Web Platform enables all departments and agencies to post materials in any language. It also has a Spanish language portal for easier navigation and access to information that is maintained in Spanish.

6. What tools (census maps, school data, subcontractor data, community meeting data, etc.) are you using to gather information about the LES communities that your Division/agency serves?

NA – applies to content supported by departments/agencies

7. Existing language access policies, service levels, tracking methods:

NA – applies to content supported by departments/agencies

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------|--|---|------------------------------------|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | Visual Design team is supporting many KC work programs in creating signs, brochures and other public information in alternative languages. | Kingcounty.gov/languages/Spanish portal. This portal provides access to current information that is already translated into Spanish using Spanish navigational tools | |
| Chinese: | See above | See plans for future portals/translation | |
| Language 3: | See above | | |
| Language 4: | See above | | |
| Language 5: | See above | | |
| Language 6: | See above | | |

[illegible]

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Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

Yes. Have built initial Spanish language portal and feedback form to serve some residents and reveal value/usability metrics. We know that additional portals are needed. See workplan for how we plan to go about accomplishing this.

KCIT has initiated an interim internal multi-lingual expert team to help review critical signage and public notices that are requested by agencies Additional funding is needed if we will continue to use KCIT staff with multi-lingual expertise who are assigned in other duties.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

Departments and Agencies Identify their priority content. KCIT is responsible for the Web Platform (mechanism) that serves translated content, for evaluating content usage/popularity, and providing navigation to translated content.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

So far, most LES communities have not been served well on the WEB.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☒ Yes ☐ No Please describe these:

See section 3 for work plan. We have submitted a capital project and are planning on additional work within our operating budget.

The visual design team will work on a standard format and alternative language notification that can be used for public information in print and some digital for all KC work programs.

KCIT plans to develop a Chinese language portal and feedback form to the extent possible with available capacity.

We also plan to develop an online resource page for multi-language publications.

Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

KCIT has submitted a capital project request to upgrade our web platform. Initial stages of this project will perform planning and design activities around how the platform supports agencies and departments in meeting their language translation needs.

1. Kingcounty.gov upgrade

1. This project will modernize the platform that currently hosts our main website (the existing platform will no-longer be supported in 2020). The upgrade will allow the staff to more efficiently incorporate ADA compliant content so assistive technologies like screen readers and voice access can more easily be used, and to deliver content across the various languages for the members of the community we serve, and to make content easier to find and use. The project itself will not translate content, but by modernizing the platform, content translation will be facilitated once implemented.

This upgrade impacts every county agency and department. Upon approval, the project will work with agencies and departments to assist them in the migration of their content. One of the Project Sponsors, will lead county-wide communications to assure that all agencies and departments are engaged and participate.

2. The targeted timeframe for the majority of this work is 2019 if the project is approved.

2. Language Web Portals

1. Planning for language translation including potential portals for multiple high use languages will occur over the next 6-12 months. Planning will inform how operational resources will utilize the new Kingcounty.gov platform to accomplish departmental language needs.
2. A Spanish language portal has already been developed and launched - see the existing Spanish portal at <https://kingcounty.gov/languages/spanish.aspx>;
3. This effort will establish a site experience to better serve our non-English communities, enabling people to navigate in the language they know and to create new channels of communication. It includes components for each of the top languages:
 1. A portal for the most-used human-translated content published across the King County website.
 2. Web enhancements to support multiple languages (language-specific search landing page and language-specific feedback form).
4. This effort includes budget for language-specific user validation and (potentially) for exploration of new translation technology

5. Also included is time needed to define and refine processes for ongoing translation efforts so we can learn about the best approaches for translation methods. Exploration will include professional human translation, machine assisted and/or sourced translation, crowdsourced translation and/or audit/verification.
 1. As voice access to web content and services becomes available, we will also include interpretation opportunities that are primarily automated, which agencies and departments can utilize based on their needs and capabilities. This is not an initial goal but will be possible as business practices evolve to utilize voice access.
6. This project does NOT include resources for actual translation of content as that must be driven by departments and agencies. IT also does not include any funds for software that could automate a translation workflow.

2019 plan to work towards 2020 goals:

As mentioned above, the majority of the kingcounty.gov upgrade project is targeted for 2019. Planning for internal operational IT efforts that will utilize the new platform will occur over the next 6 months and will begin to implement priority needs once the new platform is in place.

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. |
|---------|---|
|---------|---|

| | | |
|-----------------------------|--|---|
| <i>Translation</i> | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> A. Will be included in requirements of initiative | <input type="checkbox"/> No <i>Do you need technical assistance?</i> A. Will be included in requirements of initiative |
| <i>Interpretation</i> | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> <i>The Quality of any voice assisted access to or interaction with our web-site will be addressed as part of the effort</i> | <input type="checkbox"/> No <i>Do you need technical assistance?</i> A. Will be included in requirements of initiative |
| <i>In-Language Outreach</i> | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> A. Will be included in requirements of initiative <i>Will be determined as a component of any portal/search/voice access in any language</i> | <input type="checkbox"/> No <i>Do you need technical assistance?</i> A. Will be included in requirements of initiative |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

TBD

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

TBD

| | | | |
|--|---|-----------------------------|---|
| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input checked="" type="checkbox"/> Other <i>Please describe.</i> A. Will be included in |

| | | | |
|--|------------------------------|-----------------------------|--|
| information or service they sought due to language barriers. | | | requirements of initiative |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input checked="" type="checkbox"/> Other <i>Please describe.</i> A. Will be included in requirements of initiative |

Please describe how your division handles complaints regarding the provision of language access services.

A.
Will be included in requirements of initiative

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|-------------------------------|
| Translation | NA |
| Interpretation | NA |
| In-Language Outreach | NA |
| Ethnic Media Ad-Buys | NA |

Thank you for your attention to making the King County a model county in language access.


Division Director, *KCIT*
9/10/2018
Date


Division Staff
Strategic Planning Mgr.
Title
9/10/18
Date

Division Staff
Title
Date

Immigrant and Refugee Policy & Strategy Analyst
Date

8/10/2018

11/11

ATTACHMENT I

Language Access Plan Cover Page

This cover page should be completed and attached to all completed division plans. This cover page should be filled out by the Department Liaison(s) for Language Access and approved by the department director.

Introduction

From Ordinance 18665:

King County and all its contractors shall provide free interpretation and translation services as required by this chapter to limited-English-proficient persons. When a limited-English-proficient person seeks or receives benefits or services from a local agency, office or contractor, the agency, office or contractor shall make reasonable efforts provide prompt interpretation services in all interactions with the person, whether the interaction is done remotely or in person. King County agencies and offices shall either employ sufficient qualified bilingual employees or contract with remote language services to provide interpretation services in languages spoken by limited-English proficient county residents.

2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

3. Where an application or form administered by King County requires completion in English by a limited-English-proficient person for submission to a local, state or federal authority, King County or its contractor shall make reasonable efforts to provide oral interpretation of the application or form as well as acknowledgement by the limited-English-proficient person that the form was translated and completed by an interpreter. King County agencies shall provide support to contractors to meet the requirements of this section.

B. King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer.

SECTION 7. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018. The language assistance plans called for in this section shall be transmitted in the form of a paper original and an electronic copy to the clerk of the council, who shall distribute electronic copies to all councilmembers and the lead staff for the committee of the whole, the law and justice committee, the health, housing and human services committee or their successors.

Liaisons

Please provide the name of the Department//Division Liaison(s) who will oversee the implementation of the language access plan.

| <i>Name</i> | <i>Title</i> | <i>Phone Number</i> |
|--------------|--------------------------------|---------------------|
| Leesa Manion | Chief of Staff | 206-477-1207 |
| Jo Anne Fox | Director of Budget and Finance | 206-263-9696 |
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Department//Division Plans

How many Division Plans are enclosed? (Please provide a number& list of divisions):

One plan for the Office. The PAO will determine, after the planned analysis, whether separate plans are needed for the divisions.

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. **Division/agency mission and purpose:** The mission of the King County Prosecuting Attorney's Office is to do justice. We exercise the power given to us by the people with fairness and humility. We serve our community, support victims and families, and hold individuals accountable. We develop innovative and collaborative solutions for King County and the State of Washington.

The Prosecuting Attorney's Office is responsible for the prosecution of all felonies and juvenile cases in King County and all misdemeanor cases generated in unincorporated areas of King County. The PAO also serves as legal counsel to the Metropolitan King County, the King County Executive, all executive agencies, the Superior and District Courts, the King County Sheriff's Office, the King County Assessor, various independent boards and commissions, and some school districts. Under agreements with the State of Washington, the PAO also establishes and enforces child support obligations, and is an integral part of the mental health civil commitment process.

2. **Geographic reach of primary services/facilities/programs:** King County
3. **Demographics of current user population:** Demographics and language needs vary considerably depending on the active trials, cases, filings, investigations and language needs of victims and witnesses. The most frequently required languages, other than English, for the period of August 2017 through March 2018 were, in priority/frequency order: Spanish, American Sign Language, Vietnamese, Somali, Punjabi, Amharic and Chinese/Mandarin, followed by smaller requests for Tigrinya, Marshallese, Samoan, Korean, Arabic, Russian, Mongolian, etc.

Language needs/services are determined by requests that come in from attorneys and staff pertaining to their current legal work. The PAO strives to accommodate speakers of all languages who need PAO services.

4. **Demographics of intended or priority populations:** Demographics and language needs vary considerably depending on the active trials, cases, filings, investigations and language needs of victims and witnesses. The most frequently required languages, other than English, for the period of August 2017 through March 2018 were, in priority/frequency order: Spanish, American Sign Language, Vietnamese, Somali, Punjabi, Amharic and Mandarin, followed by smaller requests for Tigrinya, Marshallese, Samoan, Korean, Arabic, Russian, Mongolian, etc.

Language needs/services are determined by requests that come in from attorneys and staff pertaining to their current legal work. The PAO strives to accommodate speakers of all languages who need PAO services.

5. **People who are not fluent speakers or writers of English are considered Limited English Speaking (LES).** Do you assess LES data in your division? ☐ Yes ☒ No

Currently, the PAO responds to and tracks interpretation/translation requests as they are needed.

6. **What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?**

Currently, requests related to interpreter/translator needs provide the primary resource for PAO information. The PAO's current interpreter services coordinator also serves on the advisory boards of multiple refugee resettlement and service organizations.

7. Existing language access policies, service levels, tracking methods: At present, the policy has been to provide all interpretation and translation requested because it is legally mandated. RCWs 2.42 and 2.43, and Washington State Courts General Rule 11.2 have provided the scope and certification requirements, as pertained to the Courts, which the PAO incorporates into its practice. The current interpreter services coordinator has also worked with the Ethics Commission of the Washington State Interpretation Commission, and also participates on implementing background checks for interpreters used in Washington.
8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|-------------------|---|---------------------------------------|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | As needed for individual cases and notifications | None, yet. | As needed for individual cases and notifications |
| Vietnamese: | As needed for individual cases and notifications | None, yet. | As needed for individual cases and notifications |
| Somali: | As needed for individual cases and notifications | None, yet. | As needed for individual cases and notifications |
| Amharic: | As needed for individual cases and notifications | None, yet. | As needed for individual cases and notifications |
| Chinese/Mandarin: | As needed for individual cases and notifications | None, yet. | As needed for individual cases and notifications |
| All others: | As needed for individual cases and notifications | None, yet. | As needed for individual cases and notifications |

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Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|--|--|---|--|--|--|
| Truancy Program/prevention materials | On an ad hoc or requested basis | Any language requested | Varies | N/A | 8-10, including top 2 tiers |
| Diversion notices | On an ad hoc or requested basis | Any language requested | Varies | N/A | 8-10, including top 2 tiers |
| Victim/Witness notifications | On an ad hoc or requested basis | Any language requested | Varies | N/A | 8-10, including top 2 tiers |
| Protection order documents | same | same | same | same | same |
| Child Support/ mediation documents | same | same | same | same | same |
| Victims' rights documents | same | same | same | same | same |
| Restitution materials/documents | same | same | same | same | same |
| Civil foreclosure notices | same | same | same | same | same |
| Investigative documents – body wires, jail calls, etc. | same | same | same | same | same |

| | | | | | |
|---|------|------|------|------|------|
| Basic directions/ hours etc. to all locations | same | same | same | same | same |
| Teen and Kids Court materials | same | same | same | same | same |
| Children's Justice Center materials | same | same | same | same | same |
| Official letters, as needed/requested | same | same | same | same | same |
| | | | | | |

Section 2: Analysis/prioritization of future needs**1. Have you identified Key gaps existing language access policies, service levels, tracking methods?**

For the past 25+ years, the PAO has responded to requests for interpretations/translations, as needed for legal and other official work, in any language needed.

The Office has identified the need for:

- a formal analysis of needs/gaps
- standardization of process, vendor agreements and costs
- identification and tracking of interpreter/translator requirements and certifications
- more detailed and sophisticated tracking
- periodic review of interpretation/translation impacts and accuracy

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

The PAO has an initial anecdotal list at this time. The Office will implement a formal plan, after analysis, during the 1st half of 2019.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

In general, the PAO has met its legal interpretation/translation needs for actual court-related events and investigations as they have been encountered and requested. General information documents are still in English only, except for individual needs as encountered. Without formal translations of important documents and notifications available and public, there are some impacts to nearly all communities related to understanding legal processes, notifications and available resources.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☐ Yes ☒ No Please describe these:

Not yet. The PAO will undertake an extensive internal analysis, beginning in 2019, to first determine interpretation/translation needs across all divisions, and then to develop goals and plans on how to meet those needs. The PAO has no additional funding at this time for the analysis/planning process, or for the actual translations needed. (A limited 2019-2020 budget request was not approved.) The Office is also investigating an electronic auto translation of the PAO website into various languages.

Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|--|--|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: TBD | <ul style="list-style-type: none"> • Priority designation List of needs: TBD | <ul style="list-style-type: none"> • Priority designation List of needs: TBD |
| Vietnamese | <ul style="list-style-type: none"> • Priority designation List of needs: TBD | <ul style="list-style-type: none"> • Priority designation List of needs: TBD | <ul style="list-style-type: none"> • Priority designation List of needs: TBD |
| Somali | <ul style="list-style-type: none"> • Priority designation List of needs: TBD | <ul style="list-style-type: none"> • Priority designation List of needs: TBD | <ul style="list-style-type: none"> • Priority designation List of needs: TBD |
| Amharic | <ul style="list-style-type: none"> • Priority designation List of needs: TBD | <ul style="list-style-type: none"> • Priority designation List of needs: TBD | <ul style="list-style-type: none"> • Priority designation List of needs: TBD |
| Chinese/Mandarin | <ul style="list-style-type: none"> • Priority designation List of needs: TBD | <ul style="list-style-type: none"> • Priority designation List of needs: TBD | <ul style="list-style-type: none"> • Priority designation List of needs: TBD |
| All others | <ul style="list-style-type: none"> • Priority designation List of needs: TBD | <ul style="list-style-type: none"> • Priority designation List of needs: TBD | <ul style="list-style-type: none"> • Priority designation List of needs: TBD |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|------------------|--|--|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: Notification documents PAO services available Victim Rights | <ul style="list-style-type: none"> Priority designation List of needs: website | <ul style="list-style-type: none"> Priority designation List of needs: Court hearings Investigations Communications with victims/witnesses |
| Vietnamese | <ul style="list-style-type: none"> Priority designation List of needs: Notification documents PAO services available Victim Rights | <ul style="list-style-type: none"> Priority designation List of needs: website | <ul style="list-style-type: none"> Priority designation List of needs: Court hearings Investigations Communications with victims/witnesses |
| Somali | <ul style="list-style-type: none"> Priority designation List of needs: Notification documents PAO services available Victim Rights | <ul style="list-style-type: none"> Priority designation List of needs: website | <ul style="list-style-type: none"> Priority designation List of needs: Court hearings Investigations Communications with victims/witnesses |
| Amharic | <ul style="list-style-type: none"> Priority designation List of needs: Notification documents PAO services available Victim Rights | <ul style="list-style-type: none"> Priority designation List of needs: website | <ul style="list-style-type: none"> Priority designation List of needs: Court hearings Investigations Communications with victims/witnesses |
| Chinese/Mandarin | <ul style="list-style-type: none"> Priority designation List of needs: Notification documents PAO services available Victim Rights | <ul style="list-style-type: none"> Priority designation List of needs: website | <ul style="list-style-type: none"> Priority designation List of needs: Court hearings Investigations Communications with victims/witnesses |
| All others | <ul style="list-style-type: none"> Priority designation List of needs: Notification documents PAO services available Victim Rights | <ul style="list-style-type: none"> Priority designation List of needs: website | <ul style="list-style-type: none"> Priority designation List of needs: Court hearings Investigations Communications with victims/witnesses |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| <i>Service</i> | <i>Do you have a system to measure quality of services? Please answer Yes or No for each service listed.</i> | |
|-----------------------------|--|--|
| <i>Translation</i> | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Certifications, registrations, qualifications as indicated by RCW and GR | <input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> |
| <i>Interpretation</i> | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Certifications, registrations, qualifications as indicated by RCW and GR | <input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> |
| <i>In-Language Outreach</i> | <input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> | <input type="checkbox"/> No <i>Do you need technical assistance?</i> |

Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

Through existing and developing relationships with communities and immigrant organizations. Potentially, deploy a survey of past victims/witnesses to determine their level of understanding the legal processes, documents and notifications, based on the translated documents.

2. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

- Potential survey, as described above
- Increase in appearance at scheduled meetings/court hearings, after notification with translated documents
- Responses to information, questions from translated documents, website, etc.
- Questions from individuals and their communities related to website information

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|--|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> |

Please describe how your division handles complaints regarding the provision of language access services.

Ad hoc on a case-by-case basis.

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|-------------------------------|
| Translation | \$0 |
| Interpretation | \$0 |
| In-Language Outreach | \$0 |
| Ethnic Media Ad-Buys | \$0 |

Thank you for your attention to making the King County a model county in language access.

| | |
|-----------------------|-----------------------|
| <i>Leesa Manion</i> | <i>Sept. 11, 2018</i> |
| <i>Chief of Staff</i> | <i>Date</i> |

| | | |
|-----------------------|---------------------------------------|-----------------------|
| <i>Jo Anne Fox</i> | <i>Director of Finance and Budget</i> | <i>Sept. 11, 2018</i> |
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |

| | | |
|-----------------------|--------------|-------------|
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |
|-----------------------|--------------|-------------|

| | |
|--|-------------|
| <i>Immigrant and Refugee Policy & Strategy Analyst</i> | <i>Date</i> |
|--|-------------|

Language Access Plan Cover Page

This cover page should be completed and attached to all completed division plans. This cover page should be filled out by the Department Liaison(s) for Language Access and approved by the department director.

Introduction

From Ordinance 18665:

King County and all its contractors shall provide free interpretation and translation services as required by this chapter to limited-English-proficient persons. When a limited-English-proficient person seeks or receives benefits or services from a local agency, office or contractor, the agency, office or contractor shall make reasonable efforts provide prompt interpretation services in all interactions with the person, whether the interaction is done remotely or in person. King County agencies and offices shall either employ sufficient qualified bilingual employees or contract with remote language services to provide interpretation services in languages spoken by limited-English proficient county residents.

2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

3. Where an application or form administered by King County requires completion in English by a limited-English-proficient person for submission to a local, state or federal authority, King County or its contractor shall make reasonable efforts to provide oral interpretation of the application or form as well as acknowledgement by the limited-English-proficient person that the form was translated and completed by an interpreter. King County agencies shall provide support to contractors to meet the requirements of this section.

B. King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer.

SECTION 7. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018. The language assistance plans called for in this section shall be transmitted in the form of a paper original and an electronic copy to the clerk of the council, who shall distribute electronic copies to all councilmembers and the lead staff for the committee of the whole, the law and justice committee, the health, housing and human services committee or their successors.

Liaisons

Please provide the name of the Department//Division Liaison(s) who will oversee the implementation of the language access plan.

| <i>Name</i> | <i>Title</i> | <i>Phone Number</i> |
|--------------------------------|------------------------------------|---------------------|
| Annette Holland - CHS Division | Program Manager for Interpretation | (206) 477-6373 |
| Adiam Mengis - EHS Division | Educator Consultant III | (206) 263-6746 |
| Michele Plorde – EMS Division | Division Director | (206) 263-8603 |



| | | |
|--|----------------------------|----------------|
| Laura Hutchinson - JHS Division | Project/Program Manager II | (206) 263-8313 |
| Mariel Torres Mehdipour - Chronic Disease & Injury Prevention Unit - APDE/CDIP/COO | CDIP Manager | (206) 477-8620 |
| Donna Allis – Prevention Division | Deputy Division Director | (206) 263-8186 |
| Meredith Li-Vollmer – Admin/Communications | Educator Consultant III | (206) 263-8704 |
| Meredith Li-Vollmer - Preparedness | Educator Consultant III | (206) 263-8704 |
| Karen Baker – Compliance | Project/Program Manager IV | (206) 263-8246 |
| | | |
| | | |

Department//Division Plans

How many Division Plans are enclosed? (Please provide a number & list of divisions):

9 PLANS ENCLOSED for:

- ✓ *Community Health Services (CHS)*
- ✓ *Environmental Health Service (EHS)*
- ✓ *Emergency Medical Services (EMS)*
- ✓ *Jail Health Service (JHS)*
- ✓ *Chronic Disease & Injury Prevention Unit - APDE/CDIP/COO*
- ✓ *Prevention Division*
- ✓ *Admin/Communications*
- ✓ *Preparedness*
- ✓ *Compliance*

Language Access Plan for Divisions - CHS

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:

The mission of the Community Health Services (CHS) Division is to assure basic health and human services are available to the most vulnerable people in King County. As part of Public Health – Seattle & King County, we work in close partnership with community institutions to create environments and places that foster health.

2. Geographic reach of primary services/facilities/programs:

The programs in the Community Health Services Division include Family Health, Family Planning, Dental, MSS, WIC, Refugee Screening, Buprenorphine Pathways Program, Kids Plus, School Based Health Centers, Travel Immunizations, Child Care Health Team, Healthcare for the Homeless Network and Access & Outreach. The programs serve all of Seattle and King County.

3. Demographics of current user population:

The vast majority of our current user population are low income and Medicaid eligible and a significant percentage are experiencing homelessness. The current population served includes all residents of King County, who speak many different languages including but not limited to Spanish, Vietnamese, Somali, Russian, Ukrainian, Arabic, Dari, Korean, Mandarin, Cantonese, Amharic, Tigrinya, Oromo. Spanish speaking residents represent the largest percentage of users accessing our services with language access needs.

4. Demographics of intended or priority populations:

Our priority populations are the current user populations described above. Our goal is to better serve our LES populations by identifying any gaps in our service provision that may result from lack of language access. For example, the Marshallese, Mongolian, Oromo and Soninke speaking populations.

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☒ Yes ☐ No

6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

The CHS Division gathers data on individuals who are Limited English Speaking through our electronic medical record system (EPIC) in our Public Health Centers where direct services are offered. Some Programs use their own data systems to track service levels, as well as population based data, such as school and census data. For e.g. Outreach & Access uses data from the State Office of Financial Management to determine where uninsured populations reside.

7. Existing language access policies, service levels, tracking methods:

Policies related to language access include but are not limited to the National CLAS Standards, the King County and the Public Health Translation Policies and Manuals and the CHS Division Interpretation Guidelines. The CHS Division provides language access through bilingual staff, staff interpreters in-person and by phone, and contract agency interpreters in-person and by phone, for clinic and field medical and home visits, mobile medical van visits, clinic triage lines, appointment reminder calls, outreach activities. Signs are posted in our Public Health Centers stating that interpretation is available and free. Patient education materials are available in a variety of languages. Bilingual staff are hired when possible to meet the needs of clients and bilingual Community Health Workers are placed in clinics and out in the field as needed to serve our diverse populations. Other best practices in place within the CHS Division include our requirement that interpreters have a Medical Interpretation Certificate, bilingual employees are assessed for their language skills competency, friends and family are not used as interpreters, and the provision of all language is documented/tracked in EPIC and CIMS.

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

Note: we provide more detail on specific documents in the Vital Documents section below.

| Current State | Primary tools, methods, and channels for interactions | | |
|-----------------------|---|---------------------------------------|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | YES MANY | YES | Yes provided in-person and/or by phone |
| Language 2: SOMALI | | | Yes provided in-person and/or by phone |

| | | | |
|------------------------|--------------------------------|--|--|
| | YES SOME | Some materials available on PH website | |
| Language 3: VIETNAMESE | YES SOME | Some materials available on PH website | Yes provided in-person and/or by phone |
| Language 4: DARI | YES, SOME IN REFUGEE SCREENING | NO | Yes provided in-person and/or by phone |
| Language 5: UKRAINIAN | YES SOME | Some materials available on PH website | Yes provided in-person and/or by phone |
| Language 6: RUSSIAN | YES SOME | Some materials available on PH website | Yes provided in-person and/or by phone |

Vital Documents/Public Communication Materials Inventory

| Vital Document/PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|---|----------------------------------|---|--|--------------------------------------|---|
| Notices of availability of free language assistance | y | Differs slightly by PHC depending on demographics of population served, but basically Spanish, Russian, Somali, Vietnamese, Amharic, Tigrinya | Differs by Public Health Center | Differs by Public Health Center | We will add languages as and when demographics change in the area served by a PHC |
| Patient Registration Form | Y | Spanish, Russian, Vietnamese | | | Somali |
| Notice of Privacy Practices (NOPP) | Y | Spanish, Russian, Vietnamese, Somali | 2013 | 2013 | None currently |

| | | | | | |
|---|---|--|------|------|-----------------------------|
| NOPP Acknowledgement | Y | Spanish, Russian, Vietnamese, Somali | 2013 | 2013 | None currently |
| Consent to Bill & Treat | | Spanish, Russian, Vietnamese | | | Somali |
| Dental Program Consents | | Somali, Vietnamese, Spanish, Russian | | | |
| Family Planning Consents | Y | Spanish | | | None currently |
| First Steps Program Consent | Y | Spanish | | | None currently |
| Immunization Registration & Consent | Y | Spanish | | | To be determined |
| Flu Mist Consent | Y | Spanish | | | |
| After Visit Summary | Y | Spanish | | | Vietnamese, Somali |
| PHC brochures listing services | Y | Spanish and some in Russian | | | |
| Complaint form on webpage | N | | | | Spanish, Somali, Vietnamese |
| RHS-15 (Refugee Screening mental health screener) | Y | 15 languages including: Russian, Somali, Arabic, Dari, Farsi, Swahili, Spanish | | | None currently |
| IBH Counsellor disclosure | Y | Spanish | | | None currently |
| IBH Agreement | Y | Spanish | | | None currently |
| Open Enrollment flyers (O&A) | Y | Spanish, Amharic, Tigrinya, Somali, Vietnamese, Korean | | | None currently |
| Charity Care/Financial Assistance application | Y | Spanish, Korean, Tagalog, Arabic, Chinese, Russian, Somali, Swahili, Vietnamese | | | |
| Health Insurance Information on WA Exchange website | Y | Spanish | | | |
| Vaccine Info Sheets (VIS) via CDC | Y | 20 languages including Russian, Ukrainian, Somali, Spanish, Vietnamese, Chinese. | | | |
| | | | | | |

| | | | | | |
|---|----|--|---------------|---------------|--|
| CHS webpage w/summary of services provided | Y | Spanish (machine translation) | | | |
| Clinic registration forms (paper back up to EPIC) | Y | Spanish, Russian, Vietnamese | | | |
| Exposure to disease/infection notification letters for child care centers | Y | Spanish | July 2018 | July 2018 | Chinese, Somali, Vietnamese, Amharic |
| WIC Rights & responsibilities forms | Y | Spanish, Somali, Russian, Vietnamese, Korean, Chinese, Burmese, Arabic | | | |
| WIC consent forms | Y | Spanish, Somali, Russian, Vietnamese, Korean, Chinese, Burmese, Arabic | | | |
| Kids Plus Program Agreement | Y | Spanish | | | None currently |
| Mobile Medical Van (MMV) New Client Reg Form | Y | Spanish | Aug 2016 | Unknown | Amharic, Somali, Tigrinya, Vietnamese, Russian |
| Mobile Medical Van (MMV) Dental Reg Form | N | | 9/29/17 | | Spanish, Amharic, Somali, Tigrinya, Vietnamese, Russian |
| HCHN Immunization Consent and Screening form | No | | 9/29/17 | NA | Spanish, Amharic, Somali, Tigrinya, Vietnamese, Russian |
| Photo/Video Consent form | Y | Spanish | February 2018 | February 2018 | Somali, Vietnamese, Chinese, Russian, Korean, Amharic, Khmer |
| Best Starts for Kids Postcard | Y | Spanish | May 2018 | May 2017 | Somali, Vietnamese, Chinese, Russian, |

**Section 2: Analysis/prioritization of future needs**

1. Have you identified Key gaps in existing language access policies, service levels, tracking methods?

- Better tracking is needed of client visits involving languages of lesser diffusion (less common languages for which it is difficult to find interpreters) where an interpreter cannot be found. e.g. Marshallese, Mongolian, Oromo, Soninke. There is currently no central repository for this information.
- We do not have a complaint process/form available in other languages.
- We need to conduct a targeted, qualitative survey to LES clients to measure and ensure the quality of our interpreter services. Currently there is 1 question specifically related to language on our general and Family Planning client satisfaction surveys which are administered quarterly – “are you happy with the interpretation service provided?” If a person is not, there is no way to follow up since the survey is anonymous.
- Staff are not consistently capturing language information in EPIC and CIMS. We need a training and communication plan to address this issue and improve the quality of our language data.
- We have gaps in our translated materials repository but before translating any further materials, we need to assess our English language materials for readability with our low literacy clients in mind. We also need to consider the value of translating materials versus creating audio files of key materials.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

Yes and yes – see list of vital documents in Q. 8. As noted in question #8 we have gaps in translated documents across our programs.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

- We have not been able to adequately and consistently serve the Marshallese, Mongolian, Ethiopian, Eritrean, Somali and deaf and hearing impaired communities due to lack of certified, professional interpreters and lack of funding to invest in video remote interpreting.
- Some communities have low literacy, and we would not serve them more effectively by translating everything into their language. We are looking at alternative methods to communicate with some of our less well served communities, such as audio clips, videos, graphics.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☒ Yes ☐ No Please describe these:

Yes. We provide interpretation in-person or by phone for approx. 99% of our visits with LES clients and have an interpretation budget to cover those needs. We are working with local communities and with interpretation agencies to try to fill the language gaps identified above. The CHS Division does not have specific allocated funding for translation work, but several programs have grant funding to cover the cost of limited translation work e.g. BSK, Outreach & Access. We will continue to leverage existing internal resources (i.e. our Public Health translation team) as well as community resources to begin to tackle some of the ideas outlined above and in our workplan. The BSK Language Community Liaison Program will launch this fall and continue into the first part of 2019.

Section 3: Work plan

- Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|--|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation <p>List of needs:</p> <p>HIGH A complaint form/process will be created</p> <p>HIGH Two Integrated Behavioral Health Disclosure & Agreement forms will be made available to clients in audio format</p> <p>MEDIUM Conduct a targeted, qualitative survey for LES clients receiving services at Public Health Centers to measure quality of our interpreter services</p> <p>MEDIUM After visit summary & medication compliance instructions will be provided in clients' own language in written or oral format</p> <p>MEDIUM Create training & communications plan to ensure that staff are consistently capturing language information in our</p> | <ul style="list-style-type: none"> Priority designation <p>List of needs:</p> <p>HIGH Website will be updated to ensure vital information related to Public Health services is available in Spanish</p> <p>MEDIUM Emailing/texting of messages in Spanish to be implemented within CHS for specific Programs: WIC, Dental.</p> | <ul style="list-style-type: none"> Priority designation <p>List of needs:</p> <p>MEDIUM If funding secured, pilot use of Public Health interpreters as part of Video Remote Interpreting (VRI) model for on-demand visual interpretation</p> |

| | | | |
|------------|--|---|---|
| | electronic systems for tracking purposes | | |
| SOMALI | <ul style="list-style-type: none"> Priority designation List of needs: <p>HIGH A complaint form/process will be created</p> <p>MEDIUM Conduct a targeted, qualitative survey for LES clients receiving services at Public Health Centers to measure quality of our interpreter services</p> <p>HIGH Work with community partners to determine best method of providing vital documents for Somali community in a manner that they understand</p> <p>MEDIUM Create training & communications plan to ensure that staff are consistently capturing language information in our electronic systems for tracking purposes</p> | <ul style="list-style-type: none"> Priority designation List of needs: <p>MEDIUM Website will be updated to ensure vital information related to Public Health services is available in SOMALI, in a manner/modality that the community understands</p> | <ul style="list-style-type: none"> Priority designation List of needs: <p>MEDIUM If funding secured, pilot use of Public Health interpreters as part of Video Remote Interpreting (VRI) model for on-demand visual interpretation demand visual interpretation</p> |
| VIETNAMESE | <ul style="list-style-type: none"> Priority designation List of needs: <p>HIGH A complaint form/process will be created</p> <p>MEDIUM Conduct a targeted, qualitative survey for LES</p> | <ul style="list-style-type: none"> Priority designation List of needs: <p>MEDIUM Website will be updated to ensure vital documents and materials already translated into Vietnamese are available and easy for the community to access</p> | <ul style="list-style-type: none"> Priority designation List of needs: <p>MEDIUM If funding secured, pilot use of Video Remote Interpreting (VRI) model for on-demand visual interpretation</p> |

| | | | |
|------------|---|---|---|
| | <p>clients receiving services at Public Health Centers to measure quality of our interpreter services</p> <p>MEDIUM After visit summary & medication compliance instructions will be provided in clients' own language in written or oral format</p> <p>MEDIUM Create training & communications plan to ensure that staff are consistently capturing language information in our electronic systems for tracking purposes</p> | | |
| Language 4 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|-----------|---|--|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: HIGH A complaint form/process will be created HIGH Two Integrated Behavioral Health Disclosure & Agreement forms will be made available to clients in audio format | <ul style="list-style-type: none"> • Priority designation List of needs: HIGH Website will be updated to ensure vital information related to Public Health services is available in Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Somali | <ul style="list-style-type: none"> • Priority designation List of needs: HIGH A complaint form/process will be created HIGH Work with community partners to determine best method of providing vital documents for Somali community in a manner that they understand | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |

| | | | |
|------------|---|---|---|
| Vietnamese | <ul style="list-style-type: none"> • Priority designation List of needs: HIGH A complaint form/process will be created | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 4 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |
| | | | |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language. (disregard this requirement for now)
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|-------------|--|--|
| Translation | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: Materials are translated either by our internal Public Health translation team or 2) by an external vendor. We have a third party review system whereby materials translated externally are | <input type="checkbox"/> No Do you need technical assistance? 36T36T |

| | | |
|-----------------------------|---|---|
| | reviewed by a 3rd party peer reviewer. This is usually an internal staff person or a community partner. | |
| <i>Interpretation</i> | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> 36T36T <i>We require that all interpreters be certified as medical interpreters or assessed by interpretation agencies to be competent to work as an interpreter in a medical setting.</i> | <input type="checkbox"/> No <i>Do you need technical assistance?</i> 36T36T |
| <i>In-Language Outreach</i> | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> 36T36T Those providing outreach are native speakers, from the community and have health knowledge. <i>Bilingual staff are assessed for their language skills.</i> | <input type="checkbox"/> No <i>Do you need technical assistance?</i> 36T36T |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

- We will be engaging with community groups and health boards and working with our bilingual health educators to test out our ideas about language access initiatives to ensure that our efforts are what is needed by the communities we serve. For example, we will work with the health boards representing the following communities: Khmer (Cambodian), Congolese, Eritrean, Ethiopian, Hispanic, Pacific Islander, Vietnamese, Somali, Iraqi/Arab, and African communities on health messaging and best modalities to deliver messages (eg oral, visual, written materials). Our Outreach & Access program has a bilingual team of Health Educator Consultants and Specialists speaking Spanish, Amharic, Tigrinya, Somali, Vietnamese and Korean and have strong connections with community groups through their Navigator Network.
- We will work with community agencies to create messages and concepts in their own language rather than creating and translating from English. This process is called transcreation, you start within the culture you are targeting. With existing resources we can try out this process to determine its effectiveness
- We will involve community groups in the review of existing materials in English language to assess suitability in terms of messaging, and readability in terms of literacy level, BEFORE considering translating into other languages.

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

- With greater involvement of bilingual/bicultural CHS Division employees in the creation of and peer review of health education materials and messages, we will improve the quality and readability of translated materials offered to our clients, which will result in a better informed LES population.
- Communities will start to receive health messages tailored to their specific needs in terms of readability, after consultation and review of existing CHS English language documents.
- By tapping into translated material resources developed by partners (primarily the WA Department of Health, Centers for Disease Control and Prevention, and the University of Washington), we will be in a stronger position to provide important translated materials to our clients when insufficient funding prevents us from translating our own materials.
- By piloting the use of consent forms and after visit summaries using Spanish language audio files, we will determine whether this modality is acceptable to and preferred by our clients with no or limited literacy.
- Use of text messaging through EPIC and our WIC Program will enable us to communicate quickly with Spanish speaking clients, who represent approximately 70% of our LES population.
- We will increase availability of on-demand interpreters speaking hard to find languages e.g. ASL, Marshallese etc, and see an increased number of clients served in their own language by piloting the use of video remote interpretation (VRI). This initiative relies on new funding.

| <i>Complaints</i> | <i>Do you have a system to handle language access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|--|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> |
| We display information on how to file a complaint. | <input checked="" type="checkbox"/> Yes KC webpages have a "contact us" link that enables residents to | <input type="checkbox"/> No | <input type="checkbox"/> Other |

| | | | |
|--|---|--|--|
| | submit a form with questions, comments, complaints. | | |
|--|---|--|--|

Please describe how your division handles complaints regarding the provision of language access services.

36T36T

This paragraph belongs above, having formatting issues.

At our Public Health Centers, clients can ask to talk to a supervisor if they have a complaint. If the client is an LES individual, the supervisor will connect to a phone interpreter to facilitate the discussion. If a client or resident contacts us via the form on any KC webpage, the complaint will be forwarded to the manager of interpretation services, via the web content manager

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part THREE: WORK PLAN"

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|--|
| Translation | No overall division budget specifically for this purpose. BSK: \$24k between DCHS and PH |
| Interpretation | \$2.35m in 2019, \$2.4m in 2020. In-house assist with some translation of materials. |
| In-Language Outreach | Access & Outreach Pgm: \$50,000 2019 & 2020 |
| Ethnic Media Ad-Buys | No overall division budget specifically for this purpose |

Thank you for your attention to making the King County a model county in language access.

| | | |
|--------------------------|--|----------------|
| <u>Jerry DeGriek</u> | <u>Deputy Director & Regional Health Administrator</u> | <u>9/11/18</u> |
| <i>Division Director</i> | | <i>Date</i> |

| | | |
|------------------------|---|----------------|
| <u>Annette Holland</u> | <u>Program Manager for Interpretation</u> | <u>9/11/18</u> |
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |

| | |
|--|-------------|
| <u>Immigrant and Refugee Policy & Strategy Analyst</u> | <u></u> |
| | <i>Date</i> |

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

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Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:

Environmental Health Services (EHS)

Vision: Healthy, safe, and vibrant communities

Mission: To identify and sustain environmental conditions that promote healthy people and healthy communities in Seattle and King County.

Fundamentals: To protect the public from disease and promote health, we focus on three holistic strategies:

- Educate and inform the community about healthy environmental practices
- Use rules and regulations to safeguard the health of our communities
- Conduct planning and policy development to address preventable health hazards

Please note: *Environmental Health Services is comprised of the following programs:*

- *Solid Waste, Rodent Control & Zoonotic disease Program*
- *Food and facilities Program*
- *Local Hazardous Waste Management Program (LHWMP)*
- *On-site Sewage System (OSS)*
- *Private Wells, Plumbing and Gas Piping*
- *Healthy Community Planning and Partnership Program (HCPP)*

Please note: The answer provided is not comprehensive of all programs in EHS division.

2. Geographic reach of primary services/facilities/programs:

Environmental Health Services (EHS) is comprised of several programs which provide services and regulatory oversight in all King County including unincorporated, City of Seattle and local tribes. Certain programs focus on geographic areas like Vashon-Maury Island, Auburn, Federal Way, Duwamish Superfund site, South park, Georgetown, Skyway, and White Center.

3. Demographics of current user population:

Most programs provide regulatory oversight and some provide behavior change programs to all King County businesses, property owners and the general public.

4. Demographics of intended or priority populations:

EH provides services to all King County residents with an emphasis on populations exposed to contaminated environment and that are at greater risk of poor health outcomes. EH also provides services to all King County business owners, operators and property owners with a focus on those who file a complaint, those who pollute the environment, and those who commit violations.

For example: Food and Facilities has the Food Safety Rating System which was developed with a geographic and language equity lens, and all material is available in 8 languages.

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☐ Yes ☐ No

Varies by programs. Some EH programs assess LES data and some do not.

At this time, our assessment of LES data is limited and there is a need for education and consistent funding across the division.

6. What tools (census maps, school data, subcontractor data, community meeting data, etc.) are you using to gather information about the LES communities that your Division/agency serves?

Please note: *Varies by program. However, some programs use the following:*

- King County ESJ Map
- Application forms for Permits
- King County APDE Census Data
- King County Office of Economic and Financial Analysis (2010 Census Demographic update)
- United States Census Bureau (2010 Census)
- American Community Survey Data
- GIS analysis (Solid Waste program has its own GIS program work – ESRI Arc GIS Online Map created to allow program to visualize program data as compared to available ESJ data and community demographics)
- Data from the City of Seattle Office of Immigrant and Refugee Affairs
- Refugee Arrival Data (US Department of Health & Human Services Administration for Children & Families)

- Economic Services Administration Briefing (ESA Briefing Book) – DSHS
- 2012 Comprehensive Plan (King County Transportation, Economy and Environment Committee)
- Vision 2020 (Puget Sound Regional Council)
- Washington State Report Card (Office of Superintendent of Public Instruction)
- Local Hazardous Waste Management Annual Report 2012–2015 Financial and Performance Report
- Residential research summary (LHWMP)
- Community meetings data

7. Existing language access policies, service levels, tracking methods:

- Public Health Seattle & King County Translation Policy ([Click here](#))
- King County Interpretation guidelines ([Click here](#))
- Master Labor Agreement: Bi-lingual Premium Pay (Section 8.10)
- King County ESJ Tools

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

- [Please see attachments](#) for current state of translated materials and interpretation service levels and vital documents/PCM inventory of each program in EHS division.

Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

Please note: Gaps in EHS division vary by program.

Overall gaps are the following:

- Need for a standardized definition of “vital documents” and PCM across EHS.
- Need to translate additional vital documents and the essential PCM in to all key applicable King County languages.
- Need for translated website, email and social media content in all programs.
- Additional compensated community involvement and guidance in our translation and interpretation services is needed for an effective and efficient in-person and/or over the phone services.
- In some programs, there is a need for additional staff deeply grounded in language and cultural practices reflective of the communities we serve in order to increase our service levels.
- Need to establish an effective tracking method.
- Need for additional training and education around language access policies, guidelines, and best practices.
- Need for standardized data collection tools (e.g. GIS mapping) to gather information about LES communities across King County.
- Need to with communities to determine the translation/trans creation and interpretation needs of communities.
- Need to partner with Ethnic Media to provide content translation in their channels and reach a broader audience.
- Need for consistent and sustainable partnerships with Ethnic Media in King County.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

Please note: It varies by programs within EH division. Please see attachment for breakdown across programs.

This scope of work has not been identified division wide.

Some programs like LHWMP and illegal dumping, have identified PCM that need to be translated.

It is unlikely that we could translate all of our materials. Therefore, we would have to come up with a way to prioritize the ones that need to be translated and identify the LES communities that would receive greater benefit by in-person/over the phone interpretation services rather than translation.

It will be important to first translate the Public Health Seattle & King County access webpages and social media so that LES communities could access presently translated vital and PCM materials on the website before undertaking future EHS translations of social media content.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

Please note: It varies by program and project within EHS division.

According to King County's mandate for translated languages, communities that have not been served effectively because of insufficient translation and interpretation according to the data provided are:

- **Zoonotic program:** There is a need for translation and interpretation services in zoonotic control program in all recommended languages.
- **Food & Facilities program:** Arabic and Thai communities are not currently served by translation services. However, they have bi-lingual staff in 15 languages.
- **LHWMP:** Most communities are served but currently the program is revamping its vital and PCM.
- **OSS:** Vital docs are translated on a need and on a circumstance basis. However, there is no translation of PCM for all mandated and recommended communities except on a blog post (translated to Spanish and Somali).
- **Plumbing:** There is a need for translation of vital and PCM for all mandated and recommended communities.
- **HCPP:** There are bi-lingual and bi-cultural staff and community partners who do the bulk of translation/interpretation services. However, communities like Ukrainian and Arabic might not be effectively served due to lack of bi-lingual and bi-cultural staff.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☐ Yes ☐ No Please describe these:

There is no formal plan in place.

Funding for language access varies according to programs. Currently three programs have allocated specific funding for language access. Other programs use ad hoc funding.

Going forward we would like to explore opportunities:

- For other programs to allocate existing funds for language access and
- For programs applying for funding to include budget for translation, interpretation and community engagement.

Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|--|--|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: <p>Private Wells, Plumbing and Gas Piping</p> <p>Create a one-pager/brochure with an overview of all EHS program and/or this specific program and key environmental health services and topics.</p> <p>OSS</p> <p>Create a one-pager/brochure with an overview of all EHS program and/or this specific program and key environmental health services and topics.</p> <p>Septic System maintenance & PCM on PIC project updates</p> <p>Zoonotic Disease Program</p> <p>Create a one-pager/brochure with an overview of all EHS program and/or this specific program and key environmental health services and topics.</p> | <ul style="list-style-type: none"> • Priority designation List of needs: <p>Identify which need to be translated first</p> <p>Plan on ways to provide website translation. Partner with ethnic Medias to provide content translation in their channels.</p> <p>Ensure use of plain language and visual communication</p> <p>Identify best process to provide information</p> | <ul style="list-style-type: none"> • Priority designation List of needs: <p>Continue use of county interpretation services and identify opportunities to expand bi-lingual staff across the division.</p> |

| | | | |
|-----------------------|--|--|---|
| | <p>We could have translated all other Zoonotic program: PCM & vital docs. However, there is no budget.</p> <p>Rodent Control</p> <p>Prevent Illegal Dumping and Rats brochure</p> <p>LHWMP</p> <p>Incentives handout (resource information for businesses)</p> <p>Recipe cards (Safe cleaning mixture for home)</p> <p>EHS division wide: Programs that apply for funding must include budget dollars for translation and interpretation services and community engagement and partnerships.</p> | | |
| Language 2 Vietnamese | <ul style="list-style-type: none"> • Priority designation <p>List of needs:</p> <p>Private Wells, Plumbing and Gas Piping</p> <p>Create a one-pager/brochure with an overview of all EHS program and/or this specific program and key environmental health services and topics.</p> <p>OSS</p> <p>Create a one-pager/brochure with an overview of all EHS program and/or this specific program and key environmental health services and topics.</p> <p>Septic System maintenance & PCM on PIC project updates</p> <p>Zoonotic Disease Program</p> | <ul style="list-style-type: none"> • Priority designation <p>List of needs:</p> <p>Identify which need to be translated first</p> <p>Plan on ways to provide website translation. Partner with ethnic Medias to provide content translation in their channels.</p> <p>Ensure use of plain language and visual communication</p> <p>Identify best process to provide information</p> | <ul style="list-style-type: none"> • Priority designation <p>List of needs:</p> <p>Continue use of county interpretation services and identify opportunities to expand bi-lingual staff across the division.</p> |



| | | | |
|----------------------|---|---|--|
| | <p>Create a one-pager/brochure with an overview of all EHS program and/or this specific program and key environmental health services and topics.</p> <p>We could have translated all other Zoonotic program: PCM & vital docs. However, there is no budget.</p> <p>Rodent Control</p> <p>Prevent Illegal Dumping and Rats brochure</p> <p>LHWMP</p> <p>Incentives handout (resource information for businesses)</p> <p>Recipe cards (Safe cleaning mixture for home)</p> <p>EHS division wide: Programs that apply for funding must include budget dollars for translation and interpretation services and community engagement and partnerships.</p> | | |
| Language 3 Somali | <ul style="list-style-type: none"> • Priority designation List of needs: • Priority designation List of needs: <p>Private Wells, Plumbing and Gas Piping</p> <p>Create a one-pager/brochure with an overview of all EHS program and/or this specific program and key environmental health services and topics.</p> <p>OSS</p> <p>Create a one-pager/brochure with an overview of all EHS program and/or</p> | <ul style="list-style-type: none"> • Priority designation List of needs: <p>Identify which need to be translated first</p> <p>Plan on ways to provide website translation. Partner with ethnic Medias to provide content translation in their channels.</p> <p>Ensure use of plain language and visual communication</p> | <ul style="list-style-type: none"> • Priority designation List of needs: <p>Continue use of county interpretation services and identify opportunities to expand bi-lingual staff across the division.</p> |

| | | | |
|-----------------------|--|--|---|
| | <p>this specific program and key environmental health services and topics.</p> <p>Septic System maintenance & PCM on PIC project updates</p> <p>Zoonotic Disease Program</p> <p>Create a one-pager/brochure with an overview of all EHS program and/or this specific program and key environmental health services and topics.</p> <p>We could have translated all other Zoonotic program: PCM & vital docs. However, there is no budget.</p> <p>Rodent Control</p> <p>Prevent Illegal Dumping and Rats brochure</p> <p>LHWMP</p> <p>Incentives handout (resource information for businesses)</p> <p>Recipe cards (Safe cleaning mixture for home)</p> <p>EHS division wide:</p> <p>Programs that apply for funding must include budget dollars for translation and interpretation services and community engagement and partnerships.</p> <p>Food and Facilities Program</p> <p>Translate Food worker card class testing materials</p> | Identify best process to provide information | |
| Language 4 Russian | <ul style="list-style-type: none"> Priority designation <p>List of needs:</p> <p>Private Wells, Plumbing and Gas Piping</p> | <ul style="list-style-type: none"> Priority designation <p>List of needs:</p> <p>Identify which need to be translated first</p> | <ul style="list-style-type: none"> Priority designation <p>List of needs:</p> <p>Continue use of county interpretation services and identify opportunities</p> |



| | | |
|---|---|--|
| <p>Create a one-pager/brochure with an overview of all EHS program and/or this specific program and key environmental health services and topics.</p> <p>OSS</p> <p>Create a one-pager/brochure with an overview of all EHS program and/or this specific program and key environmental health services and topics.</p> <p>Septic System maintenance & PCM on PIC project updates</p> <p>Zoonotic Disease Program</p> <p>Create a one-pager/brochure with an overview of all EHS program and/or this specific program and key environmental health services and topics.</p> <p>We could have translated all other Zoonotic program: PCM & vital docs. However, there is no budget.</p> <p>Rodent Control</p> <p>Prevent Illegal Dumping and Rats brochure</p> <p>LHWMP</p> <p>Incentives handout (resource information for businesses)</p> <p>Recipe cards (Safe cleaning mixture for home)</p> <p>Food and Facilities Program</p> <p>Translate key food safety education materials into Russian</p> <p>Duwamish</p> | <p>Plan on ways to provide website translation. Partner with ethnic Medias to provide content translation in their channels.</p> <p>Ensure use of plain language and visual communication</p> <p>Identify best process to provide information</p> | <p>to expand bi-lingual staff across the division.</p> |
|---|---|--|

| | | | |
|--------------------|---|--|---|
| | <p>Duwamish Seafood consumption program: KC Safe Fishing Guide/Map</p> <p>EHS division wide: Programs that apply for funding must include budget dollars for translation and interpretation services and community engagement and partnerships.</p> | | |
| Language 5 Chinese | <ul style="list-style-type: none"> • Priority designation <p>List of needs:</p> <p>Private Wells, Plumbing and Gas Piping</p> <p>Create a one-pager/brochure with an overview of all EHS program and/or this specific program and key environmental health services and topics.</p> <p>OSS</p> <p>Create a one-pager/brochure with an overview of all EHS program and/or this specific program and key environmental health services and topics.</p> <p>Septic System maintenance & PCM on PIC project updates</p> <p>Zoonotic Disease Program</p> <p>Create a one-pager/brochure with an overview of all EHS program and/or this specific program and key environmental health services and topics.</p> <p>We could have translated all other Zoonotic program: PCM & vital docs. However, there is no budget.</p> <p>Rodent Control</p> <p>Prevent Illegal Dumping and Rats brochure</p> | <ul style="list-style-type: none"> • Priority designation <p>List of needs:</p> <p>Identify which need to be translated first</p> <p>Plan on ways to provide website translation. Partner with ethnic Medias to provide content translation in their channels.</p> <p>Ensure use of plain language and visual communication</p> <p>Identify best process to provide information</p> | <ul style="list-style-type: none"> • Priority designation <p>List of needs:</p> <p>Continue use of county interpretation services and identify opportunities to expand bi-lingual staff across the division.</p> |

| | | | |
|----------------------|---|---|--|
| | <p>LHWMP Incentives handout (resource information for businesses)</p> <p>Recipe cards (Safe cleaning mixture for home)</p> <p>Duwamish Duwamish Seafood consumption program: Recipe Cards + Duwamish Seafood messages</p> <p>Duwamish Seafood consumption program: KC Safe Fishing Guide/Map</p> <p>EHS division wide: Programs that apply for funding must include budget dollars for translation and interpretation services and community engagement and partnerships.</p> | | |
| Language 6 Korean | <ul style="list-style-type: none"> • Priority designation List of needs: <p>Private Wells, Plumbing and Gas Piping</p> <p>Create a one-pager/brochure with an overview of all EHS program and/or this specific program and key environmental health services and topics.</p> <p>OSS</p> <p>Create a one-pager/brochure with an overview of all EHS program and/or this specific program and key environmental health services and topics.</p> <p>Septic System maintenance & PCM on PIC project updates</p> <p>Zoonotic Disease Program</p> <p>Create a one-pager/brochure with an overview of all EHS program and/or this specific program and key</p> | <ul style="list-style-type: none"> • Priority designation List of needs: <p>Identify which need to be translated first</p> <p>Plan on ways to provide website translation. Partner with ethnic Medias to provide content translation in their channels.</p> <p>Ensure use of plain language and visual communication</p> <p>Identify best process to provide information</p> | <ul style="list-style-type: none"> • Priority designation List of needs: <p>Continue use of county interpretation services and identify opportunities to expand bi-lingual staff across the division.</p> |

| | | | |
|--|---|--------------------|----------------|
| | <p>environmental health services and topics.</p> <p>We could have translated all other Zoonotic program: PCM & vital docs. However, there is no budget.</p> <p>Rodent Control</p> <p>Prevent Illegal Dumping and Rats brochure</p> <p>LHWMP</p> <p>Incentives handout (resource information for businesses)</p> <p>Recipe cards (Safe cleaning mixture for home)</p> <p>Duwamish</p> <p>Duwamish Seafood consumption program: KC Safe Fishing Guide/Map</p> <p>EHS division wide:</p> <p>Programs that apply for funding must include budget dollars for translation and interpretation services and community engagement and partnerships.</p> | | |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

EHS programs have utilized materials developed by their own resources or by outside organizations to translate materials needed. However, the various programs in the division, do not have a process or procedures to assess or evaluate our language access efforts. Therefore, for 2019 we should work on the following.

- Have standardized definition/explanation of vital documents and PCM across the division in the primary language itself. After standardization, then comes the task of establishing tracking methods for language assistance needs/number to assess language needs.
- Organize training regarding language access policies, guidelines and best practices
- Establish a list of standardized tools to gather information about LES communities division wide.

- Identify initial focus and appropriate method of priority languages.
- Determine the translation/trans creation and interpretation needs of communities.
- Identify the need of website translation. Partner with ethnic Medias to provide content translation in their channels.
- Establish partnership with ethnic media in King County.

| 2019 plan | 2019 plan | | |
|-----------------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 2 Vietnamese | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 3 Somali | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 4 Russian | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 5 Chinese | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 6 Korean | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| | | | |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------------|---|---|
| Translation | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> When materials are created in house, they are translated by an external vendor and reviewed by a third party (in-house staff and/or member of a community group). | <input type="checkbox"/> No <i>Do you need technical assistance?</i> |
| Interpretation | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> <ul style="list-style-type: none"> • Food & Facilities: have bi-lingual and bi-cultural staff who assist with interpretation in 15 languages • HCPP: have bi-lingual and bi-cultural staff and community partners who are native speakers who assist with interpretation | <input type="checkbox"/> No <i>Do you need technical assistance?</i> |
| In-Language Outreach | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> <ul style="list-style-type: none"> • Food & Facilities: have bi-lingual staff who assist with interpretation in 15 languages • HCPP: have bi-lingual and bi-cultural staff and community partners who are native speakers who assist with interpretation | <input type="checkbox"/> No <i>Do you need technical assistance?</i> |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

- Build trusted partnerships with community leaders
- Strategize to engage and involve community leaders/community in decision making regarding effectiveness of language access efforts
- Use various methods for communicating information (written, visual, audio in websites, social media, ethnic media etc.).

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

- Gather LES community feedback on the translations and interpretation services provided by using focus groups, surveys, community meetings, etc.
- Gather data on the number of LES communities reached with appropriate method and channel.
- Gather data on the number of LES communities who have accessed program websites.
- Gauge frequency of complaints by LES communities concerning translation and interpretation services.
- Having culturally competent bi-lingual and multi-lingual staff that provide EHS services.

| Complaints | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|--|-----------------------------|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input checked="" type="checkbox"/> Yes Programs provide information to LES individuals who complain by phone. Some use bi-lingual and bi-cultural staff. | <input type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> |
| We display information on how to file a complaint. | <input checked="" type="checkbox"/> Yes Our programs webpages have contact us link that enables residents to submit their complaints, questions and comments. | <input type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> |

Please describe how your division handles complaints regarding the provision of language access services.

LES individuals who have complaints can talk to a supervisor who will connect them to either bi-lingual/bi-cultural staff or phone interpretation to facilitate a discussion. If the individual contacts the program via the form on any King County webpage, the complaint is forwarded to the manager of interpretation services via the web content manager.

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|--|
| Translation and Interpretation | Food Program \$100,000 (2019-2020) LHWMP \$100,000 <u>Funds not from EHS</u> (2019-2020) Duwamish \$162, 690 (2018-2019) |
| In-Language Outreach | \$ 0 |
| Ethnic Media Ad-Buys | \$ 0 |

Thank you for your attention to making the King County a model county in language access.

| | | |
|--|------------------------------------|----------------|
| <u>Dylan Orr</u> | <u>Assistant Division Director</u> | <u>9/11/18</u> |
| Division Director | | Date |
| <u>Adiam Mengis</u> | <u>Educator Consultant</u> | <u>9/11/18</u> |
| Division Staff | Title | Date |
| <u>Damarys Espinoza</u> | <u>Educator Consultant</u> | <u>9/11/18</u> |
| Division Staff | Title | Date |
| <u>Immigrant and Refugee Policy & Strategy Analyst</u> | | <u>Date</u> |

ATTACHMENTS

Language Access Plan for Divisions

8. Current State: Current state of translated materials and interpretation service levels.

Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

Environmental Health: Solid Waste, Rodent control and Zoonotic disease program

| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
|-------------------------------|---|---------------------------------------|--|
| Spanish | Yes/No - provide details in vital document inventory Yes- Some rodent material No- Other program material | Yes/No - Brief description No | Yes/No - Brief description Yes, through Interpretation services |
| Language 2: Somali | Rodent print material | No | Yes, through Interpretation services |
| Language 3: Chinese | Rodent print material | No | Yes, through Interpretation services |
| Language 4: Vietnamese | Rodent print material | No | Yes, through Interpretation services |
| Language 5: Korean | Rodent print material | No | Yes, through Interpretation services |
| Language 6: | Rodent print material | No | |

| | | | |
|----------------------------|-----------------------|----|--------------------------------------|
| Russian/Ukrainian | | | Yes, through Interpretation services |
| Language 7: Amharic/Arabic | Rodent print material | No | Yes, through Interpretation services |

Vital Documents/Public Communication Materials Inventory

Environmental Health – Solid Waste, Rodent Control and Zoonotic disease program

| Vital Document/ PCM: (provide hyperlink if possible) | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|--|---------------------------|---|---|-------------------------------|--|
| Notification letter to property owner (advising of complaint received or investigation confirming a violation of the Board of Health Solid Waste Regulations or Rodent Control Regulations) | Y | Any language necessary, depending on language of proficiency of the property owner. (Example: If the property owner's native or preferred language is Spanish, we will provide the document in both English and Spanish versions.) | Ongoing. Each document is tailored to a specific property and owner, based on the unique facts and circumstances of the enforcement case. | | Variable, depending on the recipient's native or preferred language. |
| Notice of Violation (NOV) | Y | See above. | | | Variable, depending on the recipient's native or preferred language. |

| | | | | | |
|--|---|------------|--|--|--|
| Notice and Order (N&O) | Y | See above. | | | Variable, depending on the recipient's native or preferred language. |
| Appeal form | Y | See above. | | | |
| Appeal Request Form | Y | See above. | | | Variable, depending on the recipient's native or preferred language. |
| NOTE regarding each of the above: Each Notification letter, NOV, and N&Os is a unique documents specifically tailored in response to code violations on the owner's property, and is translated into the owner's native or preferred language if the owner is not English language proficient. | | | | | |
| King County Rats Website https://www.kingcounty.gov/depts/health/environmental-health/animals/rat-prevention.aspx | N | | | | |
| Facts about Rats and Mice https://www.kingcounty.gov/depts/health/environmental-health/animals/rat-prevention/~media/depts/health/environmental-health/documents/rodents/rats-and-mice-facts.ashx | N | | | | |
| Rats and Mice: Guidance for people living outdoors or homeless https://www.kingcounty.gov/depts/health/environmental-health/animals/rat-prevention/~media/depts/health/homeless-health/healthcare-for-the-homeless/documents/rats-mice-guidance-for-homeless.ashx | N | | | | |

| | | | | | |
|--|------------------------------------|---|---|---|-----------------|
| Rats unwanted: Four Steps to.... https://www.kingcounty.gov/depts/health/environmental-health/animals/rat-prevention/brochures.aspx | Y | Chinese, Korean, Russian, Somali, Spanish, Vietnamese | 2018 | 2014 | None identified |
| How to use rat traps and bait stations https://www.kingcounty.gov/depts/health/environmental-health/animals/rat-prevention/brochures.aspx | Y | Chinese, Korean, Russian, Somali, Spanish, Vietnamese | Chinese, Korean, Russian, Somali, Spanish, Vietnamese | Chinese, Korean, Russian, Somali, Spanish, Vietnamese | |
| How to keep rats away from your home https://www.kingcounty.gov/depts/health/environmental-health/animals/rat-prevention/brochures.aspx | N | Original document not available. | | | |
| Birdfeeders and Rats: What you need to know https://www.kingcounty.gov/depts/health/environmental-health/animals/rat-prevention/brochures.aspx | N | | | | |
| Sewer Baiting Program Website and Fact Sheet https://www.kingcounty.gov/depts/health/environmental-health/animals/rat-prevention/sewer-baiting.aspx | N | | | | |
| Animals, Pets, Rats and Bugs website content, documents, and associated linked pages | N only limited rodent translations | | | | |

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|---|---|--|--|--|--|
| https://www.kingcounty.gov/depts/health/environmental-health/animals.aspx | | | | | |
| Raccoon Latrine Clean up Instructions https://www.kingcounty.gov/depts/health/communicable-diseases/zoonotic/facts-resources/brochures.aspx | N | | | | |
| If you care don't feed us https://www.kingcounty.gov/depts/health/communicable-diseases/zoonotic/facts-resources/brochures.aspx | N | | | | |
| Pet Business Regulations Website and associated documents and permit applications. Multiple Documents https://www.kingcounty.gov/depts/health/communicable-diseases/zoonotic/facts-resources/pet-businesses.aspx | N | | | | |
| Pet Business Plan Review approval letter | N | | | | |
| Pet Business Permit needed letter | N | | | | |
| Pet Business complaint letter | N | | | | |
| Solid Waste Permit Application https://www.kingcounty.gov | N | | | | |

| | | | | | |
|---|---|--|--|--|--|
| ov/depts/health/environmental-health/toxins-air-quality/solid-waste.aspx | | | | | |
| Animal Disposal https://www.kingcounty.gov/depts/health/communicable-diseases/zoonotic/facts-resources/animal-disposal.aspx | N | | | | |
| Waste Clearance Form https://www.kingcounty.gov/depts/health/environmental-health/toxins-air-quality/solid-waste.aspx | N | | | | |
| Illegal dumping website https://www.kingcounty.gov/depts/health/environmental-health/toxins-air-quality/solid-waste.aspx | N | | | | |
| Online complaint forms (SW, Rats, Dumping) | N | | | | |
| Dead Animal Complaint letter | N | | | | |
| Yard Waste Complaint letter | N | | | | |
| Third party dumping letter | N | | | | |
| Neighborhood Rodent letter | N | | | | |
| Need more information letter | N | | | | |
| Title 8 letter enclosure | N | | | | |
| Title 10 letter enclosure | N | | | | |

| | | | | | |
|---|---|--|--|--|--|
| Transfer station location information (we include in our correspondence) | N | | | | |
|---|---|--|--|--|--|

Environmental Health: Food and Facilities

Please note: Food program have professional staff that speak **15** languages (Spanish, Japanese, Amharic, Tigrinya, Somali, and Chinese (Mandarin & Cantonese), Vietnamese, Russian, Korean, Punjab, Oromo, Tagalog, Khmer, and Swahili).

| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
|-------------------------------|---|--|---|
| Spanish | Yes/No - provide details in vital document inventory <ul style="list-style-type: none"> - Food worker card - Health advisories - Safe food handling practices | Yes/No - Brief description Yes Food Safety Rating System Food worker card | Yes/No - Brief Description Have 2 Spanish speaking health investigators & 1 community outreach manager |
| Language Somali | <ul style="list-style-type: none"> - Food Rating System - Health advisories | No | Yes Have bi-lingual staff |
| Language 3: Vietnamese | <ul style="list-style-type: none"> - Food Rating System - Food worker card - Safe food handling practices | Food worker card | Yes Have bi-lingual staff |
| Language 4: Chinese | <ul style="list-style-type: none"> - Food Rating System - Food worker card - Safe Food Handling Practices | Food worker card | Yes Have bi-lingual staff |

| | | | |
|-------------------------------|--|------------------|--------------------------------|
| Language 5: Amharic | - Food Rating System | No | Yes Have bi-lingual staff |
| Language 6: Korean | - Food Rating System - Food worker card - Safe food handling practices | Food worker card | Yes Have bi-lingual staff |
| Cambodian | - Safe food handling practices - Food worker card | Food worker card | Yes Have a bi-lingual staff |

Vital Documents/Public Communication Materials Inventory

Environmental Health – Food and Facilities

| Vital Document/ PCM: <i>(provide hyperlink if possible)</i> | Ever been translated ? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|---|---------------------------------------|---|--|--------------------------------------|---|
| Food Rating System Click here | Yes | Amharic Chinese Korean Somali Spanish Vietnamese | 2018 | | |
| How to get a card online Click here | Yes | Cambodian Cantonese Mandarin Spanish Vietnamese | | | |
| Food Business Permits Click here | No | | | | |
| Food Borne Illness Outbreak | No | | | | |

| | | | | | |
|---|-----|---|--|--|--|
| Investigation Click here | | | | | |
| Food Borne Illness Outbreak Closure Click here | No | | | | |
| Health Advisories | Yes | As needed | | | |
| Complaint | | | | | |
| Food Impact Reporting System | | | | | |
| Safe Food Handling Practices | Yes | Cambodian Chinese Korean Spanish Vietnamese | | | |
| Food Safety Educational Messages | | | | | |

Environmental Health Services - Local Hazardous Waste Management Program (LHWMP)

- Currently LHWMP is revamping its educational print and online materials. The program is working on making available key content in King County's tier 2 languages based on demographic research and customers.

| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
|----------------|--|---|---|
| Spanish | Yes/No - provide details in vital document inventory | Yes/No - Brief description Yes, we have a Facebook account that is completely in Spanish. We have Spanish pdfs of key educational information posted on program website. | Yes/No - Brief description We have two staff that are native Spanish speakers. We have interpretation services available through King County vendor contracts. |

The following information is specific to eBLL case investigations that are conducted by LHWMP EHS staff.

| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
|-------------------|---|---|---|
| Spanish | <p>Yes</p> <p>Do you know that hazardous waste cannot go in the trash or down the drain?</p> <p>Common sources of lead poisoning, my child's lead test result</p> <p>Fight Lead poisoning with a healthy diet</p> <p>Plan of care for eBLL case investigation</p> <p>Green cleaning keeps my family safe</p> <p>eBLL case investigation plan of Care.</p> | <p>Yes</p> <p>http://www.hazwastehe lp.org/HHW/hhw.aspx</p> <p>http://www.hazwastehe lp.org/translations/span ish.aspx</p> <p>https://www.doh.wa.gov/YouandYourFamily/HealthyHome/Contaminants/Lead/Testing</p> <p>haz.waste@kingcounty.gov</p> | <p>Yes – in-person for Household hazards line, works with interpreting and translating company –Universal Language Services (ULS) and NWI global for eBLL case investigation,</p> |
| Vietnamese | <p>Yes</p> <p>My child's lead test result</p> <p>Plan of care for eBLL case investigation.</p> | <p>Yes</p> <p>http://www.hazwastehe lp.org/translations/vietnamese.aspx</p> <p>https://www.doh.wa.gov/YouandYourFamily/HealthyHome/Contaminants/Lead/Testing</p> | <p>Yes – works with interpreting and translating company – Universal Language Services (ULS) and NWI global for eBLL case investigation</p> |
| Somali: | <p>Yes</p> <p>My child's lead test result, Lead warning: Lead can poison your child.</p> | <p>Yes -</p> <p>http://www.hazwastehe lp.org/translations/Somali.aspx</p> | <p>Yes – works with interpreting and translating company – Universal Language Services (ULS) and NWI global for eBLL case investigation.</p> |

| | | | |
|------------------|--|---|--|
| | Plan of care for eBLL case investigation. | https://www.doh.wa.gov/YouandYourFamily/HealthyHome/Contaminants/Lead/Testing | |
| Chinese: | Yes My child's lead test result Plan of care for eBLL case investigation. | Yes - http://www.hazwastehe lp.org/translations/Chinese.aspx https://www.doh.wa.gov/YouandYourFamily/HealthyHome/Contaminants/Lead/Testing | Yes – works with interpreting and translating company – Universal Language Services (ULS) and NWI global for eBLL case investigation |
| Korean: | Yes Cleaning with caution Plan of care for eBLL case. | Yes http://www.hazwastehe lp.org/translations/korean.aspx | Yes – works with interpreting and translating company – Universal Language Services (ULS) and NWI global for eBLL case investigation |
| Russian: | Yes Lead warning: Lead can poison your child Plan of care for eBLL case investigation. | Yes http://www.hazwastehe lp.org/translations/russian.aspx https://www.doh.wa.gov/YouandYourFamily/HealthyHome/Contaminants/Lead/Testing | Yes – works with interpreting and translating company – Universal Language Services (ULS) and NWI global for eBLL case investigation |
| Ukrainian | Yes –My family is safer with green cleaning Plan of care for eBLL investigation | Yes http://www.hazwastehe lp.org/translations/ukrainian.aspx | Yes – works with interpreting and translating company – Universal Language Services (ULS) and NWI global for eBLL case investigation |
| Farsi | Yes Common sources of lead poisoning My family is safer with green cleaning Plan of care for eBLL investigation | Yes http://www.hazwastehe lp.org/translations/farsi.aspx | Yes – works with interpreting and translating company – Universal Language Services (ULS) and NWI global for eBLL case investigation |

| | | |
|-------------|---|--|
| Dari | Yes – Common sources of lead poisoning Plan of care for eBLL investigation | Yes – works with interpreting and translating company – Universal Language Services (ULS) and NWI global for eBLL case investigation |
|-------------|---|--|

Vital Documents/Public Communication Materials Inventory

Environmental Health – LHWMP

Currently all LHWMP materials are being updated or discontinued. A number of old publications are no longer in circulation. New publications are only recently being developed.

| Vital Document/ PCM: <i>(provide hyperlink if possible)</i> | Ever been translated ? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|---|---------------------------------------|---|--|--------------------------------------|---|
| What to do flyer (how to use HHW disposal services) | Y | Spanish | 1/2018 | 8/2018 | Amharic Korean Oromo Punjabi Russian Somali Ukrainian Vietnamese Simplified Chinese Traditional Chinese Khmer Tigrinya |
| Incentives handout (resource information for businesses) | N | None | 6/2018 | N/A | Amharic Korean Oromo Punjabi Russian Somali Ukrainian Vietnamese Simplified Chinese Traditional Chinese |

| | | | | | |
|--|---|--|-----------|-----|--|
| | | | | | Khmer Tigrinya Spanish |
| Recipe Cards (Safe cleaning mixtures for home) | Y | None | 9/2018 | N/A | Amharic Korean Oromo Punjabi Russian Somali Ukrainian Vietnamese Simplified Chinese Traditional Chinese Khmer Tigrinya Spanish |
| Electronic field form for technical assistance visits to businesses | N | None | 2017 | N/A | Not sure at this time. |
| Do you know that hazardous waste cannot go in the trash or down the drain? So where do I take it? | Y | Spanish | 2018 | | |
| Plan of care for eBLL case investigation | Y | Spanish, Nepalese, Dari, Farsi, Somali, Tigrinya | 3/18/2018 | | |
| | | | | | |

Environmental Health – LHWMP

| Vital Document/ PCM: <i>(provide hyperlink if possible)</i> | Ever been translated ? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|---|---------------------------------------|--|--|--------------------------------------|--|
| Do you know that hazardous waste cannot go in the trash or down the drain? So where do I take it? | Y | Spanish | 2018 | | |
| Plan of care for eBLL case investigation | Y | Spanish, Nepalese, Dari, Farsi, Somali, Tigrinya | 3/18/2018 | | Works with NWI global translation services and Universal Language services (ULS) for in person interpretation. |
| | | | | | |

Environmental Health: OSS

| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
|------------------|---|--|---|
| Spanish | Yes/No - provide details in vital document inventory Yes | Yes/No - Brief description | Yes/No - Brief description Interpretation services |

Vital Documents/Public Communication Materials Inventory
Environmental Health – OSS

| Vital Document/ PCM: | Ever been translated ? Y/N | Languages currently | Date English document | Date translation | Additional languages needed to be translated into: |
|---------------------------------|---------------------------------------|----------------------------|------------------------------|-------------------------|---|
|---------------------------------|---------------------------------------|----------------------------|------------------------------|-------------------------|---|

| <i>(provide hyperlink if possible)</i> | | translated into: | was last revised: | was updated: | |
|---|---|---|---|---------------------|--|
| Notification letter to property owner (advising of complaint received or investigation confirming an OSS failure or other BOH Title 13 On-site Wastewater Code violation) | Y | Any language necessary, depending on language of proficiency of the property owner. (Example: If the property owner's native or preferred language is Spanish, we will provide the document in both English and Spanish versions.) | Ongoing. Each document is tailored to a specific property and owner, based on the unique facts and circumstances of the enforcement case. | | Variable, depending on the recipient's native or preferred language. |
| Notice of Violation (NOV) | Y | See above. | | | Variable, depending on the recipient's native or preferred language. |
| Notice and Order (N&O) | Y | See above. | | | Variable, depending on the recipient's native or preferred language. |
| Appeal Request Form | Y | See above. | | | Variable, depending on the recipient's native or preferred language. |
| NOTE regarding each of the above: Each Notification letter, NOV, and N&O is a unique document specifically tailored in response to code violations on the owner's property, and is translated into the owners' native or preferred language if the owner is not English language proficient. | | | | | |
| Saving Your OSS: How routine septic maintenance can prevent costly repairs | Y | Spanish Somali | | | |
| | | | | | |

Environmental Health: Plumbing

| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
|-------------|---|---------------------------------------|------------------------------------|
| Spanish | No. | No. | Yes, interpreter services |
| Language | English | English | |
| Language 3: | No | No | No |

Vital Documents/Public Communication Materials Inventory
Environmental Health – Plumbing

| Vital Document/ PCM: <i>(provide hyperlink if possible)</i> | Ever been translated ? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|---|-------------------------------|--------------------------------------|---|-------------------------------|--|
| Permit Applications | No | | | | |
| IVR message | No | | | | |
| All website content. | No | | | | |

Environmental Health: Healthy Communities

| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
|-----------------|---|---------------------------------------|--|
| Spanish | Yes/No - provide details in vital document inventory Yes all | Yes/No - Brief description | Yes/No - Brief description Yes Have bi-lingual staff |
| Language Korean | Yes some | | Yes Use interpretation services |

| | | | |
|-----------------------------------|----------|--|---|
| Language 3: Khmer | Yes many | | Yes Have bi-lingual staff Use interpretation services |
| Language 4: Vietnamese | Yes many | | Yes Have bi-lingual staff |
| Language 5: Russian | Yes some | | Yes Use interpretation services |
| Language 6: Chinese | Yes some | | Yes Use interpretation services |

Vital Documents/Public Communication Materials Inventory

Environmental Health – Healthy Communities

| Vital Document/ PCM: <i>(provide hyperlink if possible)</i> | Ever been translated ? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|--|---|---|--|--|---|
| King County Dirt Alert/ Tacoma Smelter Plume (KCDA): Property access agreement form for Soil Sampling | Yes | Spanish | Oct 2017 | | |
| KCDA Healthy Action Mini poster | Yes | Spanish Somali Korean | 2014 | 2014 | |
| KCDA Multilingual brochure: Wash off dirt | Yes | Spanish Korean Russian Ukrainian | 2014 | 2014 | |
| KCDA Arsenic and Lead in the Soil: | Yes | Spanish | 2013 | 2013 | |

| | | | | | |
|--|-------------|--|---------|---------|---|
| Landscaping & Gardening | | | | | |
| KCDA Arsenic and Lead in the Soil: Protect your family | Yes | Spanish | 2013 | 2013 | |
| KCDA Factsheet | Yes | Korean | | | |
| | | | | | |
| Duwamish Seafood consumption program: Recipe Cards +Duwamish Seafood messages (PCM) | Yes | Spanish Vietnamese Khmer | | 06/2018 | Tagalog, Laotian, Chinese, Mien, Hmong |
| Duwamish Seafood Consumption Program: KC Safe Fishing Guide/Map | Yes | Spanish Vietnamese Khmer | 07/2018 | Not yet | Tagalog, Laotian, Chinese, Mien, Hmong, Korean, Russian |
| Duwamish Seafood Consumption Program: PHSKC Fishing in the Duwamish website | In progress | | | | |
| Duwamish Seafood Consumption Program: DOH Healthy Fish Guide | Yes | Chinese Hmong Khmer Korean Lao Mien Spanish Tagalog Vietnamese | 2016 | 2016 | |
| Duwamish Seafood Consumption Program: EPA Duwamish River Fisher Study Fact Sheet | Yes | Spanish Vietnamese Tagalog, Lao Khmer Korean Chinese Russian | 2016 | 2016 | |

| | | | | | |
|----------------------------|--|--|--|--|--|
| | | | | | |
| MOU | | | | | |
| Photo release forms | | | | | |
| | | | | | |

Language Access Plan for Divisions - EMS

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose: The Medic One/Emergency Medical Services (EMS) system provides essential life-saving services to the people in King County. With an international reputation for innovation and excellence, it offers uniform medical care regardless of location, incident circumstances, day of the week, or time of day. It is recognized as one of the best emergency medical services program in the country and is acclaimed for its patient outcomes, including the highest reported survival rates in the treatment of out of hospital cardiac arrest patients across the nation.
2. Geographic reach of primary services/facilities/programs: Seattle & King County
3. Demographics of current user population: Residents of King County speak many different languages including but not limited to Spanish, Vietnamese, Somali, Russian, Ukrainian, Arabic, Dari, Korean, Mandarin, Cantonese, Amharic, Tigrinya, Oromo. Spanish speaking residents represent the largest percentage of users accessing our services with language access needs.
4. Demographics of intended or priority populations: See Section 1.3 above.
5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☒ Yes ☐ No
6. What tools (census maps, school data, subcontractor data, community meeting data, etc.) are you using to gather information about the LES communities that your Division/agency serves? The EMS Division accesses Language Line data to understand what languages are requested in the field to support the Vulnerable Populations Strategic Initiative (VPSI) work related to limited English speaker outreach and education efforts. This includes use of 9-1-1, signs of stroke and cardiac arrest and CPR training.
7. Existing language access policies, service levels, tracking methods:
King County Medic One uses the Valley Communications Center Language Line to communicate with patients as needed and appropriate. Additional resources include family members, friends, and bystanders depending on the severity and time constraints of the situation. The VPSI collaborates with community organizations (ex. Chinese Information Service Center, Somali Health Board) to conduct outreach and education in local communities and create materials in their native languages.

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------|---|---------------------------------------|------------------------------------|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | Some VPSI documents | No | As needed, in person or by phone |
| Vietnamese | Some VPSI documents | No | As needed, in person or by phone |
| Somali | Some VPSI documents | No | As needed, in person or by phone |
| Russian | Some VPSI documents | No | As needed, in person or by phone |
| Chinese | Some VPSI documents | No | As needed, in person or by phone |
| Korean | No | No | As needed, in person or by phone |
| Amharic | No | No | As needed, in person or by phone |
| Arabic | No | No | As needed, in person or by phone |
| Ukrainian | Some VPSI documents | No | As needed, in person or by phone |

Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|-----------------------------------|----------------------------|---|---|-------------------------------|---|
| Notice of Privacy Practice (NOPP) | Y (use Public Health form) | Spanish, Russian, Somali, Vietnamese, Chinese | Unknown | Unknown | Amharic, Ukrainian, Amharic, Arabic, Nepalese, Thai, Cambodian, Burmese |
| Patient refusal of care form | No | | | | Amharic, Ukrainian, Amharic, Arabic, Nepalese, Thai, Cambodian, Burmese |
| Aftercare instructions | No | | | | Amharic, Ukrainian, Amharic, Arabic, Nepalese, Thai, Cambodian, Burmese |

Section 2: Analysis/prioritization of future needs

1. Have you identified key gaps in existing language access policies, service levels, tracking methods?
We would like to translate digital Patient Refusal and Aftercare Instruction forms into top 9 languages.
We would like to continue to expand outreach and education efforts into more communities (ex. Spanish-speaking, Russian, Ukrainian, Nepalese, Burmese, Thai)
2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019.
See Section 2.1 above.
3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?
It's unknown how many people do not access 9-1-1 due to language barriers. Outreach and education efforts have focused on including knowledge about access to the language line. Expansion of this outreach and education would hopefully address any barriers. Our Patient Refusal and Aftercare Instruction forms are only available in Spanish currently, and translating them into Amharic, Ukrainian, Amharic, Arabic, Nepalese, Thai, Cambodian and Burmese should enable us to serve the communicates speaking these languages more effectively.
4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☒ Yes ☐ No Please describe these: The VPSI program has funds to expand outreach and education and can assist in implementing translations of vital documents for EMS personnel.

Section 3: Work Plan

- Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|---|---------------------------------------|------------------------------------|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | Patient refusal and aftercare instructions. | EMS/VPSI Website | |
| Chinese | Patient refusal and aftercare instructions. | EMS/VPSI Website | |
| Vietnamese | Patient refusal and aftercare instructions. | EMS/VPSI Website | |
| Somali | Patient refusal and aftercare instructions. | EMS/VPSI Website | |
| Russian | Patient refusal and aftercare instructions. | EMS/VPSI Website | |
| Korean | Patient refusal and aftercare instructions. | EMS/VPSI Website | |
| Amharic | Patient refusal and aftercare instructions. | EMS/VPSI Website | |
| Arabic | Patient refusal and aftercare instructions. | EMS/VPSI Website | |
| Ukrainian | Patient refusal and aftercare instructions. | EMS/VPSI Website | |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 Plan | 2019 Plan | | |
|-----------|---|---------------------------------------|------------------------------------|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | Patient refusal and aftercare instructions. | EMS/VPSI Website | |
| Chinese | Patient refusal and aftercare instructions. | EMS/VPSI Website | |

| | | | |
|------------|--|--------------------|----------------|
| Vietnamese | Patient refusal and aftercare instructions. | EMS/VPSI Website | |
| Somali | Patient refusal and aftercare instructions. | EMS/VPSI Website | |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language. (Bookda to get clarification on this)
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------------|---|--|
| Translation | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> We either have materials translated by an external vendor or use a member of a community group. All materials are tested with focus groups to ensure usability. | <input type="checkbox"/> No <i>Do you need technical assistance?</i> 36T36T |
| Interpretation | <input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Interpretation is provided by the Language Line through the Valley Communication Center. We do not measure the quality of that service independently. | <input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> 36T36T |
| In-Language Outreach | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> We use focus groups to test out our materials and we test residents' knowledge following outreach activities. | <input type="checkbox"/> No <i>Do you need technical assistance?</i> |

| | | |
|--|---|--|
| | The EMS Division accesses Language Line data to understand what languages are requested in the field to support the Vulnerable Populations Strategic Initiative (VPSI) work related to limited English speaker outreach and education efforts. This includes use of 9-1-1, signs of stroke and cardiac arrest and CPR training. | |
| | | |

3. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

Outreach and education efforts work with local communities to understand their needs, develop appropriate materials and verify messages. For example, how to call 911, CPR training. Feedback from these local communities will inform us on the effectiveness of our efforts.

4. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

We will continue to host focus groups in the communities we are targeting and fire department staff will meet with community members to evaluate the success of our efforts

We will receive fewer complaints from the community regarding fire response following outreach to targeted communities.

| <i>Complaints</i> | <i>Do you have a system to handle contacts-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|--|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> |
| We display information on how to file a complaint. | <input checked="" type="checkbox"/> Yes KC webpages have a "contact us" link that enables residents to submit a form with questions, comments, complaints. | <input type="checkbox"/> No | <input type="checkbox"/> Other |

Please describe how your division handles complaints regarding the provision of language access services.

We currently handle complaints in the same manner we handle all complaints. Our standard is to respond within 24hrs and based on the acuity of the complaints we may involve the EMS agency and/or the Medical Program Director. However, residents are encouraged to file complaints directly with their local fire dept. Translation of our EMS/VPSI webpage into target languages should promote better information regarding this process. -

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division??

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|---|
| Translation | \$3,000 |
| Interpretation | Cost is covered, included in dispatch fees. |
| In-Language Outreach | \$3,000 |
| Ethnic Media Ad-Buys | \$1,500 |

Thank you for your attention to making the King County a model county in language access.

| | | |
|--------------------------|--------------------------|----------------|
| <i>Michele Plorde</i> | <i>Division Director</i> | <i>9/11/18</i> |
| <i>Division Director</i> | | <i>Date</i> |

| | | |
|-----------------------|---------------------------------|----------------|
| <i>Andy Tait</i> | <i>Medical Services Officer</i> | <i>9/11/18</i> |
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |

| | | |
|-----------------------|--------------|-------------|
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |
|-----------------------|--------------|-------------|

| | |
|--|-------------|
| <i>Immigrant and Refugee Policy & Strategy Analyst</i> | <i>Date</i> |
|--|-------------|

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:
Jail Health Services mission is to assess and stabilize serious health problems for the detained population of King County Correctional Facility (KCCF) and the Maleng Regional Justice Center (MRJC) with a focus on transition from jail.
2. Geographic reach of primary services/facilities/programs: Seattle and King County
3. Demographics of current user population: The current user population is made up of inmates in the County's two jail facilities, KCCF and MRJC.
4. Demographics of intended or priority populations: As above
5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☒ Yes ☐ No
We rely on DAJD Classification staff to assess/collect information re LES needs for our patients during the intake process.
6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?
We have two sources of data, our partners at DAJD and our phone interpretation service, Voiance.
7. Existing language access policies, service levels, tracking methods:
 - Public Health and King County Translation policies
 - JHS Information on Health Services policy and procedure (J-E-01)
 - Requirement to use Interpreters with Medical Interpreter Certificate
 - Signage at jail facilities offering language assistance free of charge
 - Language skills competency testing for bilingual employees
 - Language access is currently provided through bilingual staff and contract agency interpreters by phone
 - Use of interpretation services is documented/tracked

- Language preferred is tracked by DAJD Classification intake procedures

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|------------------------|---|---------------------------------------|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | Yes, all vital documents, some Public Communication Materials | No | Yes provided in-person (by language certified staff) or by phone |
| Language 2: Mandarin | No | No | Yes provided by phone |
| Language 3: Vietnamese | No | No | Yes provided in-person (by language certified staff) or by phone |
| Language 4: Cantonese | No | No | Yes provided by phone |
| Language 5: Russian | No | No | Yes provided in-person (by language certified staff) or by phone |
| Language 6: Punjabi | No | No | Yes provided by phone |

Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|--------------------------|------------------------------|--------------------------------------|---|-------------------------------|--|
| Inmate Medical Grievance | Y | Spanish | 2/8/11 | 2/8/11 | Translating JHS's vital documents into other languages would require staff being able to read inmate responses in those other languages. That capacity does not currently exist. If inmate-patients request medical assistance and requests require translation, phone interpretation is used. |
| Medical Kite | Y | Spanish | 5/17 | 5/17 | Translating JHS's vital documents into other languages would require staff being able to read inmate responses in those other languages. That capacity does not currently exist. If inmate-patients request medical assistance and requests require translation, phone interpretation is used. |
| Release Planning Kite | Y | Spanish | 1/17 | 5/17 | Translating JHS's vital documents into other languages would require staff being able to read inmate responses in those other languages. That capacity does not currently exist. If inmate-patients request medical assistance and requests require translation, phone interpretation is used. |
| | | | | | |

| | | | | | |
|--|--|--|--|--|--|
| | | | | | |
| | | | | | |

Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

No existing policy for which materials should be translated (except for materials identified above as vital documents, medical and release planning kits and medical grievance form) and no current on-going information-sharing between DAJD and JHS to determine most-spoken languages.

In addition, barriers exist for JHS patients and their ability to access services due to the need to request service via written request.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

All vital documents have been translated into Spanish. Translating JHS's vital documents into other languages would require staff able to read inmate responses in those other languages. That capacity does not currently exist. If inmate-patients request medical assistance and require translation, phone interpretation is used.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

We serve all inmates who require service in a language not spoken by staff who require medical treatment using phone interpretation. In addition, there is on-going work happening to remove barriers and improve equity for JHS patients by lessening the requirements to request JHS services via medical kite. Work to provide the opportunity for patients to request care in their own language, in order to facilitate a face-to-face encounter, is a key component of this work.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☒ Yes ☐ No Please describe these:

JHS will continue to use phone interpretation to meet patient needs and work will continue to improve the process by which inmate-patients are able to request services.

Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

Because of the unique aspects of providing care in a correctional facility, JHS communication activities are primarily focused on the provision of care, as opposed to general health communications. JHS needs to perform a data analysis to determine to what extent language access issues impact inmate-patients' access to care. We hope to undertake that work in 2019 and will determine what work may need to be done to most effectively assure that inmate-patients are able to access medical, dental and release planning services. As mentioned above, work to identify process improvements is on-going and there is an expectation that new tools will need to be translated into multiple languages. Those tools do not yet exist but JHS will utilize available translation services once appropriate languages have been identified. We are waiting on data from DAJD to confirm languages to include in 2019 and 2020 planning and goals.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 2 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 3 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation • List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 4 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |

| | | | |
|------------|---|---|---|
| | | | |
| Language 6 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 3 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 4 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |

| | | | |
|--|------------------|--------------------|----------------|
| | | | |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------------|--|--|
| Translation | <input checked="" type="checkbox"/> Yes JHS uses King County approved vendors to translate our materials and those materials are reviewed for accuracy by a second translator/reviewer, as part of contractual requirements. Please describe how you measure quality: | <input type="checkbox"/> No Do you need technical assistance? 36T36T |
| Interpretation | <input checked="" type="checkbox"/> Yes Because of security issues, we use only phone interpreters and they are trained and tested in medical terminology. ASL interpreters who are medically certified are made available to interpret when necessary. Please describe how you measure quality: 36T36T | <input type="checkbox"/> No Do you need technical assistance? 36T36T |
| In-Language Outreach | <input type="checkbox"/> Yes Please describe how you measure quality: 36T36T | <input checked="" type="checkbox"/> No Do you need technical assistance? We do not do outreach. |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort: N/A

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

As mentioned above, the extent to which additional language access improves inmate-patients' access to care will be the primary metric to determine success.

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|-----------------------------|--|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input checked="" type="checkbox"/> Other We provide the opportunity for inmate-patients to file a medical grievance. We are currently working to identify a process that will allow inmate-patients to communicate language needs. <i>Please describe.</i> 36T36T |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input checked="" type="checkbox"/> Other We include information on how to file a medical grievance in the inmate handbook distributed by DAJD to all inmates. <i>Please describe.</i> 36T36T |

Please describe how your division handles complaints regarding the provision of language access services. We would engage a phone interpreter to provide service to any inmate-patient who indicated that he/she was not able to access service in the needed language.

36T36T

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|---|
| Translation | No overall division budget specifically for this purpose. |
| Interpretation | No overall division budget specifically for this purpose but we anticipate spending \$6,000 in 2019 and 2020. |
| In-Language Outreach | N/A |
| Ethnic Media Ad-Buys | N/A |

Thank you for your attention to making the King County a model county in language access.

| | |
|--|----------------|
| <i>Bette Pine</i> | <i>9/11/18</i> |
| <i>Division Director</i> | <i>Date</i> |
| <i>Danotra McBride, Deputy Director</i> | <i>9/11/18</i> |
| <i>Division Staff</i> | <i>Title</i> |
| <i>Laura Hutchinson, Program/Program Planner II</i> | <i>9/11/18</i> |
| <i>Division Staff</i> | <i>Title</i> |
| <i>Immigrant and Refugee Policy & Strategy Analyst</i> | <i>Date</i> |

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:

- **Assessment, Policy Development and Evaluation Unit (APDE):** To assess the health and well-being of King County and its residents. We also conduct evaluation of health programs and initiatives.
- **Chronic Disease Injury Prevention (CDIP):** To prevent and control chronic diseases and injuries in collaboration with community partners and other PHSKC programs.
- **Communities of Opportunity (COO):** Creating greater health, social, economic and racial equity in King County so that all people thrive and prosper, regardless of race or place.

2. Geographic reach of primary services/facilities/programs:

APDE, CDIP, and COO serves King County as a whole, with emphasis on regions and populations that are at greatest risk of poor health outcomes.

3. Demographics of current user population:

APDE, CDIP, and COO provide services to five general groups of customers (i.e. beneficiaries): local, state, and national decision makers; private sector businesses and healthcare organizations; community based organizations; individuals and families in greatest need; and funders.

The demographics of APDE/CDIP/COO services are reflective of King County's demographics. Many of our services focus on at-risk populations that include the geographic regions of south Seattle and South King County. South King County is more racially and ethnically diverse, with a greater diversity of languages by its residents, and has a greater proportion of low-income households compared to King County as a whole. Data on the demographics of King County's population by census tract can be found at:

https://public.tableau.com/views/ACS5Y2015CT_0/Dashboard1?:embed=y&:display_count=yes&:showVizHome=no

Residents of King County speak many different languages including but not limited to Spanish, Vietnamese, Somali, Russian, Ukrainian, Arabic, Dari, Korean, Mandarin, Cantonese, Amharic, Tigrinya, Oromo, and ASL.

4. Demographics of intended or priority populations:

Direct Services: Per King County Community Health Needs Assessment 2015/2016, south Seattle and south King County bear the highest health and social determinants related inequities. The clients served by CDIPs CHW and the BCCHP programs are concentrated in this region of the county.

Community Investments: Community investments made by CDIP (e.g. HEAL and BSK) and COO programs to address the social determinants of health (i.e. access to healthy foods and physical activity; safe and healthy environments; and economic development, housing, connections) are primarily in south Seattle and south King

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☒ Yes ☐ No

6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

(Can you be sure to list all programs in full before using acronyms)

APDE: We have population data on limited English speaking populations that can be found: <https://www.kingcounty.gov/depts/health/data/community-health-indicators/american-community-survey.aspx?shortname=Limited%20English%20proficiency>

Asthma/CHW Program uses enrollment form data, Medicaid data, clinic data from clinic partners, and census maps.

BCCHP uses enrollment form data and data from outreach quantitative forms and WA hospital Association data.

BSK HSE: In addition, to resources such as Communities Count, Public Health Data maps and the BSK Child Health Survey, Healthy and Safe Environments (HSE) uses reports from subcontractors to gather information about the populations our community partners serve. HSE does not work directly with King County residents thus have no need to translate materials. In addition, since HSE is a BSK-funded project, all materials for the LES that BSK serves are assessed for translation by BSK communications leads with input from program staff.

COO: None

HEAL: In addition to resources such as Communities Count, HEAL uses community partner data.

Marijuana: Public health surveillance tools, such as Healthy Youth Survey and Behavioral Risk Factor Surveillance Survey; Feedback from community partners via surveys and meetings

Tobacco: Communities Count: Social & Health Indicators Across King County

VIP: Census maps, partner data, community meeting data

7. Existing language access policies, service levels, tracking methods:

We are aware and follow existing policies in place. Title 6 and standards are in place; our policy is to provide free interpretation/materials at events (i.e. community meetings) as appropriate, 2009 kc ordinance; and federal policies. With regards to several of our specific programs:

BCCHP: Most of the contractors receive federally funds, are mandated to provide access to interpretive services, and translated materials. The Contractors Scope of Work includes a requirement that they provide interpretive service access in their own language.

BSK HSE: Healthy and Safe Environments values working with community partners (subcontractors) who are imbedded in the communities they serve which means that our community partners are both bi-lingual(or multi) and bi-cultural and are able to meet the needs of the people they serve. HSE does not have a specific language access policy.

Marijuana: We consult with community partners and end users to assess translation needs.

Tobacco: In the past, we would use a vendor the county has contracted for previous work. Our experience is that the translation gets lost or does not translate accurately. For Spanish language materials, we have been using in-house staff. In rare occasions, materials requested by Somali, Amharic, Tigrinya, Swahili speaking communities have been referred to MedlinePlus.gov.

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian.

The below chart allows for each department to report and plan for the populations served.

- **APDE, BSK HSE, HEAL, & Marijuana :** None
- **NOTE:** HEAL does not produce many public communications materials that are intended for a broad audience. The majority of translated materials are evaluation surveys and recruitment documents.
- **NOTE:** BSK's Child Health Survey was conducted in English, Chinese, Russian, Somali, Spanish, and Vietnamese.

Asthma/CHW Program

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------|---|---------------------------------------|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Communicating with your healthcare provider about asthma fact sheet | | 2 Spanish speakers on staff who are able to handle client calls, visits, outreach, translate materials, |



| | | | | |
|----------------|---|--|--|--|
| | <ul style="list-style-type: none"> Asthma triggers: Cockroaches and rats fact sheet Asthma triggers: Pets fact sheet Asthma triggers worksheet Proper medication use fact sheet What is Asthma? fact sheet Preventing and cleaning mold fact sheet | | and review translated materials. | |
| BCCHP | | | | |
| Spanish | <ul style="list-style-type: none"> What you need to know about breast cancer screening infographic What you need to know about cervical cancer screening infographic What you need to know about colon cancer screening infographic Common tips to prepare for your colonoscopy infographic | BCCHP webpage with program information | 1 Spanish speaker on staff who is able to handle client calls, translate materials, and review translated materials. | |
| COO | | | | |
| Spanish | <ul style="list-style-type: none"> Photo consent forms Flyers for events | N/A | Interpreters at community events when requested, typically a staff person | |
| Tobacco | | | | |
| Spanish | <ul style="list-style-type: none"> Quit tips and Benefits of Quitting-bookmark; "No Smoking" and "No Vaping" hard plastic placards, window clings, and signs; | | | |

| | | | | |
|-------------------------------|--|--|---|--|
| | <ul style="list-style-type: none"> Quit Line business cards | | | |
| Chinese, Korean, & Vietnamese | <ul style="list-style-type: none"> Asian Smokers' Quit Line - brochure | | | |
| VIP | <ul style="list-style-type: none"> PCM WTSC-generated traffic safety materials; Firearm Locking Devices brochure | | <ul style="list-style-type: none"> Safe Storage community outreach/education | |

9. Vital Documents/Public Communication Materials Inventory

- Marijuana** : None

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|---|---|--------------------------------------|---|-------------------------------|--|
| APDE | | | | | |
| Data request service | N | N/A | 4/10/2018 | N/A | Unknown at this time |
| Asthma/CHW Program | | | | | |
| King County Asthma Program webpages | N | N/A | Various dates from 2016-2018 | N/A | Spanish Vietnamese Somali |
| 7-Client Education Materials <u>Examples:</u> * What is Asthma? Fact sheet * Proper medication use fact sheet * Preventing and cleaning mold fact sheet | Y | Spanish | 2015-2016 | 2015-2016 | Vietnamese, Somali |
| BCCHP | | | | | |
| BCCHP webpages | Y/some of the webpages have been translated | Spanish | 2017 | 2016 | |
| 4-Client Education Materials: <u>Examples:</u> * What you need to know about breast cancer screening infographic * What you need to know about cervical cancer screening infographic | Y | Spanish | 2017 | 2017 | |

| | | | | | |
|---|-----|---------|------------------------------|-----|--|
| *What you need to know about colon cancer screening infographic | | | | | |
| COO | | | | | |
| Photo consent form | Yes | Spanish | | | Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, Ukrainian |
| Workforce event flyers | Yes | Spanish | | | Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, Ukrainian |
| HEAL | | | | | |
| Rinse to Reduce posters and stickers | N | N/A | July 2018 | N/A | Spanish |
| Healthy Eating Active Living webpages (Nutrition and Health)on Public Health-Seattle & King County's webpage | N | N/A | Various dates from 2016-2018 | N/A | Spanish |
| Recent Healthy Eating Active Living related Public Health Insider blogs | N | N/A | 2017 | N/A | TBD |
| Tobacco | | | | | |
| Tobacco and Vapor Prevention webpages | N | N/A | Various dates from 2016-2018 | N/A | TBD |
| 4- Infographics <u>Examples:</u> *Hookah Smoking * Inequities & Emerging Trends in Tobacco Use Among KC Youth & Adults | N | N/A | 2017 | N/A | TBD |
| Smoke-free area signs | N | N/A | 2017 | N/A | TBD |
| 4-Public Health Insider Blogs Examples: *How JUUL Cornered the Youth Tobacco Market and What You Should Know | N | N/A | 2017 | N/A | TBD |

| | | | | | |
|--|---|-----------------------------|--------------------------|-----------------------|--|
| *Tips from Teachers: How to Talk to Your Kids About Vaping | | | | | |
| Quit tips and Benefits of Quitting-bookmark | Y | Spanish | 2014 | 2014 | TBD |
| "No Smoking" and "No Vaping" hard plastic placards, window clings, and signs | Y | Spanish | | | TBD |
| Tobacco and Vapor product laws fact sheet for retailers | N | N/A | 2016 | N/A | TBD |
| Non-compliance cover letter for retail sale of tobacco/vapor products | N | N/A | 2016 | N/A | TBD |
| Quit Line business cards | Y | Spanish | | | TBD |
| Asian Smokers' Quit Line - brochure | Y | Vietnamese, Chinese, Korean | | | TBD |
| Intake and consent forms for youth volunteers | N | N/A | 2015 | | TBD |
| VIP | | | | | |
| Violence and Injury Prevention PHSKC webpages, incl. PH Insider Blogs | N | N/A | Various dates: 2017-2018 | N/A | TBD |
| PCM Car Seat Resource | N | N/A | 8/18/18 | N/A | Spanish, Vietnamese, Chinese (traditional), Russian, Ukrainian, Somali |
| PCM Bike Helmet Resource | N | N/A | 4/2018 | N/A | Spanish, Vietnamese, Chinese (traditional), Russian, Ukrainian, Somali |
| PCM WTSC-generated traffic safety materials | Y | Spanish | Various dates in 2018 | Various dates in 2018 | Vietnamese, Chinese (traditional), Russian, Ukrainian, Somali |
| Lifeguarded beaches fact sheet | N | N/A | 2018 | N/A | TBD |
| 6 - Firearm Safety Materials Examples: *Locking Devices brochure *Lok-It-Up posters | Y | Spanish | 2013 | 2013 | Will be fully revised, see below |

| | | | | | |
|---|---|--|------|--|-----------------------------------|
| *Firearms in our community fact sheet | | | | | |
| <u>2 – Reports:</u> *Firearm Violence in King County *Impact of Firearm Violence on King County’s Children report | N | | 2015 | | Being updated by 2019 – see below |
| | N | | 2013 | | Being updated by 2019 – see below |

Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

Overall:

- Language Access Policies
 - a) BCCHP: Most contracted providers fall under Federal Interpretation and Translation Policy requirements
 - b) BCCHP: Private providers (2 colonoscopy doctors) do not fall under Federal requirements so program pays for language access services (e.g. interpretation). Paying for language access services results in less clients being served since dollars have to be reallocated.
- Service Levels
 - a) Asthma Program: Constrained due to staffing capacity (e.g. Vietnamese patients referred; do not have CHWs on staff who speak Vietnamese; limited resources and cannot hire staff to meet this identified need.)
 - b) BCCHP: Need/have adapted some “No Word” instruction to deal with literacy levels (“Ikea approach”).
 - c) BCCHP: Patients who speak unique languages; language line is used; Difficult/Barrier
 - d) Tobacco/MJ programs: Need to determine languages and communities for education/outreach (e.g. translate materials/communicate)?
- Tracking
 - a) Currently, we do not have a method for tracking. It is a huge gap for APDE/CDIP/COO.

Overall, there is need for a universally known and followed policy, consistent and quality translation services, and resources to make the necessary translations. A number of our programs generally rely on resources developed by partners (primarily the WA Department of Health, Centers for Disease Control and Prevention, and the University of Washington) and do not create our own communication resources. Some of the resources developed by others are translated and we disseminate them as requested. In addition, two section and/or program specific issues are:

- **APDE:** In part, because we have traditionally defined our primary audiences as students, researchers, clinicians, epidemiologists, government officials, and policy makers working in environments where English fluency is ubiquitous, we have not devoted much attention to this issue. However, we recognize that community-based organizations also use our data – often to support grant proposals and reports to funders, and language could pose a barrier to access for CBOs with non-English-speaking staff.
- **BCCHP:** We receive feedback from clients about successful translators/interpreters but it is hard to get the same translators/interpreters - usually our requests are shorter in length and high demand translators/interpreters get the longer more costly jobs.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

APDE: This would have to be a unit-wide effort, and we have not had an opportunity to identify and discuss the scope of this work. It is unlikely that we could take on translation of all our materials, so we would have to come up with a way to prioritize this work. Before we could take on any translation of our web pages, Public Health-Seattle & King County web pages would have to be translated first, as users would not be able to find our web pages without translation of the access pages.

BCCHP: We would like all of our public brochures translated in at least six languages but cost is a factor.

Asthma/CHW Program, BSK HSE, COO, Tobacco, : No

HEAL: Rinse to Reduce posters and stickers translated into Spanish.

Marijuana: We will be writing a series of blog posts on Public Health Insider and do not have plans to translate them.

VIP: Yes. Please see listing outlined in Question 9.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

Overall:

- Somali: not read but spoken → what is our role in these instances?
- Low Literacy; materials not available; gap identified; Example: VIPs language on the webpage is too academic.
- Hearing/Vision impaired

APDE: unsure

Asthma/CHW Program: Vietnamese; see under Question 1, "Service Levels" bullet. In addition, we are often limited to creating materials in English and Spanish. More resources to translate materials in other priority languages are needed.

BCCHP: Some Pacific Islander populations. Note: The populations are small. Language priorities include Tagalog and Chamorro.

BSK HSE: None

COO: None, our community partners do the bulk of translation/interpretation services.

HEAL: There is a need to focus translation and interpretation services toward communities to assist them with applying for grant funding. We have held community forums to provide information to assist with the process of applying for grant funding, but the meetings were held in English with presentation

materials in English. Providing these meetings and materials in the appropriate languages would help us to better serve King County's communities.

Marijuana: Our work this year has been to assess needs and it will help us answer this question. At this point, we do not know.

Tobacco: Russian, Somali, Tigrinya, Amharic, Swahili speaking communities.

VIP: Communities that do not speak/read English or Spanish.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☒ Yes ☒ No Please describe these:

Marijuana: Plan is in development.

BCCHP: Currently, BCCHP is the only program with funds specifically earmarked for interpretation.

VIP: In 2018, CDIP funds will be used to translate a child passenger safety public communications material. Funding for future translation is undetermined.

Overall:

- Our language priorities are the top 10 languages spoken in King County. However, it also depends upon the needs as described by our partners and/or the populations served by specific projects/programs.
- With regards to our materials priorities, they include:
 - a) Website – Most viewed and/or used webpage for each program
 - b) Ensuring that our materials (as appropriate) are trans-created versus being simply translated.
 - c) Being thoughtful as to which materials are translated/trans-created.

Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

Please see note included before the *2019 plan to work towards 2020 goals* section.

| Intended state by 2020 | 2020 improvement targets | | |
|-----------------------------------|--|---|---|
| Language: ¹ | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish (APDE/CDIP/COO) | <ul style="list-style-type: none"> Priority designation List of needs: Identify which material(s) need to be translated. | <ul style="list-style-type: none"> Priority designation List of needs General website content (e.g. program description and | <ul style="list-style-type: none"> Priority designation List of needs: Include Spanish access for the |

¹ Depending on literacy levels, visual/auditory needs, and/or if a language comes from an oral tradition, we will need to consider alternative methods for communicating information (e.g. graphics/photos only, audio files, etc.).

| | | | |
|--|---|---|---|
| | Identify best method ² to provide information. | ressources, contact information, etc.) | Tobacco Enforcement Program. |
| Low Literacy (Asthma/CHW) | <ul style="list-style-type: none"> Priority designation List of needs: Use Plain Language in all written materials Identify best method to provide information Identify which material(s) are most needed to serve low literacy populations | <ul style="list-style-type: none"> Priority designation List of needs: Ensure the usage of plain language and visual communications as a strategy to make information easier to understand. | <ul style="list-style-type: none"> Priority designation List of needs: Use Plain Language in all oral communications. |
| Third Language (if applicable) (APDE/CDIP/COO) | <ul style="list-style-type: none"> Priority designation List of needs: If applicable, identify third priority language Identify best method to provide information Identify which material(s) are most needed. | <ul style="list-style-type: none"> Priority designation List of needs: Identify best process to provide information. | <ul style="list-style-type: none"> Priority designation List of needs: Unsure |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

NOTE: Although specific programs have utilized materials developed either by outside entities (e.g. CDC, WA DOH, etc.) and/or their limited resources to translate/transcreate materials, APDE/CDIP/COO as a whole does not have a process or procedures that collectively builds, assess, or evaluates our language access efforts. Prior to defining the appropriate 2020 improvement targets for our section, we need to determine the LEP individuals who are likely to request services or participate in our programs once language access barriers are removed as well as the translation/transcreation and/or interpretation needs. Therefore, in 2019, our objective is to work on the following:

- Establish tracking method(s) for language assistance needs/number & types of LA provided to assess language needs.
- Draft action plan to phase in priority languages and their respective LA needs.
- Establish APDE/CDIP/COO guidelines regarding written materials (e.g. language/audio/visual needs, literacy levels, etc.).

² Method is defined as mode in which information will be presented. Examples: written materials such as brochures, audio files, video files, etc.

- Identify which materials/programs/languages should be initial focus (phased approach) as well as the appropriate methods (e.g. audio file versus print material).
- Identify internal departmental resources that could be available to APDE/CDIP/COO staff.
Examples:
 - BSK Community Liaisons who could potentially support translating materials for audio file
 - Piloting a partnership with CHS where their Somali/Russian/Spanish interpreters assist Tobacco Enforcement staff by retrieving and sharing voicemail messages and/or helping with three way calls.

| 2019 plan | 2019 plan | | |
|--|---|--|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish (APDE/CDIP/COO) | <ul style="list-style-type: none"> • Priority designation List of needs: TBD when above action items are complete | <ul style="list-style-type: none"> • Priority designation List of needs: TBD | <ul style="list-style-type: none"> • Priority designation List of needs: TBD |
| Low Literacy (Asthma/CHW) | <ul style="list-style-type: none"> • Priority designation List of needs: TBD | <ul style="list-style-type: none"> • Priority designation List of needs: TBD | <ul style="list-style-type: none"> • Priority designation List of needs: TBD |
| Third Language (if applicable) (APDE/CDIP/COO) | <ul style="list-style-type: none"> • Priority designation List of needs: TBD | <ul style="list-style-type: none"> • Priority designation List of needs: TBD | <ul style="list-style-type: none"> • Priority designation List of needs: TBD |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------------|--|--|
| Translation | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> When materials are created in house, materials are either translated by an external vendor and reviewed by a 3rd party (in-house staff; when appropriate) or translated by an internal staff person with a 3rd party reviewer (in-house staff and/or member of a community group). | <input type="checkbox"/> No <i>Do you need technical assistance?</i> Yes. It would be helpful if there existed a listing of PH staff and respective language(s) who would be available to help review materials. 37T37T |
| Interpretation | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> <ul style="list-style-type: none"> Asthma/CHW & BCCHP Programs: Three staff who work directly with clients and have met the County's requirements as identified bilingual staff (Spanish). Staff who assist with interpretation and/or are providing direct service in a language other than English are native speakers, from the community and have health knowledge. In addition, a number of our areas programs/projects work with community partners who are native speakers from the community. 37T37T | <input type="checkbox"/> No <i>Do you need technical assistance?</i> Unsure 37T37T |
| In-Language Outreach | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> <ul style="list-style-type: none"> Staff who assist with interpretation and/or are providing direct service in a language other than English are native speakers, from the community and have health knowledge. In addition, a number of our areas programs/projects work with community partners who are native speakers from the community. 37T37T | <input type="checkbox"/> No <i>Do you need technical assistance?</i> Unsure 37T37T |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

As noted in Section 3 – Work Plan, the method for preparing education materials and/or vital documents will depend on literacy levels, visual/auditory needs, and/or if a language comes from an oral tradition. We will need to consider alternative methods for communicating information (e.g. graphics/photos only, audio files, etc.). In order to determine the best method(s), we will survey our clients and/or community partners.

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

Identifying success metrics for our area are still pending given our need to both determine the LES individuals who are likely to request services or participate in our programs as well as defining appropriate 2020 improvement targets. Examples of potential metrics could include increased number of Spanish-speaking individuals enrolling in BCCHP or calling into the Tobacco Enforcement Phone Line; availability of APDE generated data reports in languages other than English; or the availability of Asthma/CHW services in Vietnamese.

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|--|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> 37T37T |
| We display information on how to file a complaint. | <input checked="" type="checkbox"/> Yes BCCHP: Spanish speaking clients are able to call our program with program/treatment access concerns, questions, &/or complaints. | <input checked="" type="checkbox"/> No APDE/CDIP/COO: KC webpages have a "contact us" link that enables residents to submit a form with questions, comments, & complaints. However, it is posted only in English. | <input type="checkbox"/> Other <i>Please describe.</i> 37T37T |

Please describe how your division handles complaints regarding the provision of language access services.

Clients can ask to talk to a supervisor if they have a complaint. If the client is a Spanish-speaking individual, the supervisor can request assistance from Spanish speaking staff.

37T37T

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|--|
| Translation | \$0 |
| Interpretation | \$13,500 (BCCHP Only; \$2,900 B&C; \$10,600 CRC) |
| In-Language Outreach | Cristina del Alma, Michelle di Miscio, Cristina Gonzales, Maria Rodriguez, Mariel Torres-Mehdipour |
| Ethnic Media Ad-Buys | \$0 |

Thank you for your attention to making the King County a model county in language access.

| | | |
|----------------------------|---------------------------------------|---------------------------|
| <i>Marguerite Ro, DrPH</i> | <i>Chief, APDE and Director, CDIP</i> | <i>September 11, 2018</i> |
| <i>Division Director</i> | | <i>Date</i> |

| | | |
|-------------------------------------|-----------------------------|---------------------------|
| <i>Mariel Torres Mehdipour, MPH</i> | <i>CDIP Section Manager</i> | <i>September 11, 2018</i> |
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |

| | |
|--|-------------|
| <i>Immigrant and Refugee Policy & Strategy Analyst</i> | <i>Date</i> |
|--|-------------|

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:

Mission of the Prevention Division: We protect and promote the health of the public through controlling the spread of communicable diseases and identifying leading causes of premature death.

Vision of the Prevention Division: The Prevention Division, working as one division, builds a collaborative and flexible workforce to equitably engage in emergent public health issues and threats as they arise in our community.

2. Geographic reach of primary services/facilities/programs:

The programs in the Prevention Division include Tuberculosis Control, Communicable Diseases and Epidemiology, Immunizations, The Public Health Laboratory, Sexually Transmitted Diseases and HIV, The Medical Examiner's office and Vital Statistics. These are largely mandated programs.

The programs serve all of Seattle and King County. The facilities are located in the Chinook Building in Downtown Seattle and Harborview Medical Center.

3. Demographics of current user population:

The current population served includes all residents of King County. Our vital records program serves all individuals who were born or died in King County.

4. Demographics of intended or priority populations:

The Prevention Division provides services to health care providers and facilities, community organizations (examples: schools, child care locations) and all community members. Anyone that lives, works, plays, travels into King County may come in contact with a communicable disease and it is our mission and work to provide services to these individuals and groups throughout the county.

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☒ Yes ☐ No
6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

The Prevention Division gathers data on individuals who are Limited English Speaking through our electronic medical record (EPIC) in the STD Clinic and Tuberculosis Control Clinic where direct services are offered. In addition, the Vital Statistics Program conducted a brief survey in spring 2018 to identify the languages spoken by customers who came to the office to purchase a birth or death certificate.

HIV/STD: To the extent possible, surveys and other data collection methods, such as formative research (street intercepts and focus groups) are used in the creation and development of new resources, materials, and campaigns.

7. Existing language access policies, service levels, tracking methods:

Policies related to language access include but are not limited to the Public Health Translation policy (July 10, 2009), Public Health Translation Manual and the National CLAS Standards.

The Prevention Division provides language services by offering interpreters by telephone and for clinic visits, posting signs that interpretation is available and free, offering patient education materials in a variety of languages and hiring bilingual staff when possible to meet the needs of clients. The Tuberculosis Control Program uses bilingual Community Health Workers to observe patients take their medicine. In an outbreak in the community the programs identify when there will be a need for translated materials and/or interpretation and meets interpreters in the field. Recently, for example, the Communicable Disease Team brought a Spanish-speaking interpreter to a restaurant where employees were being offered vaccinations for Hepatitis A following an exposure in the restaurant.

We track our budgets monthly and so are aware of changes in costs related to interpretation and translation.

HIV/STD: The programs, including the STD Clinic and Needle Exchange, utilize interpretation services when needed. We also evaluate each new print and electronic resource we create to see if there is a

need to have them in other languages, and if so, which ones. Our policy is to try to at least have all new resources in Spanish as well as English. We often utilize individuals in our program who speak different languages, as well as community partners, in order to keep interpretation and translation costs down. Being able to develop materials in other languages remains dependent on our budget. The extent to which we can expand that budget will determine how much more interpretation and translation we can actually do.

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------|--|---|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | TB: Yes, a lot CD/Imms: Yes, a little Vital Stats: Yes MEO: No HIV/STD: Yes, a lot | TB: Yes CD/Imms: Yes, a little Vital Stats: Yes MEO: No HIV/STD: Yes, a lot | Yes, provided in person and/or by telephone. |
| Vietnamese | TB: Yes CD/Imms: Yes, a little Vital Stats: No MEO: No HIV/STD: No | TB: Yes CD/Imms: No Vital Stats: No MEO: No HIV/STD: No | Yes, provided in person and/or by telephone. |
| Somali | TB: Yes CD/Imms: Yes, a little Vital Stats: No MEO: No HIV/STD: No | TB: Yes CD/Imms: No Vital Stats: No MEO: No HIV/STD: No | Yes, provided in person and/or by telephone. |
| Russian | TB: Yes CD/Imms: Yes, a little Vital Stats: No MEO: No HIV/STD: No | TB: Yes CD/Imms: No Vital Stats: No MEO: No HIV/STD: No | Yes, provided in person and/or by telephone. |



| | | | | |
|---------|--|--|--|--|
| | | | | |
| Chinese | TB: Yes CD/Imms: Yes, a little Vital Stats: No MEO: No HIV/STD: No | TB: Yes CD/Imms: No Vital Stats: No MEO: No HIV/STD: No | Yes, provided in person and/or by telephone. | |
| Korean | TB: Yes CD/Imms: Yes, a little Vital Stats: No MEO: No HIV/STD: No | TB: Yes CD/Imms: No Vital Stats: No MEO: No HIV: No STD/STD: No | Yes, provided in person and/or by telephone. | |

Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|-----------------------------------|---------------------------|--|---|-------------------------------|--|
| Consent Forms - TB | Yes | Spanish, Vietnamese, Russian | 12/10/2014 | n/a | Tagalog, Amharic, Somali, Tigrinya |
| Admonition Opposing Autopsy - MEO | No | n/a | 1999 | n/a | Spanish |
| Release of Liability - MEO | No | n/a | 2000 | n/a | Spanish |
| Infant Letter - MEO | In process | Spanish and Russian currently in process | 2017 | 2006 | Amharic, Cantonese, Dari, Mandarin, Somali, Vietnamese |



| | | | | | |
|---|---------------------------|--|---------------|---------------|--|
| Guide for Families - MEO | No | n/a | 2018 | n/a | Spanish |
| Resource Guide - MEO | No | n/a | 2018 | n/a | Spanish |
| Disposition Authorization Request Form - MEO | No | n/a | 2016 | n/a | Spanish, Somali |
| Medical Examiner Records Request - MEO | No | n/a | 2018 | n/a | Spanish |
| Indigent Remains Application - MEO | No | n/a | 2016 | n/a | Spanish |
| Feedback/Comment Form - MEO | No | n/a | *New Form | n/a | Spanish |
| Needle Exchange Consent Forms | Yes | Spanish | unknown | unknown | unknown |
| Notice of Availability of free language assistance | Yes – in TB program only. | Russian, Korean, Spanish, Vietnamese, Laotian, Cambodian, Chinese, Amharic | unknown | unknown | Tagalog, Tigrinya |
| Emergency Messages and Alerts – TB | No | n/a | n/a | n/a | Amharic, Punjabi, Somali, Spanish, Tagalog, Tigrinya, Vietnamese |
| Emergency Messages and Alerts –STD | Yes | Spanish | various dates | various dates | unknown |
| Notices of Eligibility criteria, rights, denial, loss, or decreases in benefits or services - TB | No | n/a | n/a | n/a | Amharic, Somali, Spanish, Tagalog, Tigrinya, Vietnamese, Russian |
| Notices of Eligibility criteria, rights, denial, loss, or decreases in benefits or services - STD | Yes | Spanish | unknown | unknown | unknown |
| Information on how to Access health insurance – STD | Yes | Spanish | various dates | various dates | unknown |
| Acknowledgement of TB Counseling | Yes | Amharic, Punjabi, Somali, Spanish, Tagalog, | 4/13/2016 | n/a | n/a |

| | | | | | |
|---|-----|---|------------------------|---------------|---|
| | | Tigrinya, Vietnamese | | | |
| Consent for treatment form -- CD/Imms | No | n/a | Likely 2013 or earlier | n/a | Spanish Chinese, Russian, Somali, Vietnamese Amharic Tigrinya |
| Various illustrated information sheets (infographics). Examples in Spanish include: <ul style="list-style-type: none"> • Chickenpox (Varicella) • E. coli O157:H7 • Giardiasis • Hantavirus • Head lice • Hepatitis A • Hepatitis B • Influenza ("flu") • Measles • Meningococcal disease • Methicillin-resistant S. aureus (MRSA) • Mumps • Norovirus • Pertussis (whooping cough) • Raw (unpasteurized) milk • Salmonellosis • Shigellosis • Tuberculosis (TB) • Typhoid and Paratyphoid Fever • Yersiniosis | Yes | Spanish Chinese, Korean, Russian, Somali, Vietnamese, Amharic | Various dates | Various dates | Do not need additional languages, but need to update original English versions for other diseases and then translate. |
| CD/Imms | | | | | |
| Poster for long term care facilities re flu and norovirus prevention -- CD/Imms | Yes | Spanish Chinese, Korean, Russian, | Unknown | n/a | Spanish, Chinese, Russian, Somali, |



| | | | | | |
|---|-----|---|----------------|---------|---|
| | | Somali, Vietnamese, Amharic | | | Vietnamese, Amharic, Tigrinya |
| Lost-to-follow up letters about patient health status -- CD/Imms | No | n/a | Various dates | n/a | Dependent on disease. May include Spanish, Chinese, Korean, Russian, Somali, Vietnamese |
| Template letters for schools, childcares, and other institutions re outbreaks. Template letters to individuals re animal bites -- CD/Imms | No | n/a | Various dates | n/a | Spanish Chinese, Russian, Somali, Vietnamese, Amharic, Tigrinya |
| Posters for public locations re airborne disease outbreaks (e.g. measles) -- CD/Imms | No | n/a | May, 2017 | n/a | Spanish Chinese, Russian, Somali, Vietnamese, Amharic, Tigrinya |
| Foodborne disclosures webpage -- CD/Imms | No | n/a | Various dates. | n/a | Spanish Chinese, Russian, Somali, Vietnamese, Amharic, Tigrinya |
| Immunization screening and consent form -- CD/Imms | Yes | Spanish | Unknown | n/a | Spanish, Chinese, Russian, Somali, Vietnamese, Amharic, Tigrinya |
| Perinatal Hep B client program enrollment letter -- CD/Imms | Yes | Vietnamese, Mandarin, Cantonese, Somali | Unknown | Unknown | Cambodian, Tagalog, Korean |
| Perinatal Hep B Vaccine Dose Letters -- CD/Imms | Yes | Vietnamese, Mandarin, Cantonese, Somali | Unknown | Unknown | Cambodian, Tagalog, Korean |
| School-based health centers promotional flyers -- CD/Imms | No | n/a | Spring, 2018 | n/a | Spanish, Chinese, Russian, Somali, Vietnamese, Amharic, Tigrinya |
| Adolescent immunization brochures -- CD/Imms | Yes | Ukrainian, Russian, Chinese, Vietnamese, | 2013 | 2013 | Spanish, Chinese, Russian, Somali, Vietnamese, Amharic, Tigrinya |

| | | | | | |
|--|-----|--------------------|------------------------------|---------|--|
| | | Amharic, Somali | | | |
| Perinatal hepatitis b fact sheet for pregnant women -- CD/Imms | No | n/a | In process of being produced | n/a | Vietnamese, Cambodian, Chinese, Korean, Somali |
| Form to order birth certificates | Yes | Spanish | Unknown | Unknown | Chinese, Vietnamese, Korean, Tagalog, Somali |
| Form to order death certificates | Yes | Spanish | Unknown | Unknown | Chinese, Vietnamese, Korean, Tagalog, Somali |
| Affidavit of correction of birth/death certificate | No | n/a | n/a | n/a | Spanish Chinese, Vietnamese, Korean, Tagalog, Somali |
| Instruction on how to make corrections and name changes for birth and death certificates | No | n/a | n/a | n/a | Spanish Chinese, Vietnamese, Korean, Tagalog, Somali |
| Client feedback forms for vital statistics | No | n/a | n/a | n/a | Spanish Chinese, Vietnamese, Korean, Tagalog, Somali |

Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

Yes, we have reviewed gaps in our current language access policies, service levels and tracking methods. Examples of identified gaps include the following:

- Identifying languages needed or used in the programs
- Assuring access to some interpreters such as Marshallese for the Tuberculosis Control Program.
- Assuring Notice of Availability of free language assistance is posted in STD clinic, Needle Exchange and MEO/Vital Statistics
- Assuring posters, letter templates, and web content about low-grade disease outbreaks (e.g. enterics) are translated.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

Yes, as noted in question #8 we have gaps in translated documents across our programs within the Prevention Division. The vital alert messages are often written in real time in response to a specific outbreak or contact investigation in specific communities. Therefore, they are difficult to inventory in advance.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

- At the Tuberculosis Control Program, many vital documents and public communication materials have been translated into the top languages. One of the concerns is how effectively resources are provided to patients with limited literacy. Maybe other programs (and TB) can explore creative ways to use pictures/symbols to translate vital documents to reach out to patients who may have limited literacy.
- In the event of a significant disease outbreak (e.g. hepatitis A, measles), CD/Imms works with Public Health's Communications team to translate critical information and to tailor outreach efforts to the most affected populations. However, we can improve our translation of routine disease

prevention and immunization information, and continue to give consideration to low-literacy populations.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☒ Yes ☐ No Please describe these:

The Tuberculosis Control Program has a small budget for interpretation services available for the rest of 2018. And, the Medical Examiner's Office has just been awarded \$500.00 through an internal Public Health Trauma-Informed Mini-Grant for translation of educational brochures.

The HIV/STD Program has a small budget for translation and interpretation services for 2018. Those services are primarily for Spanish translation and interpretation. We would have to secure more funding to do more robust Spanish translation and to include other languages.

We intend to include requests for translation into future funding sources.

Section 3: Work plan

- Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|---|--|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation <p>List of needs:</p> <p>Note to readers:</p> <p>The nature of communicable diseases requires alerts and audiences are identified in response to specific outbreaks and contact investigations. They are time sensitive and vary with the content in the alert. Therefore, the intent on the following work plan that identifies a document "as needed" will be dependent on future circumstances.</p> <p>High Priority:</p> <ul style="list-style-type: none"> Assure all programs have a way to assess complaints about language access from customers and clients. HIV/STD: translate 3 more factsheets (6 total), and any new health alerts or advisories. TB: translate health alerts or | <ul style="list-style-type: none"> Priority designation <p>List of needs:</p> <p>High Priority:</p> <p>HIV/STD: translate 3 more web pages (6 total) and share 10 additional translated items on social media (20 total).</p> <p>Medium Priority:</p> <p>Low Priority:</p> <p>TB: Work with communications team to explore development of additional web content specific to TB</p> | <ul style="list-style-type: none"> Priority designation <p>List of needs:</p> <p>High Priority:</p> <ul style="list-style-type: none"> Programs in prevention will all maintain postings of Notice of Availability of free language assistance at public counters. This applies to all languages in this table. The vital statistics program will conduct a survey of customers to better understand language needs of clients served. |

| | | | |
|------------|--|---|--|
| | <p>advisories as needed</p> <ul style="list-style-type: none"> • CD/Imms: 1) Convert an additional 5 disease facts sheets during two-year period into illustrated (ie low literacy) format and translate. 2) Create and translate vaccination clinic flyers for flu, hepatitis A, and other vaccine-preventable diseases, as appropriate. • Translate birth and death certificate order forms, affidavit of correction, instructions on requesting corrections to birth and death certificates and customer feedback forms in vital statistics. <p>Medium Priority:</p> <p>Low Priority:</p> | | |
| Vietnamese | <ul style="list-style-type: none"> • Priority designation <p>List of needs:</p> <p>High Priority:</p> <p>TB: During a disease outbreak or large contact investigation, the materials will be</p> | <ul style="list-style-type: none"> • Priority designation <p>List of needs:</p> <p>High Priority:</p> <p>HIV/STD: In an outbreak situation that has an effect on this language group,</p> | <ul style="list-style-type: none"> • Priority designation <p>List of needs:</p> |

| | | | |
|----------|---|--|--|
| | <p>translated to meet client needs.</p> <p>Medium Priority:</p> <p>Low Priority: HIV/STD: as needed</p> | <p>materials would be translated as needed.</p> <p>Medium Priority:</p> <p>Low Priority: TB: Explore development of additional web content specific to TB</p> | |
| Somali | <ul style="list-style-type: none"> Priority designation <p>List of needs:</p> <p>High Priority:</p> <p>Medium Priority: TB: as needed</p> <p>Low Priority: HIV/STD: as needed</p> | <ul style="list-style-type: none"> Priority designation <p>List of needs:</p> <p>High Priority:</p> <p>Medium Priority:</p> <p>Low Priority: HIV/STD: as needed TB: Explore development of additional web content specific to TB</p> | <ul style="list-style-type: none"> Priority designation <p>List of needs:</p> |
| Russian | <ul style="list-style-type: none"> Priority designation <p>List of needs:</p> <p>TB: as needed HIV/STD: as needed</p> | <ul style="list-style-type: none"> Priority designation <p>List of needs:</p> <p>High Priority:</p> <p>Medium Priority:</p> <p>Low Priority: HIV/STD: as needed TB: : Explore development of additional web content specific to TB</p> | <ul style="list-style-type: none"> Priority designation <p>List of needs:</p> |
| Amharic | <ul style="list-style-type: none"> Priority designation <p>List of needs:</p> <p>High Priority:</p> <p>Medium Priority:</p> <p>Low Priority: TB: vital documents HIV/STD: as needed</p> | <ul style="list-style-type: none"> Priority designation <p>List of needs:</p> <p>High Priority:</p> <p>Medium Priority:</p> <p>Low Priority: HIV/STD: as needed TB: : Explore development of additional web content specific to TB</p> | <ul style="list-style-type: none"> Priority designation <p>List of needs:</p> |
| Tigrinya | <ul style="list-style-type: none"> Priority designation <p>List of needs:</p> <p>High Priority:</p> <p>Medium Priority:</p> | <ul style="list-style-type: none"> Priority designation <p>List of needs:</p> <p>High Priority:</p> <p>Medium Priority:</p> | <ul style="list-style-type: none"> Priority designation <p>List of needs:</p> |

| | | | |
|--|---|--|----------------|
| | TB: Vital documents and brochures Low Priority: HIV/STD: as needed | Low Priority: HIV/STD: as needed TB: : Explore development of additional web content specific to TB Current web page has limited information | |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|-----------|--|--|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: TB: Translate appointment and dismissal letters. CD: 1) Convert 5 disease facts sheets into illustrated (ie low literacy) format and translate. 2) Translate consent to treatment form. 3) Translate immunization screening and consent form. Vital Stats: Translate all 4 vital documents into Spanish. HIV/STD: translate 3 factsheets, 1 social marketing campaign and any new health alerts or advisories. | HIV/STD: translate 3 web pages and share 10 translated items on social media. TB: as needed. Website has limited information and geared towards providers | <ul style="list-style-type: none"> Priority designation List of needs: Programs in prevention with public access will post Notices of Availability of free language assistance at public counters. |

| | | | |
|------------|--|--|---|
| | | | |
| Vietnamese | <ul style="list-style-type: none"> Priority designation List of needs: <p>High Priority: Medium Priority: TB: Translate appointment and dismissal letters.</p> <p>Low Priority: TB: translate consent/registration forms HIV/STD: as needed</p> | <ul style="list-style-type: none"> Priority designation List of needs: <p>High Priority: Medium Priority: Low Priority: HIV/STD: as needed TB: as needed. Website has limited information and geared towards providers</p> | <ul style="list-style-type: none"> Priority designation List of needs: |
| Somali | <ul style="list-style-type: none"> Priority designation List of needs: <p>High Priority: Medium Priority: Low Priority: TB: Translate appointment and dismissal letters.</p> <p>HIV/STD: as needed</p> | <ul style="list-style-type: none"> Priority designation List of needs: <p>High Priority: Medium Priority: Low Priority: HIV/STD: as needed TB: as needed. Website has limited information and geared towards providers</p> | <ul style="list-style-type: none"> Priority designation List of needs: |
| Russian | <ul style="list-style-type: none"> Priority designation List of needs: <p>High Priority: Medium Priority: TB: Translate appointment and dismissal letters.</p> <p>Low Priority: HIV/STD: as needed</p> | <ul style="list-style-type: none"> Priority designation List of needs: <p>High Priority: Medium Priority: Low Priority: HIV/STD: as needed TB: as needed. Website has limited information and geared towards providers</p> | <ul style="list-style-type: none"> Priority designation List of needs: |
| Amharic | <ul style="list-style-type: none"> Priority designation | <ul style="list-style-type: none"> Priority designation | <ul style="list-style-type: none"> Priority designation |

| | | | |
|----------|--|--|---|
| | List of needs: High Priority: TB: Notice of Availability of free language assistance/NOPP + consent Medium Priority: Low Priority: HIV/STD: as needed | List of needs: High Priority: Medium Priority: Low Priority: HIV/STD: as needed TB: as needed. Website has limited information and geared towards providers | List of needs: |
| Tigrinya | <ul style="list-style-type: none"> Priority designation List of needs: High Priority: Medium Priority: TB: Notice of Availability of free language assistance/NOPP + consent Low Priority: HIV/STD: as needed | <ul style="list-style-type: none"> Priority designation List of needs: High Priority: Medium Priority: Low Priority: HIV/STD: as needed TB: as needed. Website has limited information and geared towards providers | <ul style="list-style-type: none"> Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your

target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------------|---|--|
| Translation | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: Programs in the Prevention Division use certified translators and interpreters and have the target audience review materials when possible. We work actively with the communications team to assess readability and increase visual messaging when possible. | <input type="checkbox"/> No Do you need technical assistance? |
| Interpretation | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: 37T37T We use certified interpreters and employees who have passed competency tests. | <input type="checkbox"/> No Do you need technical assistance? 37T37T |
| In-Language Outreach | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: 37T37T We use certified translators and interpreters and have the target audience review materials when possible. We use bilingual staff in the field and they are assessed for their language skill competency. We also identify experts in the community for outreach in disease investigations. | <input type="checkbox"/> No Do you need technical assistance? 37T37T |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

TB (Spanish, Vietnamese, Somali, Amharic, Tigrinya, Russian, and Tagalog) and the Vital Statistics will conduct customer surveys on availability of vital documents and information in patient's language and language access efforts. Languages to be included are to be determined after additional review but will include Spanish.

It is our intent to continue this assessment work in the future and design a thoughtful process to conduct this work.

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

The mission of the Prevention Division is to control the spread of communicable diseases and identify the leading causes of premature death. The program objectives are embedded in our strategic plan and directly relate to the extent to which we effectively meet the language needs of individuals and the community. For example, the tuberculosis control program has an objective to "Increase the number of Class B1 patients receiving care for TB infection". These patients require patient education in their own primary language so the extent to which the programs are effective in meeting their program goals is, in part, a reflection on language access to clients.

In addition, following large contact investigations or outbreaks that lead to Incident Command structure (ICS) after-action evaluations and reports are developed. This is another potential venue for stimulating dialogue and assessment of the extent to which our innovations have been effective.

Finally, tracking the number of formal complaints related to language access would be an informative way of understanding the ways in which language access strategies are or are not effective.

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|--|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> |

Please describe how your division handles complaints regarding the provision of language access services.

Programs manage complaints and concerns about language access on an individual basis. If a client has a complaint about an interpreter the frontline employee or his/her supervisor would manage the situation. Options include changing interpreters or contacting the agency to inform of the issue. If the complaint is not resolved, the Deputy Director of the division is contacted.

We have work to do to increase signage advising customers of their rights to file more formal complaints.

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

The Prevention Division does not have specific funding available for Language Assess work in the 2019-2020 budget. Communicable disease control is mandated by law and therefore the programs prioritize translation and interpretation as needed when specific disease events occur to inform individuals speaking other languages. The funding is at the expense of other program and staff priorities.

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|-------------------------------|
| Translation | 0 |
| Interpretation | 0 |
| In-Language Outreach | 0 |
| Ethnic Media Ad-Buys | 0 |

Thank you for your attention to making the King County a model county in language access.

| | | |
|--------------------------|------------------------|----------------|
| <i>Donna Allis</i> | <i>Deputy Director</i> | <i>9/10/18</i> |
| <i>Division Director</i> | | <i>Date</i> |

| | | |
|-----------------------|--------------|-------------|
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |
|-----------------------|--------------|-------------|

| | | |
|-----------------------|--------------|-------------|
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |
|-----------------------|--------------|-------------|

| | |
|--|-------------|
| <i>Immigrant and Refugee Policy & Strategy Analyst</i> | <i>Date</i> |
|--|-------------|

Language Access Plan for Divisions Public Health – Communications/Admin

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

| Section 1: Context and Current State |
|---|
| <p>1. Division/agency mission and purpose: Protect and improve the health and well-being of all people in King County, as defined by per person healthy years lived. Whenever possible, employ strategies, policies and interventions to reduce health disparities.</p> |
| <p>2. Geographic reach of primary services/facilities/programs: King County, WA</p> |
| <p>3. Demographics of current user population: All residents of King County, WA, including a wide range of language communities. Residents of King County speak many different languages including but not limited to Spanish, Vietnamese, Somali, Russian, Ukrainian, Arabic, Dari, Korean, Mandarin, Cantonese, Amharic, Tigrinya, Oromo. Spanish speaking residents represent the largest percentage of users accessing our services with language access needs.</p> |
| <p>4. Demographics of intended or priority populations: As above, except for new, special outreach, or targeted community projects or outreach to specifically impacted communities.</p> |
| <p>5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> |
| <p>6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves? We use the following tools related to languages spoken:</p> <ul style="list-style-type: none"> • Language tiers available from the Office of ESJ's Translation Manual, Appendix C: Language Tiers • School district health profiles (includes languages spoken in each district) • Public Health's map on Percent of population speaking Spanish at home by health reporting area |

- We often rely on consultations with community partners who can help identify languages spoken in a targeted area, especially the Coalition of Community Health Boards.

We use these tools related to identifying ethnic groups in King County as a supplement to those that identify languages:

- [City health profiles](#) (includes main ethnic groups in each city)
- Public Health's map on [Distribution of racial and ethnic groups by Census Tract, King County, 2010](#)

7. Existing language access policies, service levels, tracking methods:

Policies:

- [Public Health translation manual and policy website](#)
- [Public Health Translation Manual](#)
- [King County Translation Policy](#)

Service levels: (see table in #8 for details)

- Provide technical assistance to all programs in getting translations/ethnic media ad buys
- Develop content for translation and work with translation vendors for urgent health issues for specific programs, especially Preparedness, Communicable Disease Epidemiology & Immunizations, Healthcare for the Homeless Network, and Environmental Health.
- Develop news releases and ad campaigns for ethnic media
- Develop content for alerts to LES communities to send over the Community Communications Network
- Post Spanish language content to Spanish-language social media account and target social media posts in other languages using boosting strategies targeting specific language groups

Tracking:

- [Public Health materials in multiple languages webpage](#)

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

Note: the service level below does not reflect the support that Communications provides to the rest of the department in procuring translation, developing content for translation, or technical assistance with language access. That is reflected in the plans for individual divisions.

| Current State | Primary tools, methods, and channels for interactions | | |
|--|---|---------------------------------------|------------------------------------|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | Moderate | Moderate amount | Language Line |
| Vietnamese: | Small number | Very little | Language Line |
| Chinese (written: Simplified/Traditional; oral: Mandarin and Cantonese): | Small number | Very little | Language Line |
| Russian: | Very little | Very little | Language Line |
| Somali: | Small number | Very little | Language Line |
| Amharic: | Small number | Very little | Language Line |

Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been trans lated ? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|-------------------------|--|---|--|--|---|
| | | | | | |

| | | | | | |
|--|---|---|--|-----|---|
| News releases Note: Public Health includes most ethnic media on all English news releases. If translated, media for those language groups receive the translated news releases. | Y | <p>A small number of news releases are translated into Spanish for issue to Spanish language media and community groups.</p> <p>Occasionally news releases are translated into languages of affected community.</p> <p>Example: "Rabid bat found at SeaTac Park" (Sep 2017) was translated into Spanish, Somali, Vietnamese, and Amharic.</p> | Time sensitive documents, no revisions | N/A | <p>All news releases should be translated into Spanish.</p> <p>Other languages of print ethnic media, if communities are affected: Chinese (traditional and simplified), Vietnamese, Korean</p> |
| Blog articles for PublicHealthInsider.com | Y | <p>A small number of blog articles are translated into Spanish and less frequently, into languages of affected communities.</p> <p>Examples: https://wordpress.com/page/publichealthinsider.com/12514</p> <p>English: <u>Public Health encourages immigrant clients to access services without fear</u></p> <p>Chinese-simplified: http://bit.ly/2v0bYPf</p> <p>Chinese-traditional: http://bit.ly/2vuxiPU</p> | Time sensitive documents, no revisions | N/A | <p>Blog pieces about protective health information should be translated into Spanish.</p> <p>Other languages of affected communities, especially: Chinese (traditional and simplified), Vietnamese, Russian, Korean, Amharic. Somali should be provided as audio or video. ASL should be provided as video.</p> |
| Facebook @KCPubHealth Spanish emergency health alert account: @ListoCalixto | Y | <p>Some content is written for and promoted via Facebook ads to language communities (most frequently Spanish).</p> <p>Example: https://wordpress.com/page/publichealthinsider.com/12514 (August 2018)</p> | Time sensitive documents, no revisions | N/A | <p>Posts about protective health information should be translated into Spanish.</p> <p>Translated/in-language posts</p> |



| | | | | | |
|--|---|---|--|-----|---|
| | | <p>A small number of our non-emergency English posts are translated into Spanish, and less frequently, into other languages of affected communities.</p> <p>Example: Video on wildfire smoke in Spanish (August 2018)</p> <p>Emergency information in Spanish is posted to our Spanish language health alert account, Listo Calixto en King County.</p> | | | <p>should be targeted as ads to other languages of affected communities, especially: Chinese (traditional and simplified), Vietnamese, Russian, Korean, Amharic. Boosted video in Somali and ASL.</p> |
| Twitter (@KCPubHealth) | Y | <p>A small number of our English posts are translated into Spanish, and less frequently, into other languages of affected communities.</p> <p>Example: Tweet about improving air quality was translated into Spanish, Chinese, Korean, Vietnamese</p> | Time sensitive documents, no revisions | N/A | Spanish |
| Website home page: Kingcounty.gov/health (current # of pages included on website: 1054) | Y | Spanish language portal through King County's En Español button | | | <p>Chinese</p> <p>Vietnamese</p> <p>Russian</p> <p>Korean</p> <p>Amharic</p> |
| Instructions to report a concern (for general concerns) | N | | | | <p>This is an issue across the department. Need a recorded phone line with options in top languages for LES residents to leave messages. Staff would work with phone interpreters to respond.</p> |

| | | | | | |
|---|---|---|---|--|---|
| <u>Stop Germs, Stay Healthy!</u> Handwashing materials | Y | <ul style="list-style-type: none"> • <u>English</u> • <u>Amharic</u> • <u>Arabic</u> • <u>Bosnian</u> • <u>Chinese</u> • <u>Farsi</u> • <u>French</u> • Hmong • <u>Khmer</u> • <u>Korean</u> • <u>Laotian</u> • <u>Nepali</u> • <u>Oromo</u> • <u>Portuguese</u> • <u>Punjabi</u> • <u>Russian</u> • <u>Somali</u> • <u>Spanish</u> • <u>Tagalog</u> • <u>Tigrigna</u> • <u>Ukrainian</u> • <u>Vietnamese</u> | 2010 | 2010 | |
| All Are Welcome Here posters | Y | Text translated on sign containing the following languages: English Spanish Chinese Vietnamese Somali Russian Arabic Ukrainian | 2017 | 2017 | |
| Photo/video consent forms | Y | Spanish | | | Chinese Vietnamese Russian Amharic Somali |
| Webpage: <u>Public Health materials in multiple languages</u> | Y | Page contains links to materials translated into: | Varies by document, ranging from more than 10 years (<u>Stop</u> | This webpage compiles materials across | Text on webpage for each language should be translated into |



| | | | | | |
|---|--|--|--|---|--|
| | | <ul style="list-style-type: none"> • <u>American Sign Language (ASL)</u> • <u>Amharic</u> • <u>Arabic</u> • <u>Bosnian</u> • <u>Burmese</u> • <u>Chinese (traditional)</u> • <u>Farsi</u> • <u>French</u> • <u>Hindi</u> • <u>Hmong</u> • <u>Karen</u> • <u>Khmer</u> • <u>Korean</u> • <u>Kosraen</u> • <u>Laotian</u> • <u>Marshallese</u> • <u>Nepali</u> • <u>Oromo</u> • <u>Portuguese</u> • <u>Punjabi</u> • <u>Romanian</u> • <u>Russian</u> • <u>Somali</u> • <u>Spanish</u> • <u>Swahili</u> • <u>Tagalog (Filipino)</u> • <u>Thai</u> • <u>Tigrigna</u> • <u>Ukrainian</u> • <u>Vietnamese</u> | <u>Germans, Stay Healthy! hand washing poster)</u> to within the last year <u>(Stay Safe in the Heat mini comic book)</u> | <p>programs. Programs update the materials; unclear if the translations are also updated.</p> | <p>that language so that users can find the appropriate resources.</p> |
| <p>Note: this table does not reflect the many vital documents that Communications creates and has translated for other Public Health programs (e.g., Preparedness, Communicable Disease). Those documents are found in the Language Access Plans for the relevant divisions.</p> | | | | | |

Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

Gap in funding and resources

The largest gap we have is in resources to have translation done and for culturally appropriate distribution of health information. Public Health has asked for communications overhead funding in the budget, but these requests have not made it through the budget process. Communications currently has no designated overhead budget to pay for best practice in language access, including translation, transcreation (development of culturally specific content), illustration/pictograms, and ethnic media advertisements. The language access work that we have done has been funded by programs who have budgeted for translation in their grants (mainly Preparedness) or from taking budget from other line items when information urgently needs translation.

The lack of resources also makes it difficult to provide appropriate compensation for third party review of translations, a process that is essential not only to quality assurance but also to relationships with community partners.

Our department as a whole would be able to do vastly better language access work if we had a designated lead for language access who could process translations and ethnic media outreach, advise on transcreation and translation, and develop the technical expertise and relationships with translators and media outlets that results in high quality communications to limited English communities.

Gaps in processes and procedures

Many employees don't know best practices for equitable language access. We need training to help employees:

- write in plain language
- understand the needs of limited English audiences
- work with translation vendors, and
- distribute information so that it reaches communities.

We also need to develop streamlined, easy-to-use instructions for translation procurement; this work has already begun with a revision of our translation work order. We also need to establish a process for analyzing and tracking language access issues and needs across our website, which includes over 1000 webpages.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

Highest priority translation needs:

Our top priority is translating information about critical, emerging health issues (e.g., outbreaks, emergency health information). This would include:

- News releases
- Blog pieces with critical health information
- Social media posts directing residents to critical health information
- Text for each language page of our online [Public Health materials in multiple languages](#) page; these pages could serve as language portals for the Public Health website

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

Since we have not been able to translate all news releases and blog pieces with critical health information, and we have not been able to translate social media posts to direct residents to information in their languages, we have not effectively served all of our limited English communities. Some LES groups have had even greater barriers to receiving our information because many members of that group do not read the language they speak (such as Somali and American Sign Language); we do not have sufficient audio or video interpretation to serve their needs.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☒ Yes ☒ No Please describe these:

Lack of funding

Public Health has asked for translation and ethnic media funds for the Communications budget but these requests have not made it through the budget process so we have no designated funds for these activities.

Plan with limited resources

However, we strongly believe in the importance of language access and we will do our best to meet some of the language needs as best we can with limited resources. We will do this by:

- Seeking funding support for translation and culturally appropriate distribution from PHSKC programs for news releases and blogs that contain information about their program.
- Coordinating pooled funding resources for department-wide ethnic media ad buys (such as for ethnic heritage months)

- Leading efforts across the department to streamline translation processes and procedures, train staff in best practices for language access, and educate staff about the need to prioritize budget for language access.
- Collaboration with Best Starts for Kids for translation of photo consent forms and utilizing BSK community liaisons in the development of voice memos for communication in-language
- Collaboration with the Preparedness section on funding translation of urgent health information (e.g., disease outbreaks, urgent environmental health hazards)
- Hired a part-time bilingual (Spanish) communications specialist to help with Spanish language social media and material development. Funds supported through end of 2018.
- Leverage Public Health's interpretation program for peer review of translation and where capacity exists, for short translation work.

Section 3: Work plan

- Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|--|---|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: News releases/blogs on critical health information Spanish translated materials page Portal page (built from Spanish translated materials page) | <ul style="list-style-type: none"> Priority designation List of needs: N/A |
| Vietnamese | <ul style="list-style-type: none"> Priority designation List of needs: <p>Photo Consent form</p> | <ul style="list-style-type: none"> Priority designation List of needs: News releases/blogs specific to this community Vietnamese translated materials page Portal page (built from Vietnamese translated materials page) | <ul style="list-style-type: none"> Priority designation List of needs: N/A |
| Chinese | <ul style="list-style-type: none"> Priority designation List of needs: <p>Photo Consent form</p> | <ul style="list-style-type: none"> Priority designation List of needs: Home page | <ul style="list-style-type: none"> Priority designation List of needs: N.A |

| | | | |
|---------|--|---|--|
| | | <ul style="list-style-type: none"> • News releases/blogs specific to this community • Chinese translated materials page | |
| Russian | <ul style="list-style-type: none"> • Priority designation List of needs: Photo Consent form | <ul style="list-style-type: none"> • Priority designation List of needs: <ul style="list-style-type: none"> • News releases/blogs specific to this community • Russian translated materials page | <ul style="list-style-type: none"> • Priority designation List of needs: N/A |
| Somali | <ul style="list-style-type: none"> • Priority designation List of needs: Photo Consent form (audio format) | <ul style="list-style-type: none"> • Priority designation List of needs: <ul style="list-style-type: none"> • Information from news releases specific to this community done as video/audio • Somali translated materials page | <ul style="list-style-type: none"> • Priority designation List of needs: N/A |
| Amharic | <ul style="list-style-type: none"> • Priority designation List of needs: Photo Consent form | <ul style="list-style-type: none"> • Priority designation List of needs: <ul style="list-style-type: none"> • News releases/blogs specific to this community • Amharic translated materials page | <ul style="list-style-type: none"> • Priority designation List of needs: N/A |

| | | | |
|--|------------------|--|----------------|
| | | <ul style="list-style-type: none"> Portal page (built from Amharic translated materials page) | |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|---|---|--|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: <ul style="list-style-type: none"> News releases/blogs on critical health information Home page Spanish translated materials page | <ul style="list-style-type: none"> Priority designation List of needs: N/A |
| Vietnamese | <ul style="list-style-type: none"> Priority designation List of needs: <p>Photo consent form</p> | <ul style="list-style-type: none"> Priority designation List of needs: <ul style="list-style-type: none"> News releases/blogs specific to this community Vietnamese translated materials page | <ul style="list-style-type: none"> Priority designation List of needs: N/A |
| Chinese (written: traditional and simplified) | <ul style="list-style-type: none"> Priority designation List of needs: <p>Photo consent form</p> | <ul style="list-style-type: none"> Priority designation List of needs: <ul style="list-style-type: none"> News releases/blogs specific to this community Chinese translated materials page | <ul style="list-style-type: none"> Priority designation List of needs: N/A |

| | | | |
|---------|---|---|--|
| | | | |
| Russian | <ul style="list-style-type: none"> • Priority designation List of needs: Photo consent form | <ul style="list-style-type: none"> • Priority designation • News releases/blogs specific to this community • Russian translated materials page | <ul style="list-style-type: none"> • Priority designation List of needs: N/A |
| Somali | <ul style="list-style-type: none"> • Priority designation List of needs: Photo consent form | <ul style="list-style-type: none"> • Priority designation • News releases/blogs specific to this community • Somali translated materials page | <ul style="list-style-type: none"> • Priority designation List of needs: N/A |
| Amharic | <ul style="list-style-type: none"> • Priority designation List of needs: Photo consent form | <ul style="list-style-type: none"> • Priority designation • News releases/blogs specific to this community • Amharic translated materials page | <ul style="list-style-type: none"> • Priority designation List of needs: N/A |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------------|--|--|
| Translation | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: Third party review: Translated documents are reviewed by native speakers from one of the following groups: 1) Public Health in-house translators, 2) community partners, or as a last alternative, 3) employees receiving bilingual pay premium. | <input type="checkbox"/> No Do you need technical assistance? |
| Interpretation | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: We only use certified interpreters, such as those from our in-house medical interpreter staff or from an interpretation agency. | <input type="checkbox"/> No Do you need technical assistance? |
| In-Language Outreach | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: As much as possible, we provide contracts with community partners to do outreach using the following criteria: 1) native speakers, 2) identify as members of the local community, 3) background or strong understanding of health issues. We try to verify the credibility/capability of those entrusted with in-language outreach with other community partners. | <input type="checkbox"/> No Do you need technical assistance? |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

- Leverage existing formative audience research with limited English communities, such as data collected by the Office of ESJ (NOTE: limited English community partners have voiced strong concerns that they are over-tapped for surveys, focus groups, and interviews, so we need to first utilize data that has already been collected).
- Ask for input from Community Health Board Coalition members (there are currently 11 Community Health Boards)
- When possible, ask limited English residents how they heard about services
- Ask for feedback and review of translations from partners in language communities

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

- Number of limited English residents that access Public Health services (clinic visits, attendees at vaccination events, etc.).
- Feedback from community partners
- Social media analytics for social media outreach efforts

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|--|--|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> Third party review: Translated documents are reviewed by native speakers from one of the following groups: 1) Public Health in-house translators, 2) community partners, or as a last alternative, 3) employees receiving bilingual pay premium. |
| We display information on how to file a complaint. | <input checked="" type="checkbox"/> Yes The instructions for reporting a concern online is not available in any language besides English. | <input type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe</i> |

Please describe how your division handles complaints regarding the provision of language access services.

If we receive a complaint that information was not provided in a needed language, we seek funds from the program associated with the information or from the Office of the Director's

budget to have the information translated. If necessary, we will draw from other line items in the Communications budget to pay for it.

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

NOTE: Funds have been requested by PHSKC for Communications overhead budget to do language access work, specifically for translation and ethnic media ad buys, but these requests have not made it through the budget process so we have no budget of our own to do it. We support translation and ethnic media buys for other programs in terms of staff time and technical assistance, particularly for the Preparedness and Communicable Disease programs.

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|-------------------------------|
| Translation | 0 |
| Interpretation | 0 |
| In-Language Outreach | 0 |
| Ethnic Media Ad-Buys | 0 |

Thank you for your attention to making the King County a model county in language access.

| | |
|--|----------------|
| <i>Cyndi Schaeffer, Chief of Staff, Office of the Director</i> | <i>9/10/18</i> |
| <i>Division Director</i> | <i>Date</i> |

| | |
|--|----------------|
| <i>James Apa, Director of Communications</i> | <i>9/10/18</i> |
| <i>Division Staff</i> | <i>Title</i> |
| | <i>Date</i> |

| | |
|---|----------------|
| <i>Meredith Li-Vollmer, Risk Communication Specialist</i> | <i>9/10/18</i> |
| <i>Division Staff</i> | <i>Title</i> |
| | <i>Date</i> |

| | |
|--|-------------|
| <i>Immigrant and Refugee Policy & Strategy Analyst</i> | <i>Date</i> |
|--|-------------|

Language Access Plan for Divisions Public Health - Preparedness

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. **Division/agency mission and purpose:** Our mission is to promote and ensure the health and safety of the whole community before, during, and after emergencies and disasters.
2. Geographic reach of primary services/facilities/programs:
King County, WA
3. Demographics of current user population:

All residents of King County, WA, including a wide range of language communities. Residents of King County speak many different languages including but not limited to Spanish, Vietnamese, Somali, Russian, Ukrainian, Arabic, Dari, Korean, Mandarin, Cantonese, Amharic, Tigrinya, Oromo. Spanish speaking residents represent the largest percentage of users accessing our services with language access needs.

4. Demographics of intended or priority populations:

As above, except for new, special outreach, or targeted community projects or outreach to specifically impacted communities.

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☒ Yes ☐ No

6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

We use the following tools related to languages spoken:

- Language tiers available from the Office of ESJ's Translation Manual, [Appendix C: Language Tiers](#)
- [School district health profiles](#) (includes languages spoken in each district)
- Public Health's map on [Percent of population speaking Spanish at home by health reporting area](#)
- We often rely on consultations with community partners who can help identify languages spoken in a targeted area, especially the Coalition of Community Health Boards.

We use these tools related to identifying ethnic groups in King County as a supplement to those that identify languages:

- [City health profiles](#) (includes main ethnic groups in each city)
- Public Health's map on [Distribution of racial and ethnic groups by Census Tract, King County, 2010](#)

7. Existing language access policies, service levels, tracking methods:

Policies:

- [Public Health translation manual and policy website](#)
- [Public Health Translation Manual](#)
- [King County Translation Policy](#)

Service levels (see #8 for details):

- Develop translated and pictorial/illustrated materials for LES communities with critical preparedness information for public health emergencies
- Distribute emergency notifications and alerts (with links to translated materials) to LES communities through:
 - the Community Communications Network (CCN) (over 700 community organizations and leaders)
 - Community Health Boards (Somali, Latinx, West African, Iraqi/Arab, Cambodian, African American, Vietnamese, Ethiopian and Eritrean, Pacific Islander,
- Maintain and grow the CCN to include organizations and leaders in LES communities
- Support the Community Health Board Coalition with technical assistance
- Develop capacity through the Public Health Reserve Corps and operations team to deliver emergency information to LES communities on-the-ground
- Develop and train community resilience emergency response plans that specifically address the needs of LES communities through the Community Resilience and Equity program
- Maintain an Equity Officer in the Incident Command structure to ensure an equity lens is used in emergency response, including addressing the needs of LES communities
- Utilize translated materials from Washington Department of Health and CDC as needed

Tracking:

- Translated materials on [Learn what to do: public health emergencies and dangers](#)
- [Public Health materials in multiple languages webpage](#)
- Community Resilience and Equity Response Plan
- Emergency Communications Plan, Appendix: External Communications

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|--|---|---------------------------------------|------------------------------------|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | Many | Moderate | N/A |
| Vietnamese: | Many | Very little | |
| Chinese (written: Simplified/Traditional; oral: Mandarin and Cantonese): | Many | Very little | |
| Russian: | Moderate | Very little | |
| Somali: | Many | Very little | |
| Amharic: | A few | Very little | |

Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been trans lated ? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|---|--|---|--|--|---|
| Community Communication Network (CCN) Enrollment online form: this is for a network of community leaders and partner organizations to receive emergency alerts and notifications | N | The intention of this form is for bilingual leaders and organizations to receive alerts and notifications to send to their constituents. They indicate what language(s) they need for educational materials that are sent of over the CCN. | | | Appropriate for the online form to be in English, with the actual alerts provided in multiple languages |
| <u>What to do when a boil water order is issued</u> (for general public) | Y | Spanish Chinese (Traditional) Korean Somali | 2014 | 2014 | Amharic Russian Chinese (Simplified) Somali should be provided as audio or video. ASL should be provided as video. |
| <u>What to do when a boil water order is issued</u> (for food establishments) | Y | Amharic Chinese (Traditional and Simplified) Korean Somali Spanish Vietnamese | 2016 | 2016 | |
| <u>Carbon monoxide facts</u> | Y | Flyers available in: <ul style="list-style-type: none">• Amharic• Arabic• Bosnian• Burmese• Cambodian• Chinese• Farsi• French | Flyers: 2008 Videos: 2015 | 2008 Videos: 2015 | |

| | | | | | |
|--|---|--|------|------|---|
| | | <ul style="list-style-type: none"> • Hmong • Korean • Laotian • Oromo • Portuguese • Punjabi • Romanian • Russian • Somali • Spanish • Swahili • Tagalog • Tigrigna • Ukrainian • Vietnamese <p>Video available in Somali</p> <p>Detailed information in: Chinese Korean Russian Spanish Vietnamese</p> | | | |
| Stay Safe in Heat comics | Y | Amharic Arabic Chinese French Korean Russian Somali Spanish Tagalog Ukrainian Vietnamese | 2017 | 2017 | Waiting for community review: Oromo Tigrinya |
| It's Hot Outside brochure | Y | Chinese Spanish Vietnamese | 2010 | 2010 | More complete info in newer Stay Safe in Heat materials |
| Ready Freddie and Disaster Buddies comic books (currently only online) | Y | Spanish Chinese Vietnamese | | | Language versions needs to be posted online Grant program over |

| | | | | | |
|--|---|---|------|------|--------------------|
| <u>Survivor Tales comic books</u> | Y | Chinese Spanish Vietnamese | | | Grant program over |
| No Ordinary Flu (pandemic preparedness comic book) | Y | <ul style="list-style-type: none"> • <u>Amharic</u> • <u>Arabic</u> • <u>Bosnian</u> • <u>Burmese</u> • <u>Chinese</u> • <u>French</u> • <u>Farsi</u> • <u>Hmong</u> • <u>Khmer</u> • <u>Korean</u> • <u>Laotian</u> • <u>Nepali</u> • <u>Oromo</u> • <u>Portuguese</u> • <u>Punjabi</u> • <u>Russian</u> • <u>Somali</u> • <u>Spanish</u> • <u>Tagalog/Filipino</u> • <u>Tigrigna</u> • <u>Ukrainian</u> • <u>Vietnamese</u> | 2008 | 2010 | |
| Pandemic flu planning checklist for individuals and families (created with Communicable Disease-Epi) | Y | <ul style="list-style-type: none"> • <u>Chinese</u> • <u>Korean</u> • <u>Russian</u> • <u>Somali</u> • <u>Spanish</u> • <u>Tagalog/Filipino</u> • <u>Ukrainian</u> • <u>Vietnamese</u> | | | Amharic |
| Family health information sheet (created with Communicable Disease-Epi) | Y | <ul style="list-style-type: none"> • <u>Chinese</u> • <u>Korean</u> • <u>Russian</u> • <u>Somali</u> • <u>Spanish</u> • <u>Vietnamese</u> • | | | Amharic |
| How to care for someone with influenza (for pandemics) | Y | <ul style="list-style-type: none"> • <u>Chinese</u> • <u>Korean</u> • <u>Russian</u> • <u>Somali</u> • <u>Spanish</u> | | | Amharic |

| | | | | | |
|---|---|--|--|--|--|
| (created with Communicable Disease-Epi) | | | | | |
| Preventing the spread of influenza (for pandemics) (created with Communicable Disease-Epi) | Y | <ul style="list-style-type: none"> • Chinese • Korean • Russian • Somali • Spanish • Tagalog/Filipino • Ukrainian • Vietnamese | | | Amharic |
| When the power goes out | Y | <ul style="list-style-type: none"> • Chinese (traditional) • Korean • Russian • Somali • Spanish • Vietnamese | | | Chinese (simplified) Amharic |
| Protecting food from power failures (created by the Food Program) | N | | | | Spanish Chinese Vietnamese Russian Somali Amharic |
| How to clean a house after a flood (created by Environmental Health) | N | | | | Spanish Chinese Vietnamese Russian Somali Amharic |
| Safety precautions after a disaster | N | | | | Spanish Chinese Vietnamese Russian Somali Amharic |
| 5 things to know about lead in drinking water (created by Environmental Health) | Y | <ul style="list-style-type: none"> • Chinese • Korean • Marshallese • Russian • Somali • Spanish • Ukrainian • Vietnamese | | | Amharic |
| Bioterrorism agents | N | | | | Spanish Chinese Vietnamese Russian |

| | | | | | |
|--|---|--|--|--|--|
| | | | | | Somali Amharic (these materials are available in all but Amharic from DOH but need to be put on our webpage) |
| <u>Septic tank systems during power outages or floods</u> (created with Environmental Health) | N | | | | Spanish Chinese Vietnamese Russian Somali Amharic |
| <u>How to treat and prevent hypothermia</u> | Y | Spanish Chinese Korean Russian Somali Vietnamese | | | Amharic |
| <u>How to create an emergency toilet</u> (created with Environmental Health) | N | | | | Spanish Chinese Vietnamese Russian Somali Amharic |
| Staying at Home (isolation and quarantine, created with Communicable Disease) | Y | Amharic Spanish Chinese Korean Russian Somali Vietnamese | | | |
| Getting Medical Treatment During Disasters | | Spanish Chinese Russian Somali Ukrainian Vietnamese | | | Amharic |
| Wildfire Smoke: videos and print/web | Y | Spanish Note: we have means of distributing video via Spanish language Facebook. For other languages, this information is available in print/web from DOH, except in Amharic. | | | Print/web: Amharic Video: Somali |

| | | | | | |
|--|--|--|--|--|--|
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Note: this is not an exhaustive list of all Preparedness documents but includes the most commonly used documents and is representative of levels of language access.

Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

The largest gap we have is in easy and rapid access to community/peer review of translations. Emergency response requires quick turnaround of information, and because there is not a good system in place to quickly identify and contract with community reviewers, we often have to try to find bilingual staff to review the messages before they are distributed. This is not as high a level of quality assurance and also is difficult to do with labor stipulations. We would greatly benefit from a system that would allow us to contract with qualified community organizations (such as the Community Health Board Coalition) to be on retainer to do translation review, and in the languages that are not well supported by translation agencies (such as Marshallese or Somali) to provide the translations.

Our department as a whole would be able to do vastly better language access work if we had a designated lead for language access who could process translations and ethnic media outreach, advise on trans-creation and translation, and develop the technical expertise and relationships with translators and media outlets that results in high quality communications to limited English communities.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

Highest priority translation needs:

Our top priority is translating information about critical, emerging health issues (e.g., outbreaks, emergency health information). This would include:

- Emerging public health emergencies
- Safety precautions after a disaster
- Information for health and safety for people living outdoors or homeless
- Health information on wildfire smoke, particularly for mask use

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

Many of our materials were translated more than 5-10 years ago, so some of the more recent immigrants are not served as well (such as those from Iraq, West Africa, and the Pacific Islands). We also do not have as many materials translated into Amharic, Oromo, Tigrinya or Arabic.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☒ Yes ☐ No Please describe these:

- We will continue to provide translation and interpretation for emerging health emergencies and urgent risk communication materials. Our funding through the Public Health Emergency Preparedness (PHEP) grant from the federal government can be applied towards emerging language access needs during emergency activations. However, the level of funding through PHEP is uncertain. Most of PHSKC's translated material and ethnic media buys for Communications and Communicable Disease have been funded by Preparedness' grant; PHEP funding has also paid for translations for the Environmental Health division for issues such as lead, foodborne illness, and boil water issues. From 2013-2018, Preparedness has spent \$125,000 on language access costs for the department, including translation, interpretation services, materials distribution, and ethnic media buys. Because of budget cuts at the federal level, the ability of the Preparedness program to carry to bulk of translation costs for the department is unsustainable.
- We can also make requests through the State Department of Health to use these funds for translation work for specific projects if these requests are made in advance during the budgeting process; in addition, through the PHEP program, we can request that DOH procure translations for materials if they benefit the entire state. We will also cross-reference the translated materials from DOH and CDC so that we can provide those materials to King County residents.
- We will continue to work with our Community Resilience + Equity program and Communications on audience research to better understand the needs of limited English communities and improve our distribution mechanisms. In addition, the manager of our Community Resilience + Equity program leads a regional task force on Inclusive Emergency Communications that is leveraging resources across jurisdictions to pre-translate emergency messages, understand communication networks within limited-English communities, and get community leaders connected to emergency alerting systems.

Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|--|---|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: Emerging health emergencies | <ul style="list-style-type: none"> • Priority designation List of needs: <ul style="list-style-type: none"> • Emerging health emergencies • Materials on what to do after flooding/ food and power outages • Post links to bioterrorism materials • All hazard webpages: Safety precautions after a disaster, emergency toilets | <ul style="list-style-type: none"> • Priority designation List of needs: N/A |
| Vietnamese | <ul style="list-style-type: none"> • Priority designation List of needs: Emerging health emergencies | <ul style="list-style-type: none"> • Priority designation List of needs: <ul style="list-style-type: none"> • Emerging health emergencies • Materials on what to do after flooding/ food and power outages • Post links to bioterrorism materials • All hazard webpages: Safety precautions after a disaster, emergency toilets | <ul style="list-style-type: none"> • Priority designation List of needs: N/A |
| Chinese | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: <ul style="list-style-type: none"> • Emerging health emergencies | <ul style="list-style-type: none"> • Priority designation List of needs: N.A |

| | | | |
|---------|---|--|---|
| | Emerging health emergencies | <ul style="list-style-type: none"> Materials on what to do after flooding/ food and power outages Post links to bioterrorism materials All hazard webpages: Safety precautions after a disaster, emergency toilets | |
| Russian | <ul style="list-style-type: none"> Priority designation List of needs: Emerging health emergencies | <ul style="list-style-type: none"> Priority designation List of needs: Emerging health emergencies Materials on what to do after flooding/ food and power outages Post links to bioterrorism materials All hazard webpages: Safety precautions after a disaster, emergency toilets | <ul style="list-style-type: none"> Priority designation List of needs: N/A |
| Somali | <ul style="list-style-type: none"> Priority designation List of needs: Emerging health emergencies | <ul style="list-style-type: none"> Priority designation List of needs: Emerging health emergencies Materials on what to do after flooding/ food and power outages Post links to bioterrorism materials Wildfire smoke video All hazard webpages: Safety precautions after a disaster, emergency toilets | <ul style="list-style-type: none"> Priority designation List of needs: N/A |
| Amharic | <ul style="list-style-type: none"> Priority designation List of needs: Emerging health emergencies | <ul style="list-style-type: none"> Priority designation List of needs: Emerging health emergencies Materials on what to do after flooding/ food and power outages Request translation of bioterrorism materials from DOH All hazard webpages: Safety precautions | <ul style="list-style-type: none"> Priority designation List of needs: N/A |

| | | | |
|--|------------------|--|----------------|
| | | after a disaster, emergency toilets | |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|---|---|--|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: Emerging health emergencies | <ul style="list-style-type: none"> Priority designation List of needs: <ul style="list-style-type: none"> Emerging health emergencies Post links to bioterrorism materials | <ul style="list-style-type: none"> Priority designation List of needs: N/A |
| Vietnamese | <ul style="list-style-type: none"> Priority designation List of needs: Emerging health emergencies | <ul style="list-style-type: none"> Priority designation List of needs: <ul style="list-style-type: none"> Emerging health emergencies Post links to bioterrorism materials | <ul style="list-style-type: none"> Priority designation List of needs: N/A |
| Chinese (written; traditional and simplified) | <ul style="list-style-type: none"> Priority designation List of needs: Emerging health emergencies | <ul style="list-style-type: none"> Priority designation List of needs: <ul style="list-style-type: none"> Emerging health emergencies Post links to bioterrorism materials | <ul style="list-style-type: none"> Priority designation List of needs: N/A |
| Russian | <ul style="list-style-type: none"> Priority designation List of needs: Emerging health emergencies | <ul style="list-style-type: none"> Priority designation List of needs: <ul style="list-style-type: none"> Emerging health emergencies Post links to bioterrorism materials | <ul style="list-style-type: none"> Priority designation List of needs: N/A |
| Somali | <ul style="list-style-type: none"> Priority designation List of needs: Emerging health emergencies | <ul style="list-style-type: none"> Priority designation List of needs: <ul style="list-style-type: none"> Emerging health emergencies | <ul style="list-style-type: none"> Priority designation List of needs: N/A |

| | | | |
|---------|--|---|--|
| | | <ul style="list-style-type: none"> Post links to bioterrorism materials | |
| Amharic | <ul style="list-style-type: none"> Priority designation List of needs: Emerging health emergencies | <ul style="list-style-type: none"> Priority designation List of needs: <ul style="list-style-type: none"> Emerging health emergencies Request translation of bioterrorism materials | <ul style="list-style-type: none"> Priority designation List of needs: N/A |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------|--|--|
| Translation | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: | <input type="checkbox"/> No Do you need technical assistance? |
| Interpretation | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: We only use certified interpreters, such as those from our in-house medical interpreter staff or from an interpretation agency. | <input type="checkbox"/> No Do you need technical assistance? |

| | | |
|-----------------------------|---|---|
| <i>In-Language Outreach</i> | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> As much as possible, we provide contracts with community partners to do outreach using the following criteria: 1) native speakers, 2) identify as members of the local community, 3) background or strong understanding of health issues. We try to verify the credibility/capability of those entrusted with in-language outreach with other community partners. | <input type="checkbox"/> No <i>Do you need technical assistance?</i> |
|-----------------------------|---|---|

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

- Ask for input from Community Health Board Coalition members (there are currently 11 Community Health Boards)
- When possible, ask limited English residents how they heard about services
- Ask for feedback and review of translations from partners in language communities

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

- Number of limited English residents that access Public Health services (clinic visits, attendees at vaccination events, etc).
- Feedback from community partners

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|--|--|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe</i> |

| | | | |
|--|--|-----------------------------|--|
| We display information on how to file a complaint. | <input checked="" type="checkbox"/> Yes The instructions for reporting a concern online is not available in any language besides English. | <input type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe</i> |
|--|--|-----------------------------|--|

Please describe how your division handles complaints regarding the provision of language access services.

If we receive a complaint that information was not provided in a needed language, we confirm the need with community partners. Then we send the requested materials to a qualified translation entity.

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|-------------------------------|
| Translation | \$5,000 |
| Interpretation | \$1,000 |
| In-Language Outreach | \$5,000 |
| Ethnic Media Ad-Buys | \$10,000 |

Thank you for your attention to making the King County a model county in language access.

| | |
|--|----------------|
| <i>Cyndi Schaeffer, Chief of Staff, Office of the Director</i> | <i>9/10/18</i> |
| <i>Division Director</i> | <i>Date</i> |

| | |
|---|----------------|
| <i>Carina Elsenboss, Director of Preparedness</i> | <i>9/10/18</i> |
| <i>Division Staff</i> | <i>Title</i> |
| | <i>Date</i> |

| | |
|---|----------------|
| <i>Meredith Li-Vollmer, Risk Communication Specialist</i> | <i>9/10/18</i> |
| <i>Division Staff</i> | <i>Title</i> |
| | <i>Date</i> |

| | |
|--|-------------|
| <i>Immigrant and Refugee Policy & Strategy Analyst</i> | <i>Date</i> |
|--|-------------|

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live- interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:

This Language Access Plan is for CHES (Compliance, HIT, EPIC Support Section). CHES is part of the Administrative Division of Public Health. The Administrative Division Vision, Mission, and Values is as follows:

Vision: We inspire and support public health staff in their essential roles of improving the health and well-being of all King County residents and reducing health disparities by modelling excellence in delivering administrative services.

Mission: We continually strive to deliver customer-focused services, resolve problems efficiently, minimize risk, and respond nimbly to a changing environment. Open and effective communications allow us to collaborate across sections, foster the development of outstanding teams, hold ourselves accountable, and optimize use of resources.

Values: In everything we do, we respect people; we value innovation and transparency in the delivery of our services; we foster professional growth in our staff to support their success; and we promote fairness and equity.

2. Geographic reach of primary services/facilities/programs:

Primarily internal services to Public Health. Some services provided to larger Seattle & King County population.

3. Demographics of current user population: The current population served includes all residents of King County, who speak many different languages including but not limited to Spanish, Vietnamese, Somali, Russian, Ukrainian, Arabic, Dari, Korean, Mandarin, Cantonese, Amharic, Tigrinya, and Oromo. Spanish speaking residents represent the largest percentage of users accessing our services with language access needs.

4. Demographics of intended or priority populations: Spanish, Somali, Vietnamese, and Russian speakers.

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☐ Yes ☒ No

The Admin Division currently does not, but CHS does via Interpreter Services

6. What tools (census maps, school data, subcontractor data, community meeting data, etc.) are you using to gather information about the LES communities that your Division/agency serves?

Our Electronic Records System has the ability to capture this data.

7. Existing language access policies, service levels, tracking methods:

Public Health & King County Translation Policies.

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------------------|---|---------------------------------------|------------------------------------|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | YES MANY | NO | NA |
| Language 2: SOMALI | YES SOME | NO | NA |
| Language 3: VIETNAMESE | YES SOME | NO | NA |
| Language 4: Russian | YES SOME | NO | NA |

Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|------------------------------------|------------------------------|--------------------------------------|---|-------------------------------|---|
| Notice of Privacy Practices (NOPP) | Yes | Spanish, Russian, Vietnamese, Somali | 2013 | 2013 | We will work with Interpreter Services to translate |

| | | | | | |
|--|-----|--------------------------------------|------|------|--|
| | | | | | required forms to meet population needs. |
| NOPP Acknowledgement | Yes | Spanish, Russian, Vietnamese, Somali | 2013 | 2013 | We will work with Interpreter Services to translate required forms to meet population needs. |
| Consent/Bill & Treat | yes | Spanish, Russian, Vietnamese, | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |
| Authorization for Release of Information (ROI) | Yes | Spanish, Russian, Vietnamese, | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |
| Client Rights | No | No | No | NO | We will work with Interpreter Services to translate required forms to meet population needs. |
| Client Letters | Yes | Any needed | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |
| My Chart | Yes | Spanish | NA | NA | We will work with Interpreter Services to translate required forms to meet |

| | | | | | |
|--|-----|---|----|----|--|
| | | | | | population needs. |
| After Visit Summary | Yes | Spanish | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |
| Healthwise patient education materials in EPIC | Yes | English Spanish Chinese Russian Arabic Korean Somali Vietnamese Polish Portuguese Bengali Bosnian Farsi Haitian Tagalog | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |
| MyChart activation Letter | Yes | Spanish | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |
| Asthma Action Plan | Yes | Spanish | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |
| Annual exam reminder letter | Yes | Spanish | NA | NA | We will work with Interpreter Services to translate required forms to meet |

| | | | | | |
|---|-----|-----------------------------|----|----|--|
| | | | | | population needs. |
| Immunization reminder letter | Yes | Spanish | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |
| Lab results | Yes | Spanish | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |
| Pap results | Yes | Spanish | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |
| Pap due letter | Yes | Spanish, Vietnamese, Somali | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |
| Referral | Yes | Spanish, Vietnamese, Somali | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |
| KingSTDCOLPOABNPAP (STD Clinic re: abnormal pap, follow up care needed). | No | No | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |



| | | | | | |
|---|----|----|----|----|--|
| KingSTDCOLPOINFO (STD Clinic Patient Information – Colposcopy) | No | No | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |
| KINGSTDNeurosyph (STD Clinic Patient Instructions for Weekend Treatment of Neurological Syphilis) | No | No | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |
| KINGSTDPAPASCUS (STD Clinic Letter re: abnormal cells in pap) | No | No | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |
| KINGSTDPAPASCUSHPVNEG (STD Clinic Letter re: abnormal pap, negative for HPV) | No | No | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |
| KingSTDPapColPo (STD letter re: abnormal Pap, follow up care needed) | No | No | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |
| KINGSTDPapNorm (STD Clinic Letter re: Normal Pap, however not enough cells to get good reading) | No | No | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |
| KINGSTDPAPNORMHPVPOS (STD Clinic Letter re: | No | No | NA | NA | We will work with Interpreter |

| | | | | | |
|---|----|----|----|----|--|
| normal Pap, positive for HPV) | | | | | Services to translate required forms to meet population needs. |
| KINGSTD PAP UNSAT (STD clinic letter re: Pap unsatisfactory) | No | No | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |
| KINGSTD POCT RESULT (STD Clinic Letter re: Lab Test results) | No | No | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |
| KINGSTD retesting (STD Clinic Letter re: Reminder for follow up visit for blood test/vaccination/follow-up testing) | No | No | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |
| King TB Test results (TB Skin Test results) | No | No | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |

Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

NOPP, ROI and Consents need to be translated into all needed languages. Language needs are determined by CHS Division, based on data collected through electronic record system.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

No, not currently.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

We are serving the Spanish speaking community and some of our documents are available in Russian, Vietnamese & Somali, but not in other languages currently.

We are lacking in methods to communicate with individuals who are not literate or clients with low literacy.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☐ Yes ☒ No Please describe these:

Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation: High <p>Assess and determine if additional form letters to patients can and should be translated.</p> | <p>Priority designation</p> <p>Low</p> <p>On public facing website have NOPP available in all needed languages</p> | <ul style="list-style-type: none"> Priority designation-- List of needs: |
| Vietnamese | <ul style="list-style-type: none"> Priority designation: High <p>Assess and determine if additional form letters to patients can and should be translated.</p> | <p>Priority designation</p> <p>Low</p> <p>On public facing website have NOPP available in all needed languages</p> | <ul style="list-style-type: none"> Priority designation-- List of needs: |
| Russian | <ul style="list-style-type: none"> Priority designation: High <p>Assess and determine if additional form letters to patients can and should be translated.</p> | <p>Priority designation</p> <p>Low</p> <p>On public facing website have NOPP available in all needed languages</p> | <ul style="list-style-type: none"> Priority designation-- List of needs: |
| Somali | <ul style="list-style-type: none"> Priority designation: High <p>Translate ROI and Consent. Assess and determine if additional form letters to patients can and should be translated.</p> | <ul style="list-style-type: none"> Priority designation Low <p>On public facing website have NOPP available in all needed languages</p> | <ul style="list-style-type: none"> Priority designation-- List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|------------|--|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation High <p>Review unduplicated client visit numbers to see what language groups we are serving and what other vital documents might need to be translated.</p> | <ul style="list-style-type: none"> Priority designation Low <p>On public facing website have NOPP available in all needed languages</p> | <p>Interpreter Services are currently available and we will continue to use them.</p> |
| Vietnamese | <ul style="list-style-type: none"> Priority designation High <p>Review unduplicated client visit numbers to see what language groups we are serving and what other vital documents might need to be translated.</p> | <ul style="list-style-type: none"> Priority designation Low <p>On public facing website have NOPP available in all needed languages</p> | <p>Interpreter Services are currently available and we will continue to use them.</p> |
| Russian | <ul style="list-style-type: none"> Priority designation High <p>Review unduplicated client visit numbers to see what language groups we are serving and what other vital documents might need to be translated.</p> | <ul style="list-style-type: none"> Priority designation Low <p>On public facing website have NOPP available in all needed languages</p> | <p>Interpreter Services are currently available and we will continue to use them.</p> |
| Somali | <ul style="list-style-type: none"> Priority designation High <p>ROI and consent available in all needed languages (2019)</p> <p>Review unduplicated client visit numbers to see what language groups we are serving and what other vital</p> | <ul style="list-style-type: none"> Priority designation Low <p>On public facing website have NOPP available in all needed languages</p> | <p>Interpreter Services are currently available and we will continue to use them.</p> |

| | | | |
|--|--|--------------------|----------------|
| | documents might need to be translated. | | |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | |
|----------------------|---|
| Translation | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: We use approved vendors, and have all translations peer-reviewed for accuracy. NA |
| Interpretation | <input checked="" type="checkbox"/> NA |
| In-Language Outreach | <input checked="" type="checkbox"/> NA Please describe how you measure quality: NA |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

We will review our data to see what our language groups we are serving. CHESS will not be consulting directly with external customers.

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

Happy internal customers who are getting what they need in terms of forms translated into necessary languages.

| Complaints | Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint. | | |
|---|---|--|--|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other Please describe. NA |
| We display information on how to file a complaint. | <input checked="" type="checkbox"/> Yes KC webpages have a "contact us" link that enables residents to submit a form with questions, comments, complaints. | <input type="checkbox"/> No | <input type="checkbox"/> Other |

| |
|--|
| Please describe how your division handles complaints regarding the provision of language access services NA |
|--|

| |
|---|
| Section Five: Total Department Budget for Language Access Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division |
|---|

| Language Access Services | Total Budget Allocated |
|--------------------------|---|
| Translation | There is no specific budget line item in CHESS for Language Access Services |
| Interpretation | There is no specific budget line item in CHESS for Language Access Services |
| In-Language Outreach | NA |
| Ethnic Media Ad-Buys | NA |

| | |
|---|---------|
| Division Director | Date |
| Karen Baker | 9 11 18 |
| Division Staff | Title |
| Hinda Qowdhan | 9 11 18 |
| Division Staff | Title |
| Immigrant and Refugee Policy & Strategy Analyst | Date |

Section 3: Work plan (HCHN-MMV)

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|--|--|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: MMV Dental Registration form, MMV New Client Registration Form, HCHN/CD/IMMs Vaccine Consent and Screening form | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: Continue use of phone interpretation |
| Amharic | <ul style="list-style-type: none"> Priority designation List of needs: MMV Dental Registration form, MMV New Client Registration Form, HCHN/CD/IMMs Vaccine Consent and Screening form | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: Continue use of phone interpretation |
| Somali | <ul style="list-style-type: none"> Priority designation List of needs: MMV Dental Registration form, MMV New Client Registration Form, HCHN/CD/IMMs Vaccine Consent and Screening form | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: Continue use of phone interpretation |
| Tigrinya | <ul style="list-style-type: none"> Priority designation List of needs: MMV Dental Registration form, MMV New Client Registration Form, HCHN/CD/IMMs Vaccine Consent and Screening form | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: Continue use of phone interpretation |
| Vietnamese | <ul style="list-style-type: none"> Priority designation List of needs: MMV Dental Registration form, MMV New Client Registration Form, HCHN/CD/IMMs Vaccine Consent and Screening form | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: Continue use of phone interpretation |
| Russian | <ul style="list-style-type: none"> Priority designation List of needs: MMV Dental Registration form, MMV New Client Registration Form, HCHN/CD/IMMs Vaccine Consent and Screening form | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: Continue use of phone interpretation |
| | Highest priority | Mid-level priority | Lower priority |

This above plan is also the plan for 2019

Section 3: Work plan (BSK)

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|---|--|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Audio translation of vital documents with information on BSK funded partners and funding opportunities. | <ul style="list-style-type: none"> Majority of information pages on BSK Website audio translation complete. Twitter, audio translation and video | <ul style="list-style-type: none"> Ongoing Language and Cultural Community Liaison Program |
| Somali | <ul style="list-style-type: none"> Audio translation of vital documents with information on BSK funded partners and funding opportunities. | <ul style="list-style-type: none"> Twitter, audio translation and video | <ul style="list-style-type: none"> Ongoing Language and Cultural Community Liaison Program |
| Chinese | <ul style="list-style-type: none"> Audio translation of vital documents with information on BSK funded partners and funding opportunities. | <ul style="list-style-type: none"> Twitter, audio translation and video | <ul style="list-style-type: none"> Ongoing Language and Cultural Community Liaison Program |
| Vietnamese | <ul style="list-style-type: none"> Audio translation of vital documents with information on BSK funded partners and funding opportunities. | <ul style="list-style-type: none"> Twitter, audio translation and video | <ul style="list-style-type: none"> Ongoing Language and Cultural Community Liaison Program |
| Russian | <ul style="list-style-type: none"> Audio translation of vital documents with information on BSK funded partners and funding opportunities. | <ul style="list-style-type: none"> Twitter, audio translation and video | <ul style="list-style-type: none"> Ongoing Language and Cultural Community Liaison Program |
| Korean | <ul style="list-style-type: none"> Audio translation of vital documents with information on BSK funded partners and funding opportunities. | <ul style="list-style-type: none"> Twitter, audio translation and video | <ul style="list-style-type: none"> Ongoing Language and Cultural Community Liaison Program |
| Khmer | <ul style="list-style-type: none"> Audio translation of vital documents with information on BSK funded partners and funding opportunities. | <ul style="list-style-type: none"> Twitter, audio translation and video | <ul style="list-style-type: none"> Ongoing Language and Cultural Community Liaison Program |
| Amharic | <ul style="list-style-type: none"> Audio translation of vital documents with information on BSK | <ul style="list-style-type: none"> Twitter, audio translation and video | <ul style="list-style-type: none"> Ongoing Language and Cultural Community Liaison Program |

| | | | |
|-------------------------------------|---|--|---|
| | funded partners and funding opportunities. | | |
| Hindi or Punjabi (Indian Languages) | <ul style="list-style-type: none"> Audio translation of vital documents with information on BSK funded partners and funding opportunities. | <ul style="list-style-type: none"> Twitter, audio translation and video | <ul style="list-style-type: none"> Ongoing Language and Cultural Community Liaison Program |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|-------------------------------------|--|--|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Audio translation of BSK Description and one-pager | <ul style="list-style-type: none"> Specific pages on BSK Website, Twitter, audio translation and video | <ul style="list-style-type: none"> Language Community Liaison Pilot Program |
| Somali | <ul style="list-style-type: none"> Audio translation of BSK Description and one-pager | <ul style="list-style-type: none"> Twitter, audio translation and video | <ul style="list-style-type: none"> Language Community Liaison Pilot Program |
| Chinese | <ul style="list-style-type: none"> Audio translation of BSK Description and one-pager | <ul style="list-style-type: none"> Twitter, audio translation and video | <ul style="list-style-type: none"> Language Community Liaison Pilot Program |
| Vietnamese | <ul style="list-style-type: none"> Audio translation of BSK Description and one-pager | <ul style="list-style-type: none"> Twitter, audio translation and video | <ul style="list-style-type: none"> Language Community Liaison Pilot Program |
| Russian | <ul style="list-style-type: none"> Audio translation of BSK Description and one-pager | <ul style="list-style-type: none"> Twitter, audio translation and video | <ul style="list-style-type: none"> Language Community Liaison Pilot Program |
| Korean | <ul style="list-style-type: none"> Audio translation of BSK Description and one-pager | <ul style="list-style-type: none"> Twitter, audio translation and video | <ul style="list-style-type: none"> Language Community Liaison Pilot Program |
| Khmer | <ul style="list-style-type: none"> Audio translation of BSK Description and one-pager | <ul style="list-style-type: none"> Twitter, audio translation and video | <ul style="list-style-type: none"> Language Community Liaison Pilot Program |
| Amharic | <ul style="list-style-type: none"> Audio translation of BSK Description and one-pager | <ul style="list-style-type: none"> Twitter, audio translation and video | <ul style="list-style-type: none"> Language Community Liaison Pilot Program |
| Hindi or Punjabi (Indian Languages) | <ul style="list-style-type: none"> Audio translation of BSK Description and one-pager | <ul style="list-style-type: none"> Twitter, audio translation and video | <ul style="list-style-type: none"> Language Community Liaison Pilot Program |
| | Highest priority | Mid-level priority | Lower priority |

Attachment K

Language Access Plan Cover Page

This cover page should be completed and attached to all completed division plans. This cover page should be filled out by the Department Liaison(s) for Language Access and approved by the department director.

Introduction

From Ordinance 18665:

King County and all its contractors shall provide free interpretation and translation services as required by this chapter to limited-English-proficient persons. When a limited-English-proficient person seeks or receives benefits or services from a local agency, office or contractor, the agency, office or contractor shall make reasonable efforts provide prompt interpretation services in all interactions with the person, whether the interaction is done remotely or in person. King County agencies and offices shall either employ sufficient qualified bilingual employees or contract with remote language services to provide interpretation services in languages spoken by limited-English proficient county residents.

2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

3. Where an application or form administered by King County requires completion in English by a limited-English-proficient person for submission to a local, state or federal authority, King County or its contractor shall make reasonable efforts to provide oral interpretation of the application or form as well as acknowledgement by the limited-English-proficient person that the form was translated and completed by an interpreter. King County agencies shall provide support to contractors to meet the requirements of this section.

B. King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer.

SECTION 7. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018. The language assistance plans called for in this section shall be transmitted in the form of a paper original and an electronic copy to the clerk of the council, who shall distribute electronic copies to all councilmembers and the lead staff for the committee of the whole, the law and justice committee, the health, housing and human services committee or their successors.

Liaisons

Please provide the name of the Department//Division Liaison(s) who will oversee the implementation of the language access plan.

| <i>Name</i> | <i>Title</i> | <i>Phone Number</i> |
|-------------|--------------|---------------------|
| Linda Ridge | Deputy CAO | 206-477-1365 |
| | | |
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Department//Division Plans

How many Division Plans are enclosed? (Please provide a number& list of divisions):

1. King County Superior Court

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:

The mission of the King County Superior Court is to serve the public by ensuring justice through accessible and effective forums for the fair, understandable, and timely resolution of legal matters.

2. Geographic reach of primary services/facilities/programs:

King County Superior Court is a general jurisdiction trial court with responsibilities for the following legal matters occurring within King County:

- *Civil matters involving more than \$300, unlawful detainers, and injunctions;*
- *Felony criminal cases;*
- *Misdemeanor criminal cases not otherwise provided for by law;*
- *Family law, including dissolutions, child support, adoptions, parentage, and domestic-violence protection matters;*
- *Probate and guardianship matters;*
- *Juvenile offender matters;*
- *Juvenile dependencies, including abused and neglected children, children in need of services, at-risk youth, and trancies;*
- *Mental illness and involuntary commitment matters.*

Locations include:

*King County Courthouse
516 Third Avenue
Seattle, WA 98104*

*Maleng Regional Justice Center
401 Fourth Avenue North
Kent, WA 98032*

*Youth Service Center – Juvenile Court
1211 East Alder Street
Seattle, WA 98122-5593*

*Involuntary Treatment Act (ITA) Court
Ninth and Jefferson Building
908 Jefferson Street – 2nd Floor
Seattle, WA 98104-2433*

3. Demographics of current user population:

King County Superior Court does not collect specific demographic information on all court user populations. Limited demographic information is available from some of the court programs and departments. Our demographics are most likely consistent with those of county residents as our user population is all county residents with legal matters which fall within the jurisdiction of King County Superior Court.

4. Demographics of intended or priority populations:

All King County residents with legal matters which fall within the jurisdiction of King County Superior Court.

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☒ Yes ☐ No

The court collects data as to types of events, types of languages being requested and costs associated with language needs. This information is used to assess trends and additional resource needs.

6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

The Office of Interpreter Services for King County Superior Court will, on an annual basis, review demographic data regarding language needs of its community. The court will use the following sources for its review:

- Local/County/State census statistics
- County health department
- Public Defender's Office/Office of Assigned Counsel
- Prosecuting Attorney's Office
- Finance Manager for King County Superior Court (tracks invoices for language use and frequency)
- Local legal aid service providers

7. Existing language access policies, service levels, tracking methods:

King County Superior Court has an established Language Assistance Plan (State LAP) in compliance with RCW 2.43.090. This document is currently being reviewed and the updated. It is anticipated that this revised document will complete the court's internal review process and be effective within the next 90 days.

As part of the court's State LAP data regarding language needs is collected. This data will be analyzed annually to determine whether the court's allocation of language access resources is appropriate.

The King County Superior Court will make every effort to track requests for language access services by:

- Language preference (both spoken, written and signed)
- Case type (e.g. family law, criminal, housing, etc.)
- Proceeding type (e.g. trial, arraignment, initial appearance, etc.)
- Location of service request

Sources for tracking noted above in #6

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian.

The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------|---|--|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | The Administrative Office of the Courts (AOC) is responsible for the pattern forms used in the state of Washington. AOC is also responsible for updating forms as the law requires revisions. Some of these AOC pattern forms are available in Spanish and other languages. Consequently, King County Superior Court has few translated local forms at this time and relies primarily on translated general state pattern forms provided by the AOC. It is the goal of King County Superior Court | Currently King County Superior Court does not have any translated website content. | It is the policy of King County Superior Court to provide at no cost to LEP individuals, timely and appropriate language assistance services in all court proceedings and operations, both civil and criminal, other than when it is the responsibility of other government bodies pursuant to state law. In all other instances, certified or qualified interpretation services will be provided free of charge to (a) LEP parties, witness or victims; (b) LEP parents, legal guardians, or custodians of minor children who are |

| | | | | |
|--|---|--|--|--|
| | <p>to increase the number of available translated forms, however, court forms are frequently being updated. These frequent translation updates can be time consuming to track and cost prohibitive to maintain.</p> <p>Forms currently available include:</p> <p>Available AOC Pattern forms</p> <p>Also:</p> <p><u>CRIMINAL</u></p> <ul style="list-style-type: none"> -Criminal Plea & Sentence -DPD Reporting Instructions -Court Ordered Legal - Financial Payment Instructions - Notice of Rights on Appeal and Rights Pursuant to RCW 10.73 - Notice to Defendants Sentenced to Supervision by the DOC - CCAP- Conditions of Conduct for Persons Ordered by the KCSC into the Community Center for Alternative Programs (CCAP) – Basic - CCAP- Conditions of Conduct for Persons Ordered by the KCSC into the Community Center for Alternative Programs (CCA) – Enhanced <p><u>FAMILY LAW</u></p> <ul style="list-style-type: none"> -Mediation Questionnaire -Parenting Evaluation Questionnaire -Domestic Violence Questionnaire <p><u>JUVENILE COURT</u></p> <ul style="list-style-type: none"> -Frequently Asked Questions | | <p>parties, witnesses, or victims; and (c) LEP legal guardians or custodian of adult parties, witnesses, or victims. It is also the policy of this court to provide sign language interpreting services at no cost to persons who are D/HH/DB as required under applicable state and federal statutes and regulations.</p> | |
|--|---|--|--|--|

| | | | | |
|---|--|--|---------------------|--|
| | -King County Juvenile Justice Resource Booklet | | | |
| Language 2: Vietnamese | <p>Available AOC Pattern forms</p> <p>Also:</p> <p>KCSC Forms currently available include: <u>CRIMINAL</u> - Court Ordered Legal Financial Payment Instructions <u>JUVENILE COURT</u> -King County Juvenile Justice Resource Booklet</p> | Currently King County Superior Court does not have any translated website content. | Same as for Spanish | |
| Language 3: Chinese (Mandarin & Cantonese) | <p>Available AOC Pattern forms</p> | Currently King County Superior Court does not have any translated website content. | Same as for Spanish | |
| Language 4: Somali | <p>Available AOC Pattern forms</p> <p>Also:</p> <p>KCSC Forms currently available include: <u>CRIMINAL</u> - Court Ordered Legal Financial Payment Instructions <u>JUVENILE COURT</u> -King County Juvenile Justice Resource Booklet</p> | Currently King County Superior Court does not have any translated website content. | Same as for Spanish | |
| Language 5: Amharic | <p>Available AOC Pattern forms</p> | Currently King County Superior Court does not have any translated website content. | Same as for Spanish | |

| | | | | |
|------------------------|-----------------------------|--|---------------------|--|
| Language 6: Russian | Available AOC Pattern forms | Currently King County Superior Court does not have any translated website content. | Same as for Spanish | |
|------------------------|-----------------------------|--|---------------------|--|

Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|---|------------------------------|--|---|-------------------------------|--|
| Notice of interpreter services availability | No | None | | | Spanish Vietnamese Chinese Somali Amharic Russian |
| Kiosk-Customer Service | Yes | Spanish, Russian, Mandarin, Vietnamese, Somali and English | Nov 2014 | Nov 2014 | Amharic |
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Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

No. The court continues to address added languages through securing qualified interpreters as these languages are brought to our attention.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

The following notice as part of the State LAP will be translated into the courts top languages:

You have the right to language access services at no cost to you. To request these services, please contact The Office of Interpreter Services at 206-477-1515 or scinterp@kingcounty.gov.

King County Superior Court relies on the State to provide and update pattern court forms, and the translation of those forms. It is the goal of King County Superior Court to increase the number of available translated forms; however, court forms are frequently being updated due to legislative and other changes. These frequent translation updates can be time consuming to track and cost prohibitive to keep current.

When translated forms are not available the court may:

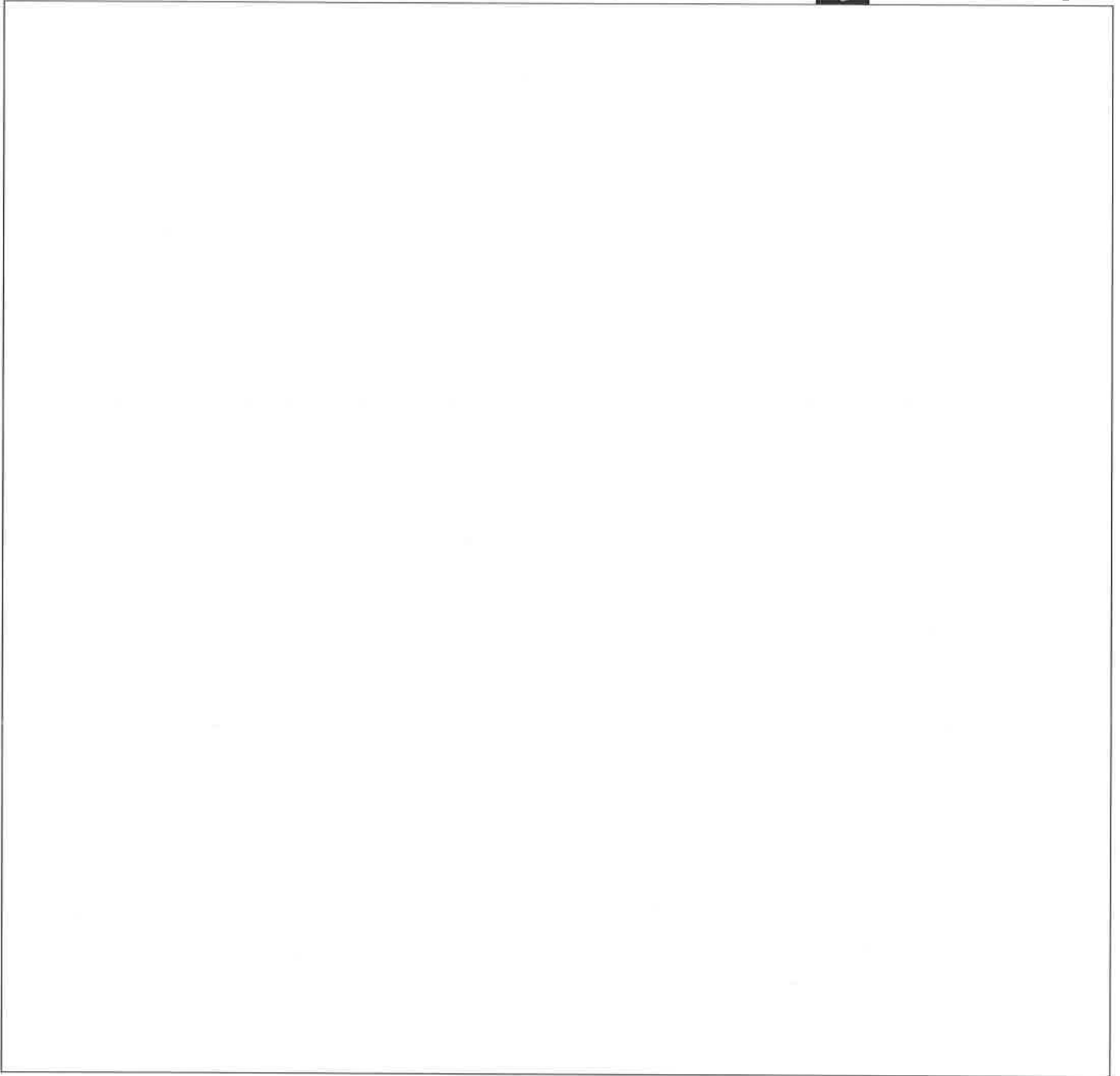
- Provide sight translation of the form using bilingual staff
- Provide information regarding the content of the form using bilingual staff
- Have an in-person interpreter sight translate the form
- Refer LEP party to a community resource
- Use telephonic interpreting

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

Superior Court has provided interpreters in over 165 different languages to ensure meaningful access to the court by our court customers. In many instances this will require securing qualified interpreters from other states and sometimes from outside the United States; arranging transportation and lodging. We also use Language Line, a telephone interpreter agency, to provide timely customer service to our non-English speaking court customers in all areas of the courthouse and way-finding kiosks in the Seattle & Kent courthouses which are translated into six different frequently requested languages.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☐ Yes ☒ No Please describe these:

The 2019-2020 budget for the court has already been submitted. A supplemental budget add of \$300,000 was requested in the Court's budget submittal to address interpreter expenditures which exceeded the status quo budgeted amount. The current budget for interpreter needs is 1.1 million dollars. Written translations currently must be addressed within the approved budget and are completed on as-needed basis; however, cost to translate all forms would require substantial and ongoing financial support.



Section 3: Work plan

- Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives. Superior Court has an established judicial committee structure to determine work plan items for the court. Through these committees there are ongoing discussions regarding interpreter projects and available funding sources.

| Intended state by 2020 | 2020 improvement targets | | |
|--|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 2 Vietnamese | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 3 Chinese (Mandarin & Cantonese) | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 4 Somali | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> Priority designation | <ul style="list-style-type: none"> Priority designation | <ul style="list-style-type: none"> Priority designation |

| | | | |
|--|------------------|--------------------|----------------|
| | List of needs: | List of needs: | List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

Superior Court has an established judicial committee structure to determine work plan items for the court. Through these committees there are ongoing discussions regarding interpreter projects and available funding sources.

| 2019 plan | 2019 plan | | |
|------------|--|--|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 3 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 4 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |

| | | | |
|------------|---|---|---|
| | | | |
| Language 6 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------------|--|--|
| Translation | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: See Attached page; chart format not working properly. | <input checked="" type="checkbox"/> No Do you need technical assistance? See Attached page; chart format not working properly. |
| Interpretation | <input type="checkbox"/> Yes Please describe how you measure quality: See Attached page; chart format not working properly. | <input type="checkbox"/> No Do you need technical assistance? See Attached page; chart format not working properly. |
| In-Language Outreach | <input type="checkbox"/> Yes Please describe how you measure quality: See Attached page; chart format not working properly. | <input type="checkbox"/> No Do you need technical assistance? See Attached page; chart format not working properly. |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

King County Superior Court will continue its developed methods of community outreach which have been successful in the past. For instance, the Office of Interpreter Service has established connections with community agencies such as: Consejo Counseling & Referral Service, Asian Counseling & Referral Service, Api-Chaya – Southeast Asian Women’s Organization/Asian Pacific Islander Women’s Organization, and ADWAS – Abused Deaf Women’s Advocacy Society. In addition, the Courts and Community judges committee routinely sponsors cultural events and seeks input for community agencies.

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

Much of court business is done through court hearings and trials. These events require the use on an interpreter for LEP court users to proceed. Adequate available resources will result in fewer court delays.

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|-----------------------------|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input checked="" type="checkbox"/> Other <i>Please describe.</i> See Attached page; chart format not working properly. |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> See Attached page; chart format not working properly. |

Please describe how your division handles complaints regarding the provision of language access services.

See Attached page; chart format not working properly.

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|---|
| Translation | Covered by interpretation budget |
| Interpretation | 1.1 Million |
| In-Language Outreach | None, however resources may be secured for a project specific need. |
| Ethnic Media Ad-Buys | None, however resources may be secured for a project specific need. |

Thank you for your attention to making the King County a model county in language access.

| | |
|--|---------|
| Paul L. Sherfey – Chief Administrative Officer, Superior Court | 9/13/18 |
| Division Director | Date |

| | |
|---|---------|
| Rachael DelVillar – Court Operations Director, Superior Court | 9/13/18 |
| Division Staff | Date |

| | |
|---|---------|
| Martha Cohen – Office of Interpreter Services Program Manager, Superior Court | 9/13/18 |
| Division Staff | Date |

| | |
|---|------|
| Immigrant and Refugee Policy & Strategy Analyst | Date |
|---|------|

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| | Do you have a system to measure quality of Services? | |
|----------------------|---|------------|
| SERVICE: | YES: | NO: |
| Translation | All translations are performed by court certified/registered interpreters. These interpreters are carefully vetted to determine their level of skill and ability in the translation of materials. Completed translations are reviewed by another court certified/registered interpreter prior to release. | |
| Interpretation | <p>The Office of Interpreter Services is responsible for securing the assistance of an interpreter at the King County Superior Court in accordance with requirements set forth in RCW 2.43.030(1) (b) and (2).</p> <p>The Administrative Office of the Courts has an extensive process for qualifying interpreters to be Certified or Registered. In addition to using interpreters who have obtained the highest level of qualification, judges question interpreters to qualify them for the court proceeding.</p> <p>All interpreters are carefully vetted and appointed in such a manner that ensures that the interpreter and LEP participant can effectively communicate.</p> | |
| In-Language Outreach | Any outreach efforts done by the court which require interpretation would be done by a | |

| | | |
|--|--|--|
| | court certified/registered interpreter who we are familiar with and assured of their level of skill. | |
|--|--|--|

Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.

| COMPLAINTS | YES | No | OTHER |
|--|-----|----|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or services they sought due to language barriers. | | | X – Our new revised State LAP contains a complaint process. It is anticipated that this document will in effective in the next 90 days. |
| We display information on how to file a complaint | | | X – Our new revised LAP, once approved will be posted on the courts webpage. |

Please describe how your division handles complaints regarding the provision of language access services.

Currently complaints are handled by the Office of Interpreters Services Manager, Court Operations Director or Deputy CAO. This process is formalized in the new State LAP.



Language Access Plan Cover Page

This cover page should be completed and attached to all completed division plans. This cover page should be filled out by the Department Liaison(s) for Language Access and approved by the department director.

Introduction

From Ordinance 18665:

King County and all its contractors shall provide free interpretation and translation services as required by this chapter to limited-English-proficient persons. When a limited-English-proficient person seeks or receives benefits or services from a local agency, office or contractor, the agency, office or contractor shall make reasonable efforts provide prompt interpretation services in all interactions with the person, whether the interaction is done remotely or in person. King County agencies and offices shall either employ sufficient qualified bilingual employees or contract with remote language services to provide interpretation services in languages spoken by limited-English proficient county residents.

2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

3. Where an application or form administered by King County requires completion in English by a limited-English-proficient person for submission to a local, state or federal authority, King County or its contractor shall make reasonable efforts to provide oral interpretation of the application or form as well as acknowledgement by the limited-English-proficient person that the form was translated and completed by an interpreter. King County agencies shall provide support to contractors to meet the requirements of this section.

B. King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer.

SECTION 7. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018. The language assistance plans called for in this section shall be transmitted in the form of a paper original and an electronic copy to the clerk of the council, who shall distribute electronic copies to all councilmembers and the lead staff for the committee of the whole, the law and justice committee, the health, housing and human services committee or their successors.

Liaisons

Please provide the name of the Department/Division Liaison(s) who will oversee the implementation of the language access plan.

| Name | Title | Phone Number |
|-------------|---------------------------|--------------|
| CHRIS VANCE | Communications Specialist | 206-263-4159 |
| | | |
| | | |
| | | |
| | | |



| | | | |
|--|--|--|-------------------------------------|
| | | | supervisor of the relevant section. |
|--|--|--|-------------------------------------|

Please describe how your division handles complaints regarding the provision of language access services.

Complaints are handled and resolved by the supervisor of the relevant section.

Complaints are handled and resolved by the supervisor of the relevant section.

Section Five: Total Department Budget for Language Access
Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| | |
|---------------------------------|-------------------------------|
| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
| Translation | |
| Interpretation | |
| In-Language Outreach | |
| Ethnic Media Ad-Buys | |

Thank you for your attention to making the King County a model county in language access.

Chief Deputy Assessor 9-11-10
Date

Division Staff *Title* *Date*

| Division Staff | Title | Date |
|----------------|-------|------|
|----------------|-------|------|

| | |
|---|------|
| Immigrant and Refugee Policy & Strategy Analyst | Date |
|---|------|

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:

The King County Department of Assessments (DOA) will be the nation's best countywide Department of Assessments. DOA will remain people-focused while striving to be efficient and pursuing innovation in setting fair and equitable property values to fund vital community services.

DOA is led by an independently elected Assessor who oversees a staff of 213 organized into five operational divisions. The Department's primary goal is to work collaboratively with all partners to produce property assessments that are fair, accurate, uniform, equitable, and understandable.

DOA operates a line of business succinctly described as valuing real and business personal property, adding or maintaining Property Accounts or Parcels, and the creation of the Property Tax Roll, which results in tax revenue for King County, the state and other taxing jurisdictions. DOA's ultimate product, the property tax roll, is provided to the Finance and Business Operations Division (FBOD).

2. Geographic reach of primary services/facilities/programs:

Countywide

3. Demographics of current user population:

Our user population includes all citizens who pay property taxes in King County, thus broadly matches the demographic makeup of the county as a whole.

The Department works hard to reach out to all King County communities to promote a common understanding of how the property tax system works in King County and what property tax reductions or exemptions various property owners may be eligible for. The Department and the Assessor hold dozens of community meetings per year with senior citizen groups, community associations, homeowner associations, chambers of commerce, and service groups to provide information and sign-up eligible senior citizens for exemptions.

4. Demographics of intended or priority populations:

A priority for us is expanding the utilization of the low income seniors property tax exemption program.

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☐ Yes ☒ No

6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

Census data
School data

7. Existing language access policies, service levels, tracking methods:

No existing written policies or tracking methods

Way-finding lobby and Public Information Office signage are translated in the top 6 languages (Spanish, Somali, Vietnamese, Korean, Chinese, Russian) informs clients that interpretive services are available.

We use a combination of internal staff and the Language Line for interpretation.

Staff in the field use a translation program on their mobile device

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------|---|---------------------------------------|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | None | None | Language line DOA staff Ipad translation program. |
| Language 2: | None | None | Language line DOA staff Ipad translation program. |
| Language 3: | None | None | Language line DOA staff Ipad translation program. |

| | | | |
|-------------|------|------|--|
| Language 4: | None | None | Language line DOA staff Ipad translation program. |
| Language 5: | None | None | Language line DOA staff Ipad translation program. |
| Language 6: | None | None | Language line DOA staff Ipad translation program. |

See answer below in Section 3

Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|---------------------------------------|------------------------------|--------------------------------------|---|-------------------------------|--|
| DOA webpage | N | | | | |
| Public Records Request form | N | | | | |
| Petition for Property Tax Refund form | N | | | | |
| Senior Exemption FAQs | N | | | | |
| Senior Citizen and Disabled Exemption | N | | | | |

| | | | | | |
|--|---|--|--|--|--|
| forms, 2015-2018 | | | | | |
| Senior Citizen and Disabled Deferral Form | N | | | | |
| Proof of Disability form | N | | | | |
| Change of Status form | N | | | | |
| Declaration of Trust | N | | | | |
| Limited Income Deferral forms, new and renewal | N | | | | |
| Destroyed Real or Personal Property form | N | | | | |
| Historic Property Exemption form | N | | | | |
| Home Improvement Exemption form | N | | | | |
| Farm Machinery and Equipment Exemption form | N | | | | |
| New Business Set up form | N | | | | |
| Personal Property form | N | | | | |
| Advance Tax Request | N | | | | |
| Leasing Equipment Listing | N | | | | |
| Segregation Merger form | N | | | | |
| New Construction Questionnaire | N | | | | |
| Seniors and Vets Property Tax Exemption Guide | N | | | | |

We also hand out numerous forms prepared by the Dept. of Revenue

Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

This process has initiated a discussion to identify gaps and take action

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

We have begun the process of identifying the vital documents and public communication materials that need to be translated. We will have an inventory for 2019.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

None that we are aware of.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☐ Yes ☒ No Please describe these:

Section 3: Work plan

- Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

We are not prepared to answer most of the questions in this section. This process has made the Department aware of the need to appoint a work group to develop an action plan to determine which documents and materials need to be translated and how much that will cost, and what accountability and continuous improvement steps are required. Once we have done this work we will submit a plan for 2019 and 2020.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 3 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 4 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> Priority designation | <ul style="list-style-type: none"> Priority designation | <ul style="list-style-type: none"> Priority designation |

| | | | |
|------------|---|---|---|
| | List of needs: | List of needs: | List of needs: |
| Language 6 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 3 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 4 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> Priority designation | <ul style="list-style-type: none"> Priority designation | <ul style="list-style-type: none"> Priority designation |

| | | | |
|------------|---|---|---|
| | List of needs: | List of needs: | List of needs: |
| Language 6 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------|--|---|
| Translation | <input type="checkbox"/> Yes Please describe how you measure quality: Complaints are handled and resolved by the supervisor of the relevant section. | <input checked="" type="checkbox"/> No Do you need technical assistance? Complaints are handled and resolved by the supervisor of the relevant section. |
| Interpretation | <input type="checkbox"/> Yes Please describe how you measure quality: | <input checked="" type="checkbox"/> No |

| | | |
|-----------------------------|---|--|
| | Complaints are handled and resolved by the supervisor of the relevant section. | <i>Do you need technical assistance?</i> Complaints are handled and resolved by the supervisor of the relevant section. |
| <i>In-Language Outreach</i> | <input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Complaints are handled and resolved by the supervisor of the relevant section. | <input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> Complaints are handled and resolved by the supervisor of the relevant section. |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

Our plan will include methods for surveying these populations.

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

These will be developed as part of our plan.

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|--|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> Complaints are handled and resolved by the supervisor of the relevant section. |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> Complaints are handled and resolved by the |

| | | | |
|--|--|--|-------------------------------------|
| | | | supervisor of the relevant section. |
|--|--|--|-------------------------------------|

Please describe how your division handles complaints regarding the provision of language access services.

Complaints are handled and resolved by the supervisor of the relevant section.

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|-------------------------------|
| Translation | |
| Interpretation | |
| In-Language Outreach | |
| Ethnic Media Ad-Buys | |

Thank you for your attention to making the King County a model county in language access.

| | |
|--|-------------|
| | <i>Date</i> |
|--|-------------|

| | | |
|-----------------------|--------------|-------------|
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |
|-----------------------|--------------|-------------|

| | | |
|-----------------------|--------------|-------------|
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |
|-----------------------|--------------|-------------|

| | |
|--|-------------|
| <i>Immigrant and Refugee Policy & Strategy Analyst</i> | <i>Date</i> |
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Attachment M, Human Resources Department



Dated December 2, 2019

Language Access Plan Cover Page

This cover page should be completed and attached to all completed division plans. This cover page should be filled out by the Department Liaison(s) for Language Access and approved by the department director.

Introduction

From Ordinance 18665:

King County and all its contractors shall provide free interpretation and translation services as required by this chapter to limited-English-proficient persons. When a limited-English-proficient person seeks or receives benefits or services from a local agency, office or contractor, the agency, office or contractor shall make reasonable efforts provide prompt interpretation services in all interactions with the person, whether the interaction is done remotely or in person. King County agencies and offices shall either employ sufficient qualified bilingual employees or contract with remote language services to provide interpretation services in languages spoken by limited-English proficient county residents.

2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

3. Where an application or form administered by King County requires completion in English by a limited-English-proficient person for submission to a local, state or federal authority, King County or its contractor shall make reasonable efforts to provide oral interpretation of the application or form as well as acknowledgement by the limited-English-proficient person that the form was translated and completed by an interpreter. King County agencies shall provide support to contractors to meet the requirements of this section.

B. King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer.

SECTION 7. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018. The language assistance plans called for in this section shall be transmitted in the form of a paper original and an electronic copy to the clerk of the council, who shall distribute electronic copies to all councilmembers and the lead staff for the committee of the whole, the law and justice committee, the health, housing and human services committee or their successors.

Liaisons

Please provide the name of the Department/Division Liaison(s) who will oversee the implementation of the language access plan.

| Name | Title | Phone Number |
|----------------|--------------------------|--------------|
| Shannon Harris | Special Projects Manager | 206-263-8086 |

Department/Division Plans

How many Division Plans are enclosed? (Please provide a number & list of divisions):

The Department of Human Resources is submitting a language access plan for the department as a whole.

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:

The Department of Human Resources (DHR) provides human resource policies, practices, and processes to support a diverse, engaged workforce and an equitable, respectful culture at King County.

2. Geographic reach of primary services/facilities/programs:

DHR's services and programs reach King County employees and their families, along with job seekers looking at King County employment opportunities. DHR's job postings and recruiting processes can reach anyone with internet access.

3. Demographics of current user population:

The current user population is approximately 16,200 King County employees. PeopleSoft data as of 8/31/2019 shows the following employee racial and ethnic break out:

- *American Indian/Alaska Native: 1.1%*
- *Asian & Native Hawaiian/Pacific Islander: 13.7%*
- *Black/African American: 16.1%*
- *Hispanic/Latinx: 5.9%*
- *Not Specified: 3.1%*
- *Two or more: 3.8%*
- *White: 56.3%*

King County does not gather information about the languages employees or their families speak in their homes.

4. Demographics of intended or priority populations:

King County employees, their families, and job seekers.

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☐ Yes ☒ No

6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

DHR does not gather information about LES employees, their families, or job seekers at this time.

7. Existing language access policies, service levels, tracking methods:

DHR does not currently utilize language tracking methods. Employees, their families, and job seekers are able to request translation and/or interpretation services if needed when engaging in any DHR process.

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

DHR's documents and materials are primarily internal facing and as such are not translated into other languages. Although DHR is not required to translate materials based on the definitions in Ordinance 18665, language assistance is made available through King County's phone interpretation service at the request of a job seeker, employee, or their family member.

Vital Documents/Public Communication Materials Inventory

DHR has one type of vital document:

- *King County job applications*

Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

DHR advertises job openings and maintains an online job application website. Job postings and job application materials are not currently translated into other languages.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2020

The only vital documents that are external facing in DHR are job application forms and materials. Applications for King County employment are electronically available through the King County website. The current software does not support translation of individual job announcements into multiple languages. DHR offers assistance to fill out applications and have job seekers come to our office so we can help them apply.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

Based on DHR's role as an internal facing agency, this has not been an issue.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2019? ☐ Yes ☒ No Please describe these:

Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

We will edit our webpage and advertise the availability of language assistance in all of the listed languages.


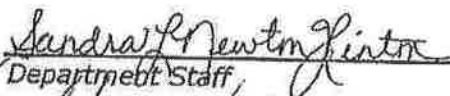
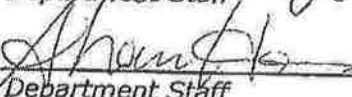
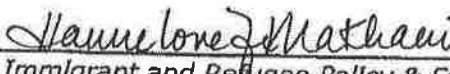
Section Four: Ensuring Quality & Continuous Improvement

Once DHR has advertised the available language assistance more broadly, we will collect information about the number of requests for language assistance received and improve services based on user feedback and experience.

Section Five: Total Department Budget for Language Access

DHR will request funding for translation of the portal page in the next biennial budget.

Thank you for your attention to making the King County a model county in language access.

| | | |
|---|---|---------------|
|  | | Oct. 25, 2019 |
| Department Director | | Date |
|  | Chief of Staff | Oct. 25, 2019 |
| Department Staff | Title | Date |
|  | Special Projects Manager | Oct. 25, 2019 |
| Department Staff | Title | Date |
|  | Immigrant and Refugee Policy & Strategy Analyst | 10/25/19 |
| Program Manager | | Date |

ATTACHMENT N

Language Access Plan Cover Page

This cover page should be completed and attached to all completed division plans. This cover page should be filled out by the Department Liaison(s) for Language Access and approved by the department director.

Introduction

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2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

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Liaisons

Please provide the name of the Department/Division Liaison(s) who will oversee the implementation of the language access plan.

| Name | Title | Phone Number |
|-------------------|------------------------------|--------------|
| Natasha Jones | Director of Customer Service | |
| Matias Valenzuela | Director OESJ | |
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Department//Division Plans

How many Division Plans are enclosed? (Please provide a number& list of divisions):

3- Office of Labor Relations
 Office of Performance, Strategy, and Budget
 Executive Office

Language Access Plan for Divisions

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- Booklets
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- Advertisements in printed publications.

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- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
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Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:

The Executive Office helps County Executive Dow Constantine deliver on his vision of creating the nation's best-run government by building partnerships and working with employees to meet the key challenges facing the Northwest: equity and social justice, climate change, and regional mobility. Services and program include the Office of Equity and Social Justice, Communications, Customer Service, Regional and Government Relations, and Community Outreach.

Together, Customer Service and OESJ provide support and quality assurance overall for King County in terms of language access issues and coordination, training on interpretation tools, and guidance on hiring interpreters and translators.

2. Geographic reach of primary services/facilities/programs:

Internal, countywide, though we serve King County customers anywhere in the world, such as residents or property owners who work or live abroad, and local and national media.

3. Demographics of current user population:

As varied as the diversity of King County's population.

4. Demographics of intended or priority populations:

Increasing numbers of residents and customers who are limited English-speaking, or who primarily speak languages other than English.

5. People who are not fluent speakers or writers of English are considered Limited English

Speaking (LES). Do you assess LES data in your division? ☐ Yes ☒ No

But we do assist LES customers/residents and have been working to increase the number of tools and resources available to support them and view new technology and communication materials with a lens towards increasing access for LES residents.

We provide multilingual Signage (e.g. language signs at reception areas) and service locator signs in the Administration Building.

Interpretation is provided for Community Meetings/Sessions if there is a large population of speakers of a particular language in an area where a meeting will be held, or if the topic is one that speakers of languages other than English have indicated an interest in through emails, calls, or communicating with community organizations, which in turn let the office know.

The Outreach team also coordinates In-Language Community Outreach such as Ethnic Media Ad Buys.

The Communication team coordinates with Web and Social Media staff as needed to create translated content for those channels for community education and information on critical issues.

6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

Website traffic data, and incoming call, email, and social media data.

7. Existing language access policies, service levels, tracking methods:

We have a goal of serving any resident who contacts the Executive Office in English or any of the top six most common languages in the region. Several staff in the Office are trained in the use of a real-time interpretation line for communicating with LES or non-English speaking constituents. The requests are resolved but not currently tracked.

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------|---|--|------------------------------------|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | Contracted translators and staff with translation skills in the office. | Translation available in office. | Interpreter available by phone. |
| Vietnamese | | | Interpreter available by phone. |
| Chinese | | Translation available in office/county government. | Interpreter available by phone. |

| | | | |
|-----------|--|--|---------------------------------|
| Russian | | | Interpreter available by phone. |
| Somali | | | Interpreter available by phone. |
| Korean | | | Interpreter available by phone. |
| Ukrainian | | | Interpreter available by phone. |
| Amharic | | | Interpreter available by phone. |
| Punjabi | | | Interpreter available by phone. |
| 9. | | | |

Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|--|------------------------------|--------------------------------------|---|-------------------------------|--|
| No printed documents currently produced. | | | | | |
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Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

A key gap is a lack of translated content on the county website for top-level pages and some materials of public interest. There is a project underway in KCIT to apply machine translation to some pages and to compile existing translated documents into portal pages for each of the top six languages, with input from Customer Service and OESJ staff.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019.

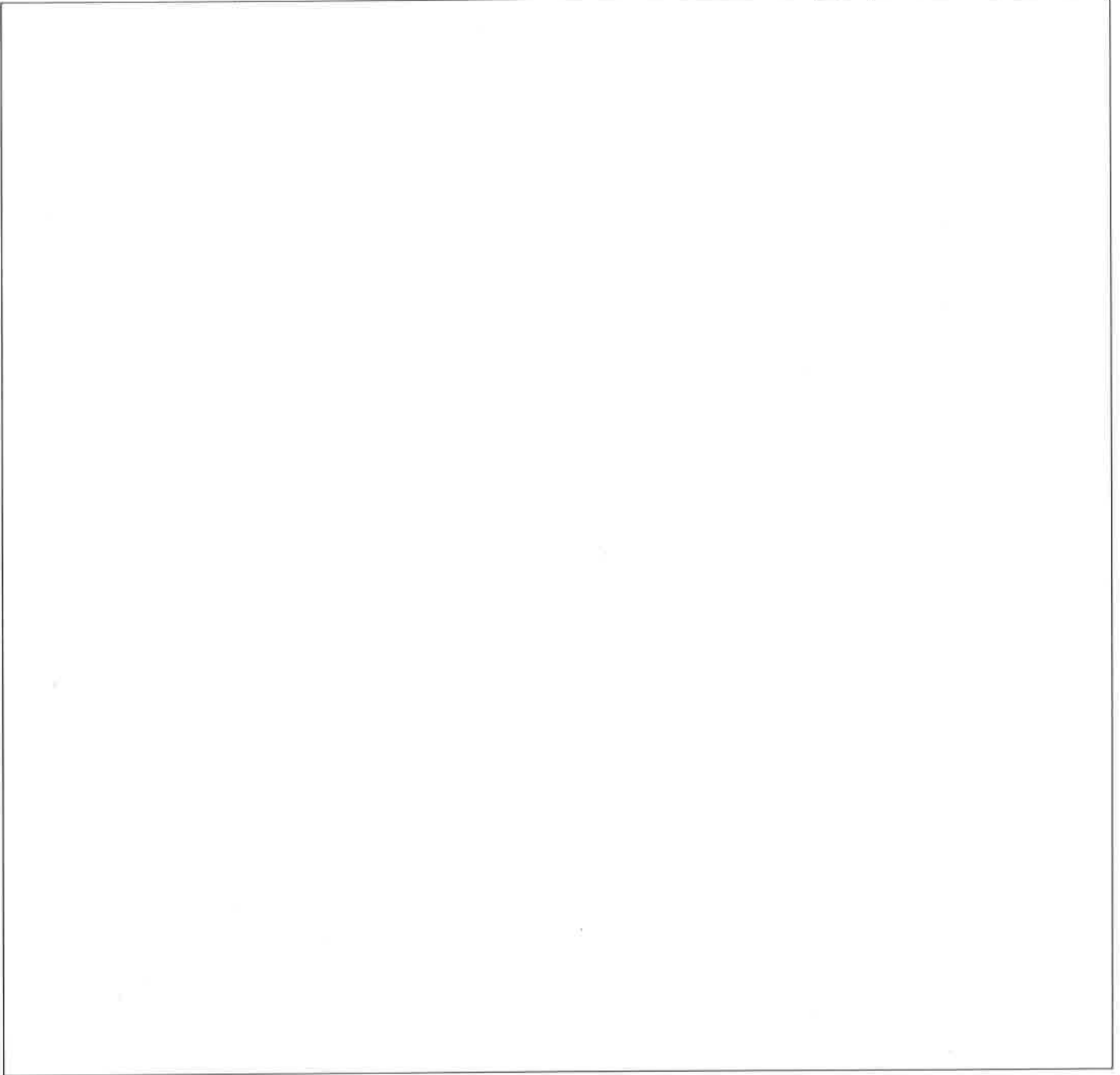
The Executive's Office generally created documents in connection with media/public notification for events and activities. Any vital or necessary documents will be considered and translated as needed in 2019.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

Additional resources would be necessary to complete a survey to assess community needs and current gaps in service.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☐ Yes ☐ No Please describe these:

N/A



Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|---|--|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 2 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 3 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: • | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 4 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |

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|--|------------------|--------------------|----------------|
| | | | |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 3 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 4 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |

| | | | |
|--|------------------|--------------------|----------------|
| | | | |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------------|--|---|
| Translation | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: Back-translation by native speakers on staff or in the community. | <input type="checkbox"/> No Do you need technical assistance? 36T36T |
| Interpretation | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: Feedback from resident/customer. 36T36T | <input type="checkbox"/> No Do you need technical assistance? 36T36T |
| In-Language Outreach | <input type="checkbox"/> Yes Please describe how you measure quality: 36T36T | <input checked="" type="checkbox"/> No Do you need technical assistance? 36T36T |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

When the office holds events or outreach activities, or does media placements that involve residents in a particular community or specific population of residents, staff works collaboratively with representatives of that community on planning, and does post-event or post-communication follow-up to understand what worked well (or not) and how to improve for the next one.

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|--|---|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input checked="" type="checkbox"/> Yes We prominently feature (and will soon update) signage in building lobbies with free phone interpretation options for residents for any engagement need, whether it's for service or to register feedback (positive or negative) about service that they received or didn't received due to language barriers. | <input type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> 36T36T |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No Our general feedback form currently renders in English only. | <input type="checkbox"/> Other <i>Please describe.</i> 36T36T |

Please describe how your division handles complaints regarding the provision of language access services.

36T36T

Staff works collaboratively with representatives of specific communities on event planning, and does post-event or post-communication follow-up to understand what worked well (or not) and how to improve for the next one.

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|-------------------------------------|
| Translation | As needed |
| Interpretation | As needed |
| In-Language Outreach | As needed |
| Ethnic Media Ad-Buys | \$5,000/year with the Outreach Team |

Thank you for your attention to making the King County a model county in language access.

| | |
|--------------------------|-------------|
| <i>Division Director</i> | <i>Date</i> |
|--------------------------|-------------|

| | | |
|----------------------|-------------------------------------|-----------------|
| <i>Natasha Jones</i> | <i>Director of Customer Service</i> | <i>09/14/18</i> |
|----------------------|-------------------------------------|-----------------|

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| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |
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| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |
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| <i>Immigrant and Refugee Policy & Strategy Analyst</i> | <i>Date</i> |
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Language Access Plan Cover Page

This cover page should be completed and attached to all completed division plans. This cover page should be filled out by the Department Liaison(s) for Language Access and approved by the department director.

Introduction

From Ordinance 18665:

King County and all its contractors shall provide free interpretation and translation services as required by this chapter to limited-English-proficient persons. When a limited-English-proficient person seeks or receives benefits or services from a local agency, office or contractor, the agency, office or contractor shall make reasonable efforts provide prompt interpretation services in all interactions with the person, whether the interaction is done remotely or in person. King County agencies and offices shall either employ sufficient qualified bilingual employees or contract with remote language services to provide interpretation services in languages spoken by limited-English proficient county residents.

2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

3. Where an application or form administered by King County requires completion in English by a limited-English-proficient person for submission to a local, state or federal authority, King County or its contractor shall make reasonable efforts to provide oral interpretation of the application or form as well as acknowledgement by the limited-English-proficient person that the form was translated and completed by an interpreter. King County agencies shall provide support to contractors to meet the requirements of this section.

B. King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer.

SECTION 7. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018. The language assistance plans called for in this section shall be transmitted in the form of a paper original and an electronic copy to the clerk of the council, who shall distribute electronic copies to all councilmembers and the lead staff for the committee of the whole, the law and justice committee, the health, housing and human services committee or their successors.

Liaisons

Please provide the name of the Department//Division Liaison(s) who will oversee the implementation of the language access plan.

| <i>Name</i> | <i>Title</i> | <i>Phone Number</i> |
|----------------|------------------------------------|---------------------|
| Janet C. Parks | Manager, Office of Labor Relations | (206) 263-8654 |
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Department//Division Plans

How many Division Plans are enclosed? (Please provide a number& list of divisions):

One, for the Office of Labor Relations – not a Division

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:

Mission: To improve the lives of people in King County, we partner with King County agencies, unions and employees through collaborative negotiation, creative problem solving, and professional advice with a focus on employee engagement.

2. Geographic reach of primary services/facilities/programs:

All Union represented employees of King County Government

3. Demographics of current user population:

Our current union represented employees

4. Demographics of intended or priority populations: N/A

5. People who are not fluent speakers or writers of English are considered Limited English

Speaking (LES). Do you assess LES data in your division? ☐ Yes ☒ No

6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

We don't use any. County employees are expected to have a working level of English.

7. Existing language access policies, service levels, tracking methods:

While not a policy, we do, especially at the request of the Union or the employee, provide interpretation/translation for complicated or stressful disciplinary situations. For instance in the investigation or grievance setting there have been occasions when it is obvious the employee would be more comfortable and forthcoming in their primary language. In those circumstances we have provided an interpreter/translator – a third party and not a member of the employee's family or another employee.

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

Office of Labor Relations has no outward or public facing documents. Our negotiated contracts and other agreements are all done in English. If the Unions wanted their documents translated we would work with them on that. Our internal website is in English as is any external facing documents. We do not provide pamphlets or outreach to the public, at large.

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------|---|---------------------------------------|------------------------------------|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | | | |
| Language 2: | | | |
| Language 3: | | | |
| Language 4: | | | |
| Language 5: | | | |

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| Language 6: | | | | |
| 9. | | | | |

OLR doesn't provide any documents in any other language but English. Documents (contracts, letters etc.) are primarily for Labor Unions, represented employees and the Agency's they work in.

Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|-------------------------|------------------------------|--------------------------------------|---|-------------------------------|--|
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Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

We haven't been asked for documents in another language, if we would need to provide we would need intensive translation/interpretation work to do that with our 80 contracts.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

No OLR documents are for public communications

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

None, we serve our employees effectively.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☐ Yes ☒ No Please describe these:

At this time there isn't a need to translate our documents. So we have no goals to meet.

Section 3: Work plan

- Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.
(N/A for OLR.)

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 3 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 4 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |

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| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals: (N/A for OLR at this time)

| 2019 plan | 2019 plan | | |
|------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 3 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 4 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |

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| | | | |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------|---|--|
| Translation | <input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> On the rare occasion we need interpretation we use the Language Line provided by AT & T or a third party in person interpreter from a Service that King County contracts with. | <input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> On the rare occasion we need interpretation we use the Language Line provided by AT & T or a third party in person interpreter from a Service that King County contracts with. |
| Interpretation | <input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> On the rare occasion we need interpretation we use the Language Line provided by AT & T or a third party in person interpreter from a Service that King County contracts with. | <input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> On the rare occasion we need interpretation we use the Language Line provided by AT & T or a third party in person interpreter from a Service that King County contracts with. |

| | | |
|-----------------------------|---|--|
| <i>In-Language Outreach</i> | <input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> On the rare occasion we need interpretation we use the Language Line provided by AT & T or a third party in person interpreter from a Service that King County contracts with. | <input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> On the rare occasion we need interpretation we use the Language Line provided by AT & T or a third party in person interpreter from a Service that King County contracts with. |
|-----------------------------|---|--|

(Sorry about the repetitive statements above I was trying only to put it in the interpretation No box – but I couldn't it to stick without auto-filling all the other boxes.)

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

If a need arises we work with the Union and their member to provide what is necessary in that case.

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

N/A

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|-----------------------------|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> On the rare occasion we need interpretation we use the Language Line provided by AT & T or a third party in person interpreter from a Service that King County contracts with. |

| | | | |
|--|------------------------------|-----------------------------|---|
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> On the rare occasion we need interpretation we use the Language Line provided by AT & T or a third party in person interpreter from a Service that King County contracts with. |
|--|------------------------------|-----------------------------|---|

Please describe how your division handles complaints regarding the provision of language access services.

On the rare occasion we need interpretation we use the Language Line provided by AT & T or a third party in person interpreter from a Service that King County contracts with.

(Again these boxes auto-filled and when I tried to erase they deleted all)

Section Five: Total Department Budget for Language Access
Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|-------------------------------|
| Translation | |
| Interpretation | |
| In-Language Outreach | |
| Ethnic Media Ad-Buys | |

Thank you for your attention to making the King County a model county in language access.

| | | |
|--------------------------|---|-------------------|
| <hr/> | | <i>Date</i> |
| <i>Division Director</i> | | |
| <i>Janet C. Parks</i> | <i>Manager, Office of Labor Relations</i> | <i>09/06/2018</i> |
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |
| <hr/> | | |
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |

Immigrant and Refugee Policy & Strategy Analyst

Date

Language Access Plan Cover Page

This cover page should be completed and attached to all completed division plans. This cover page should be filled out by the Department Liaison(s) for Language Access and approved by the department director.

Introduction

From Ordinance 18665:

King County and all its contractors shall provide free interpretation and translation services as required by this chapter to limited-English-proficient persons. When a limited-English-proficient person seeks or receives benefits or services from a local agency, office or contractor, the agency, office or contractor shall make reasonable efforts provide prompt interpretation services in all interactions with the person, whether the interaction is done remotely or in person. King County agencies and offices shall either employ sufficient qualified bilingual employees or contract with remote language services to provide interpretation services in languages spoken by limited-English proficient county residents.

2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

3. Where an application or form administered by King County requires completion in English by a limited-English-proficient person for submission to a local, state or federal authority, King County or its contractor shall make reasonable efforts to provide oral interpretation of the application or form as well as acknowledgement by the limited-English-proficient person that the form was translated and completed by an interpreter. King County agencies shall provide support to contractors to meet the requirements of this section.

B. King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer.

SECTION 7. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018. The language assistance plans called for in this section shall be transmitted in the form of a paper original and an electronic copy to the clerk of the council, who shall distribute electronic copies to all councilmembers and the lead staff for the committee of the whole, the law and justice committee, the health, housing and human services committee or their successors.

Liaisons

Please provide the name of the Department//Division Liaison(s) who will oversee the implementation of the language access plan.

| Name | Title | Phone Number |
|----------------------|-------------------|--------------|
| Katie Ross (primary) | Executive Analyst | 206-477-7602 |
| Anna Markee | Executive Analyst | 206-263-4176 |
| Michael Jacobson | Deputy Director | 206-263-9622 |

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Department//Division Plans

How many Division Plans are enclosed? (Please provide a number& list of divisions):

One - PSB

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:

The Office of Performance, Strategy and Budget provides sound data and tools to improve King County performance.

2. Geographic reach of primary services/facilities/programs:

Countywide and internal.

3. Demographics of current user population:

PSB produces a countywide budget, as well as a variety of internally focused services.

4. Demographics of intended or priority populations:

N/A.

5. People who are not fluent speakers or writers of English are considered Limited English

Speaking (LES). Do you assess LES data in your division? ☐ Yes ☒ No

6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

N/A

7. Existing language access policies, service levels, tracking methods:

N/A

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------|---|---------------------------------------|------------------------------------|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | Budget in Brief | | |
| Vietnamese | Budget in Brief | | |
| Chinese | Budget in Brief | | |
| Russian | Budget in Brief | | |
| Somali | Budget in Brief | | |
| Korean | Budget in Brief | | |
| Ukrainian | Budget in Brief | | |
| Amharic | Budget in Brief | | |
| Punjabi | Budget in Brief | | |

Vital Documents/Public Communication Materials Inventory

[illegible]

Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

We have not identified any gaps.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

PSB will not have any vital documents that will need to be translated in 2019. We will be conducting a participatory budget process and will likely translate materials to support that effort.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

N/A

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☐ Yes ☒ No Please describe these:

Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 3 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 4 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
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| Language 6 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------------|---|---|
| Translation | <input type="checkbox"/> Yes Please describe how you measure quality: 36T36T | <input checked="" type="checkbox"/> No Do you need technical assistance? 36T36T |
| Interpretation | <input type="checkbox"/> Yes Please describe how you measure quality: 36T36T | <input checked="" type="checkbox"/> No Do you need technical assistance? 36T36T |
| In-Language Outreach | <input type="checkbox"/> Yes Please describe how you measure quality: 36T36T | <input checked="" type="checkbox"/> No Do you need technical assistance? 36T36T |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

N/A

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

N/A

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|--|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> 36T36T |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> 36T36T |

| |
|---|
| <i>Please describe how your division handles complaints regarding the provision of language access services.</i> PSB does not have a system in place re: the provision of language access services 36T36T |
|---|

| |
|---|
| <u>Section Five: Total Department Budget for Language Access</u> <i>Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division</i> |
|---|

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|--|
| Translation | Unbudgeted translation costs for Budget in Brief |
| Interpretation | |
| In-Language Outreach | |
| Ethnic Media Ad-Buys | |

Thank you for your attention to making the King County a model county in language access.

| | | |
|--|--------------------------|----------------|
| <i>Dwight Dively</i> | | <i>9/11/18</i> |
| <i>Division Director</i> | | <i>Date</i> |
| <i>Michael Jacobson</i> | <i>Deputy Director</i> | <i>9/11/18</i> |
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |
| <i>Anna Markee</i> | <i>Executive Analyst</i> | <i>9/11/18</i> |
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |
| <i>Immigrant and Refugee Policy & Strategy Analyst</i> | | <i>Date</i> |

ATTACHMENT O

Language Access Plan Cover Page

This cover page should be completed and attached to all completed division plans. This cover page should be filled out by the Department Liaison(s) for Language Access and approved by the department director.

Introduction

From Ordinance 18665:

King County and all its contractors shall provide free interpretation and translation services as required by this chapter to limited-English-proficient persons. When a limited-English-proficient person seeks or receives benefits or services from a local agency, office or contractor, the agency, office or contractor shall make reasonable efforts provide prompt interpretation services in all interactions with the person, whether the interaction is done remotely or in person. King County agencies and offices shall either employ sufficient qualified bilingual employees or contract with remote language services to provide interpretation services in languages spoken by limited-English proficient county residents.

2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

3. Where an application or form administered by King County requires completion in English by a limited-English-proficient person for submission to a local, state or federal authority, King County or its contractor shall make reasonable efforts to provide oral interpretation of the application or form as well as acknowledgement by the limited-English-proficient person that the form was translated and completed by an interpreter. King County agencies shall provide support to contractors to meet the requirements of this section.

B. King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer.

SECTION 7. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018. The language assistance plans called for in this section shall be transmitted in the form of a paper original and an electronic copy to the clerk of the council, who shall distribute electronic copies to all councilmembers and the lead staff for the committee of the whole, the law and justice committee, the health, housing and human services committee or their successors.

Liaisons

Please provide the name of the Department//Division Liaison(s) who will oversee the implementation of the language access plan.

| Name | Title | Phone Number |
|--------------|--|----------------|
| Jerome Pionk | Chief Communications Officer, DOT/DLS | (206) 477-5889 |

| | | |
|----------------|-------------------------------------|----------------|
| Greg Lerner | Customer Service manager, Marine | (206) 477-3967 |
| Tricia Diamond | Programs Manager, Airport | (206) 477-9617 |
| Nora Jagielo | PPM III, Fleet Administration | (206) 477-0081 |
| Susan West | PPM IV, Roads Services | (206) 477-8361 |
| | | |
| | | |
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Department//Division Plans

How many Division Plans are enclosed? (Please provide a number& list of divisions):

Four DOT Divisions in this package. Roads Services Division, Marine Division, Fleet and Airport Divisions. Metro will submit as a stand-alone report to reflect its future status as a Department. For 2019-2020, Fleet and Airport will become part of Department of Executive Services (DES). Marine will become a division of Metro Department. Roads Services will become a division of the Department of Local Services.

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:

KCIA/Boeing Field is one of the busiest general aviation airports in the United States, it is an international airport which serves a variety of aircraft and is the home base for over 150 businesses ranging from Boeing to air cargo companies, flight schools, charter operations and helicopters.

2. Geographic reach of primary services/facilities/programs:

International Airport with worldwide geographic reach.

3. Demographics of current user population:

Over 150 businesses; as an international airport, we serve air cargo companies from around the world, as well as charter and business jet passengers. In addition, we serve populations from King County and Washington state and nationally in terms of emergency aviation operations, and support to military, inter-agency and Federal entities.

4. Demographics of intended or priority populations:

We impact the residents of King County immediately adjacent to the airport environmentally (Georgetown, Tukwila, Beacon Hill, Skyway/Rainier Beach). We use County demographic data for those areas.

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☒ Yes ☐ No

6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

Census maps, Seattle Schools, Tukwila School District, and Highline School District, REWA, County Demographic data, and focus group research with the DOT Communications team.

7. Existing language access policies, service levels, tracking methods:

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------|---|---------------------------------------|------------------------------------|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | Masterplan Fact Sheet | | |
| Chinese: | Master Plan Fact Sheet | | |
| Tagalog: | Master Plan Fact Sheet | | |
| Vietnamese: | Master Plan Fact Sheet | | |
| Language 5: | | | |
| Language 6: | | | |

Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|---|---------------------------|---------------------------------------|---|-------------------------------|--|
| Master Plan Fact Sheet | Y | Spanish, Vietnamese, Tagalog, Chinese | Summer 2016 | Summer 2016 | Somali |
| Airport Strategic Plan | N | | May 2015 | | Spanish, Somali, Vietnamese |
| Economic Impact Study | N | | February 2014 | | Spanish, Somali, Vietnamese |
| Adopted Master Plan | N | | August 23, 2004 | | Spanish, Somali, Vietnamese |
| Environmental Impact Study | N | | February 23, 2004 | | Spanish, Somali, Vietnamese |
| Parental/Family Tour Permission Form | N | | July 1, 2018 | | Spanish, Somali, Vietnamese |
| Website www.kingcounty.gov/airport | N | | Fall 2018 | | Spanish, Somali, Vietnamese |
| Noise Complaint Form https://www.kingcounty.gov/depts/transportation/airport/noise.aspx | N | | Fall 2018 | | Spanish, Somali, Vietnamese |

| | | | | | |
|---|---|--|-----------|--|-----------------------------|
| Masterplan Updates | N | | May 2018 | | Spanish, Somali, Vietnamese |
| Airport Tour Work Based Learning Assignment | N | | July 2018 | | Spanish, Somali, Vietnamese |
| Airport Working Group Charter | N | | | | Spanish, Somali, Vietnamese |

Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

Yes; the lack of documents which have been translated, in particular communicating to the community information about the Airport. Lack of overall dedicated resources budgeted solely to translation.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

We have a backlog. We are currently working on our new Master Plan as well but also the changing demographics of Tukwila and South King County illuminates the need for Somali translations.

The type of documents we require translation in are

- 1) Related to the Airport Master Plan**
- 2) Related to Tours (permission forms, curriculum)**
- 3) Related to Noise Complaints; currently if a non-native English speaker has a complaint, there is not a process for knowing how to submit a complaint or a process for assisting the resident.**

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

Spanish, Somali and Vietnamese communities

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☐ Yes ☒ No Please describe these:

2018, we have identified the need for translations and requested budget in 2019 to address this linguistic inequity. Relying on existing budgets to answer to growing translation needs is untenable. Separate and distinct budget allocations need to be created into future budgets to adequately address translation needs.



Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|--|---|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: Master Plan Fact Sheet Airport Strategic Plan Economic Impact Study Adopted Master Plan Environmental Impact Study Parental/Family Tour Permission Form Website www.kingcounty.gov/airport Noise Complaint Form https://www.kingcounty.gov/depts/transportation/airport/noise.aspx Masterplan Updates Airport Tour Work Based Learning Assignment Airport Working Group Charter | <ul style="list-style-type: none"> • Priority designation List of needs: www.kingcounty.gov/airport Ethnic ad media buy-ins (for tours and curriculum) | <ul style="list-style-type: none"> • Priority designation List of needs: Noise Complaints Master Plan Community Meetings Career Connected Learning Event Tours |
| Somali | <ul style="list-style-type: none"> • Priority designation List of needs: Master Plan Fact Sheet Airport Strategic Plan Economic Impact Study Adopted Master Plan Environmental Impact Study | <ul style="list-style-type: none"> • Priority designation List of needs: www.kingcounty.gov/airport Ethnic media ad buy ins | <ul style="list-style-type: none"> • Priority designation List of needs: Noise Complaints Master Plan Community Meetings Career Connected Learning Event Tours |

| | | | |
|------------|--|--|---|
| | Parental/Family Tour Permission Form Website www.kingcounty.gov/airport Noise Complaint Form https://www.kingcounty.gov/depts/transportation/airport/noise.aspx Masterplan Updates Airport Tour Work Based Learning Assignment Airport Working Group Charter | | |
| Vietnamese | <ul style="list-style-type: none"> • Priority designation List of needs: Master Plan Fact Sheet Airport Strategic Plan Economic Impact Study Adopted Master Plan Environmental Impact Study Parental/Family Tour Permission Form Website www.kingcounty.gov/airport Noise Complaint Form https://www.kingcounty.gov/depts/transportation/airport/noise.aspx Masterplan Updates Airport Tour Work Based Learning Assignment Airport Working Group Charter | <ul style="list-style-type: none"> • Priority designation List of needs: <ul style="list-style-type: none"> • www.kingcounty.gov/airport Ethnic media ad buyins | <ul style="list-style-type: none"> • Priority designation List of needs: Noise Complaints Master Plan Community Meetings Career Connected Learning Event Tours |
| Language 4 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |

| | | | |
|------------|---|---|---|
| Language 5 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|-----------|---|--|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | Master Plan Fact Sheet Airport Strategic Plan Economic Impact Study Adopted Master Plan Environmental Impact Study Parental/Family Tour Permission Form Noise Complaint Form https://www.kingcounty.gov/depts/transportation/airport/noise.aspx Masterplan Updates Airport Tour Work Based Learning Assignment Airport Working Group Charter | www.kingcounty.gov/airport | Noise Complaints Master Plan Community Meetings Career Connected Learning Event Tours |
| Somali | Master Plan Fact Sheet Airport Strategic Plan Economic Impact Study Adopted Master Plan Environmental Impact Study Parental/Family Tour Permission Form Noise Complaint Form https://www.kingcounty.gov/depts/transportation/airport/noise.aspx | www.kingcounty.gov/airport | Noise Complaints Master Plan Community Meetings Career Connected |

| | | | |
|------------|---|--|---|
| | Masterplan Updates Airport Tour Work Based Learning Assignment Airport Working Group Charter | | Learning Event Tours |
| Vietnamese | Master Plan Fact Sheet Airport Strategic Plan Economic Impact Study Adopted Master Plan Environmental Impact Study Parental/Family Tour Permission Form Noise Complaint Form https://www.kingcounty.gov/depts/transportation/airport/noise.aspx Masterplan Updates Airport Tour Work Based Learning Assignment Airport Working Group Charter | www.kingcounty.gov/airport | Noise Complaints Master Plan Community Meetings Career Connected Learning Event Tours |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------------|--|---|
| Translation | <input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Currently, we do not. DOT communications support is sometimes used with 3rd party translations on some materials. | <input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> Currently, we do not. DOT communications support is sometimes used with 3rd party translations on some materials. |
| Interpretation | <input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Currently, we do not. DOT communications support is sometimes used with 3rd party translations on some materials. | <input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> Currently, we do not. DOT communications support is sometimes used with 3rd party translations on some materials. |
| In-Language Outreach | <input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Currently, we do not. DOT communications support is sometimes used with 3rd party translations on some materials. | <input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> Currently, we do not. DOT communications support is sometimes used with 3rd party translations on some materials. |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

Focus groups conducted semi-annually held at the Airport. Informal surveys as applicable.

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

Survey of ELL communities, increased ELL participation in Master Plan meetings

| Complaints | Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint. | | |
|---|--|--|--------------------------------|
| We provide information to LES individuals | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other |

| | | | |
|---|------------------------------|--|--|
| advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | | | <i>Please describe.</i> Currently, we do not. DOT communications support is sometimes used with 3rd party translations on some materials. |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> Currently, we do not. DOT communications support is sometimes used with 3rd party translations on some materials. |

Please describe how your division handles complaints regarding the provision of language access services.

N/A

Section Five: Total Department Budget for Language Access
Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|-------------------------------|
| Translation | 40,000 |
| Interpretation | 15,000 |
| In-Language Outreach | 10,000 |
| Ethnic Media Ad-Buys | 5,000 |

Thank you for your attention to making the King County a model county in language access.

Tricia Diamond

Administrator IV

October 10, 2018

Division Staff

Title

Date

Division Staff

Title

Date

Immigrant and Refugee Policy & Strategy Analyst

Date

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose: **Fleet's mission is to empower our employees to deliver high quality customer service and environmental sound and cost effective vehicles, equipment, materials, supplies, and asset management services.**

2. Geographic reach of primary services/facilities/programs: **Fleet's vehicle maintenance and warehousing services are primarily geared toward King County departments and offices, but we also provide services on a time and materials basis to the State of Washington, local municipalities, and special purpose districts. Fleet's Surplus Program has customers spanning from internal King County agencies to non-profit groups and the general public.**

3. Demographics of current user population:

The semi-annual equipment auctions and monthly spot bids bring members of the public from several different ethnicities. Although not formally tracked, the languages selected in Section 3 of this document represent the anecdotally perceived majority of LES speakers.

4. Demographics of intended or priority populations: **Reflective of overall County Demographics.**

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☐ Yes ☒ No

6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

None, however this information is available as needed through our DOT Communications team.

7. Existing language access policies, service levels, tracking methods: **None**

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian.

The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------|---|---------------------------------------|------------------------------------|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | | | |
| Language 2: | | | |
| Language 3: | | | |
| Language 4: | | | |
| Language 5: | | | |
| Language 6: | | | |

Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|--|------------------------------|--------------------------------------|---|-------------------------------|--|
| Accident Witness Cards | N | | | | |
| Accident Notice to Involved Parties | N | | | | |
| Auction Terms | N | | | | |
| Auction Disclaimer | N | | | | |
| Auction Payment | N | | | | |
| Fleet Division Website | N | | | | |
| Auction Website | N | | | | |
| Invitation to Bid and Public Auction Forms | N | | | | |
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Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

Fleet currently does not have any policies, service levels, or tracking methods in place at this time. The majority of Fleet's customers are internal King County agencies. We are hoping to take advantage of the existing practices in place in the Department of Executive Services for our public facing services when we join their department next year.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019.

Fleet's public facing vital documents are listed on Page 4.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

Potentially LES surplus personal property bidders or parties involved in an accident with a King County vehicle. Some employees may also be affected.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☐ Yes ☒ No Please describe these:

Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|-------------------------|--|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: Witness Cards & Notice to Involved Parties; Auction Terms, Disclaimer, Payment information | <ul style="list-style-type: none"> • Priority designation List of needs: Auction Terms, Disclaimer, and Payment information on website | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 2 - Vietnamese | <ul style="list-style-type: none"> • Priority designation List of needs: Witness Cards & Notice to Involved Parties; Auction Terms, Disclaimer, Payment information | <ul style="list-style-type: none"> • Priority designation List of needs: Auction Terms, Disclaimer, and Payment information on website | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 3 - Somali | <ul style="list-style-type: none"> • Priority designation List of needs: Witness Cards & Notice to Involved Parties; Auction Terms, Disclaimer, Payment information | <ul style="list-style-type: none"> • Priority designation List of needs: Auction Terms, Disclaimer, and Payment information on website | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 4 - Russian | <ul style="list-style-type: none"> • Priority designation List of needs: Witness Cards & Notice to Involved Parties; Auction Terms, Disclaimer, Payment information | <ul style="list-style-type: none"> • Priority designation List of needs: Auction Terms, Disclaimer, and Payment information on website | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 5 - Amharic | <ul style="list-style-type: none"> • Priority designation List of needs: Witness Cards & Notice to Involved Parties; Auction Terms, Disclaimer, Payment information | <ul style="list-style-type: none"> • Priority designation List of needs: Auction Terms, Disclaimer, and Payment information on website | <ul style="list-style-type: none"> • Priority designation List of needs: |

| Language 6 - Ukrainian | <ul style="list-style-type: none"> Priority designation List of needs: Witness Cards & Notice to Involved Parties; Auction Terms, Disclaimer, Payment information | <ul style="list-style-type: none"> Priority designation List of needs: Auction Terms, Disclaimer, and Payment information on website | <ul style="list-style-type: none"> Priority designation List of needs: |
|------------------------|---|--|---|
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|-------------------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: Witness Cards and Notice to Involved Parties | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 2 – Vietnamese | <ul style="list-style-type: none"> Priority designation List of needs: Witness Cards and Notice to Involved Parties | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 3 - Somali | <ul style="list-style-type: none"> Priority designation List of needs: Witness Cards and Notice to Involved Parties | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 4 - Russian | <ul style="list-style-type: none"> Priority designation List of needs: Witness Cards and Notice to Involved Parties | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 5 - Amharic | <ul style="list-style-type: none"> Priority designation List of needs: Witness Cards and Notice to Involved Parties | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |

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| Language 6 – Ukrainian | <ul style="list-style-type: none"> Priority designation List of needs: Witness Cards and Notice to Involved Parties | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------|--|---|
| Translation | <input type="checkbox"/> Yes Please describe how you measure quality: We have not received any complaints regarding the provision of language access services. | <input checked="" type="checkbox"/> No Do you need technical assistance? We have not received any complaints regarding the provision of language access services. |
| Interpretation | <input type="checkbox"/> Yes Please describe how you measure quality: We have not received any complaints regarding the provision of language access services. | <input checked="" type="checkbox"/> No Do you need technical assistance? We have not received any complaints regarding the provision of language access services. |

| | | |
|-----------------------------|---|--|
| <i>In-Language Outreach</i> | <input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> We have not received any complaints regarding the provision of language access services. | <input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> We have not received any complaints regarding the provision of language access services. |
|-----------------------------|---|--|

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

Fleet staff will note how often the translated materials are used and ask bidders if the translated information is helpful.

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

Work with the Office of Risk Management Services to determine how many Witness Cards and Notice to Involved Parties are completed and returned using a translated version.
Frequency of use of translated information at auctions and spot bids.

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|--|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> We have not received any complaints regarding the provision of language access services. |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> We have not received any complaints |

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| | | | regarding the provision of language access services. |
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Please describe how your division handles complaints regarding the provision of language access services.

We have not received any complaints regarding the provision of language access services.

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|---|
| Translation | As needed, utilizes DOT Communications budget resources |
| Interpretation | As needed, utilizes DOT Communications budget resources |
| In-Language Outreach | As needed, utilizes DOT Communications budget resources |
| Ethnic Media Ad-Buys | As needed, utilizes DOT Communications budget resources |

Thank you for your attention to making the King County a model county in language access.

| | | |
|--------------------------|--|-----------------|
| <i>Jennifer Lindwall</i> | | <i>10/11/18</i> |
| <i>Division Director</i> | | <i>Date</i> |

| | | |
|-----------------------|---------------|-----------------|
| <i>Nora Jagielo</i> | <i>PM III</i> | <i>10/11/18</i> |
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |

| | | |
|-----------------------|--------------|-------------|
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |
|-----------------------|--------------|-------------|

Immigrant and Refugee Policy & Strategy Analyst

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:

The King County Road Services Division is responsible for all county-owned roads, bridges and related infrastructure in the unincorporated area of King County. The King County Road Services Division manages approximately 1,500 miles of county roads and 182 bridges that carry more than 1 million trips per day. The 250,000 residents of unincorporated areas receive roadway, drainage, shoulder, and right of way maintenance and operations services directly from King County.

2. Geographic reach of primary services/facilities/programs:

Unincorporated King County.

3. Demographics of current user population:

Varied but in line with County Demographic data for Unincorporated King County.

4. Demographics of intended or priority populations:

Largely aligned with County ESJ priority populations.

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☒ Yes ☐ No

6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

Census data, County demographics, community meeting data, CSA Program data

7. Existing language access policies, service levels, tracking methods:

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------|---|---------------------------------------|------------------------------------|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | | | |
| Language 2: | | | |
| Language 3: | | | |
| Language 4: | | | |
| Language 5: | | | |
| Language 6: | | | |



Vital Documents/Public Communication Materials Inventory

[illegible]

Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

Due to current re-organization, this work has been placed on hold.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

No. Due to current re-organization, this work has been placed on hold. The DOT Director's Office Community Relations Planners provide support as needed for translation of community relations documents for road and bridge projects. The last major need for translation occurred during the South Park Bridge Project, based on census data during that time period. Updated census information could affect future outreach needs for Roads.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

The DOT Director's Office Community Relations Planners provide support as needed for translation of community relations documents for road and bridge projects. The last major need for translation occurred during the South Park Bridge Project, based on census data during that time period. Updated census information could affect future outreach needs for Roads.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☐ Yes ☒ No Please describe these:

The DOT Director's Office Community Relations Planners provide support as needed for translation of community relations documents for road and bridge projects. The last major need for translation occurred during the South Park Bridge Project, based on census data during that time period. Updated census information could affect future outreach needs for Roads.

Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|---|--|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 2 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 3 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: • | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 4 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |

| | | | |
|------------|---|---|---|
| Language 6 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 2 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 3 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 4 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |

| | | | |
|------------|---|---|---|
| Language 6 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------------|---|--|
| Translation | <input type="checkbox"/> Yes Please describe how you measure quality: With support from DOT Communications. | <input checked="" type="checkbox"/> No Do you need technical assistance? With support from DOT Communications. |
| Interpretation | <input type="checkbox"/> Yes Please describe how you measure quality: With support from DOT Communications. | <input checked="" type="checkbox"/> No Do you need technical assistance? With support from DOT Communications. |
| In-Language Outreach | <input type="checkbox"/> Yes Please describe how you measure quality: With support from DOT Communications. | <input checked="" type="checkbox"/> No |

| | | |
|--|--|---|
| | | <i>Do you need technical assistance?</i> With support from DOT Communications. |
|--|--|---|

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

Surveys, focus groups, community interaction

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

Participation in community events, adherence to safety and Roads alerts

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|--|--|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> With support from DOT Communications. |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> With support from DOT Communications. |

Please describe how your division handles complaints regarding the provision of language access services.

With support from DOT Communications.

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|--|
| Translation | Utilizes DOT communications budget as needed |
| Interpretation | Utilizes DOT communications budget as needed |
| In-Language Outreach | Utilizes DOT communications budget as needed |
| Ethnic Media Ad-Buys | Utilizes DOT communications budget as needed |

Thank you for your attention to making the King County a model county in language access.

| | |
|--------------------------|-------------------|
| <i>Rick Brater</i> | <i>10/11/2018</i> |
| <i>Division Director</i> | <i>Date</i> |

| | | |
|-----------------------|---------------|-------------------|
| <i>Susan West</i> | <i>PPM IV</i> | <i>10/11/2018</i> |
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |

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| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |
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| <i>Immigrant and Refugee Policy & Strategy Analyst</i> | <i>Date</i> |
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Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose: **KCDOT-Marine operating Water Taxi service between Vashon/Maury Island and downtown Seattle; and West Seattle and downtown Seattle**
2. Geographic reach of primary services/facilities/programs: **Vashon/Maury Island, West Seattle (Alki Beach), and downtown Seattle.**
3. Demographics of current user population: **Less than 2.5% do not speak English well**
4. Demographics of intended or priority populations: **Less than 25% are people of color.**
5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☐ Yes ☒ No
6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?
Census maps, County Demographic data, survey data. Done in conjunction with DOT Communications Team.
7. Existing language access policies, service levels, tracking methods: N/A

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | Printed schedule for West Seattle route | Water Taxi has a page on the Metro website and utilizes Metro resources for translation | The Water Taxi utilizes resources in Metro customer service for interpretation. |
| Language 2: | | | |
| Language 3: | | | |
| Language 4: | | | |
| Language 5: | | | |
| Language 6: | | | |

Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|-------------------------|---------------------------------|---|--|--|---|
| | | | | | |
| Title IV | Y | Spanish | 2013 | 2013 | |
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Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

The Marine Division will be looking to Metro for guidance as to department language access expectations and identifying key gaps. We are in the middle of this planning now.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? **Limited in scope and on-going based on organizational changes.**

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources? N/A

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☒ Yes ☐ No Please describe these: **Translating West Seattle winter schedule into Spanish utilizing existing funds of the DOT Communications team.**

Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|---|--|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 2 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 3 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: • | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 4 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |

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|--|------------------|--------------------|----------------|
| | | | |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 3 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 4 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 5 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: | <ul style="list-style-type: none"> Priority designation List of needs: |

| | | | |
|--|------------------|--------------------|----------------|
| | | | |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------------|---|--|
| Translation | <input type="checkbox"/> Yes Please describe how you measure quality: They are referred to DOT Communications, or existing County language resources. | <input checked="" type="checkbox"/> No Do you need technical assistance? They are referred to DOT Communications, or existing County language resources. |
| Interpretation | <input type="checkbox"/> Yes Please describe how you measure quality: They are referred to DOT Communications, or existing County language resources. | <input checked="" type="checkbox"/> No Do you need technical assistance? They are referred to DOT Communications, or existing County language resources. |
| In-Language Outreach | <input type="checkbox"/> Yes Please describe how you measure quality: They are referred to DOT Communications, or existing County language resources. | <input checked="" type="checkbox"/> No Do you need technical assistance? |

| | | |
|--|--|---|
| | | They are referred to DOT Communications, or existing County language resources. |
|--|--|---|

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

Focus groups, surveys

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

Ridership increases, participation in surveys and to events

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|--|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input checked="" type="checkbox"/> Other <i>Please describe.</i> They are referred to DOT Communications, or existing County language resources. |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input checked="" type="checkbox"/> Other <i>Please describe.</i> They are referred to DOT Communications, or existing County language resources. |

Please describe how your division handles complaints regarding the provision of language access services.

They are referred to DOT Communications, or existing County language resources.

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|---|
| Translation | As needed, utilizes DOT Communications budget resources |
| Interpretation | As needed, utilizes DOT Communications budget resources |
| In-Language Outreach | As needed, utilizes DOT Communications budget resources |
| Ethnic Media Ad-Buys | As needed, utilizes DOT Communications budget resources |

Thank you for your attention to making the King County a model county in language access.

Paul Brodeur

10/11/2018

Division Director

Date

Greg Lerner

Customer Services Manager

10/11/2018

Division Staff

Title

Date

Division Staff

Title

Date

Immigrant and Refugee Policy & Strategy Analyst

Date



Language Access Plan Cover Page – Department of Judicial Administration

This cover page should be completed and attached to all completed division plans. This cover page should be filled out by the Department Liaison(s) for Language Access and approved by the department director.

Introduction

From Ordinance 18665:

King County and all its contractors shall provide free interpretation and translation services as required by this chapter to limited-English-proficient persons. When a limited-English-proficient person seeks or receives benefits or services from a local agency, office or contractor, the agency, office or contractor shall make reasonable efforts provide prompt interpretation services in all interactions with the person, whether the interaction is done remotely or in person. King County agencies and offices shall either employ sufficient qualified bilingual employees or contract with remote language services to provide interpretation services in languages spoken by limited-English proficient county residents.

2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

3. Where an application or form administered by King County requires completion in English by a limited-English-proficient person for submission to a local, state or federal authority, King County or its contractor shall make reasonable efforts to provide oral interpretation of the application or form as well as acknowledgement by the limited-English-proficient person that the form was translated and completed by an interpreter. King County agencies shall provide support to contractors to meet the requirements of this section.

B. King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer.

SECTION 7. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018. The language assistance plans called for in this section shall be transmitted in the form of a paper original and an electronic copy to the clerk of the council, who shall distribute electronic copies to all councilmembers and the lead staff for the committee of the whole, the law and justice committee, the health, housing and human services committee or their successors.

Liaisons

Please provide the name of the Department/Division Liaison(s) who will oversee the implementation of the language access plan.

| Name | Title | Phone Number |
|----------------------|---------------------------|----------------|
| Elizabeth Willoughby | Confidential Secretary II | (206) 263-1995 |

Department/Division Plans

How many Division Plans are enclosed? (Please provide a number& list of divisions):

One plan is enclosed for the Department of Judicial Administration

Language Access Plan for Divisions – Department of Judicial Administration

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:

DJA Mission & Purpose:

To continue to provide excellent customer service to all customers with limited English proficiency who enter the Clerk's Office by providing access to oral interpretation services as well as translated vital documents. All customers who walk in to our office for assistance will receive the same quality of service which customers have come to expect from the Department of Judicial Administration.

2. Geographic reach of primary services/facilities/programs:

With courthouse locations in both Seattle and Kent, Washington, our customers span across the top six languages which have been identified by Superior Court Interpreter Services.

3. Demographics of current user population:

Our customers include attorneys, pro se clients, and those who have previously been found indigent. The current population served includes all residents of King County, many of which speak different languages including but not limited to Spanish, Vietnamese, Chinese (Mandarin & Cantonese), Somali, Amharic, and Russian. Spanish-speaking residents represent the largest percentage of users accessing our services with language access needs.

4. Demographics of intended or priority populations:

This is discussed in the answer to question #3.

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☐ Yes ☒ No

6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

Not applicable; LES information has not previously been compiled in our department.

7. Existing language access policies, service levels, tracking methods:

Not applicable; Judicial Administration does not currently have written language access policies in place. Our department does have high standards of customer service to limited-English proficient persons including:

- access to a language line for all staff who provide customer service either via telephone or in person;
- Drug Court employs an in-house Spanish-speaking staff person, access to Superior Court interpreter services, as well as maintains many forms translated in Spanish;
- access to the domestic violence advocate team employed through the Prosecutor's Office who will assist with filling out forms and providing interpretation services for customers needing assistance in our protection order office;
- legal financial obligation (LFO) documents, including payment instructions, have been translated into three languages and are accessible to the public through our website;
- the LFO Collection page on the department's county webpage has been fully translated into Spanish and accessible to the public; and
- the "About Us" page of our webpage is translated into Spanish per prior King County ordinance.

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukranian. The below chart allows for each department to report and plan for the populations served.

Most forms utilized by the department are provided by the state as Washington Pattern Forms maintained by the Administrative Office of the Courts (AOC). Our department does not author of these forms provided by AOC. More time is needed in order to determine which vital forms our department currently does author which will need to be translated. Any forms our department uses that have been previously translated into Spanish have been provided by Superior Court for use in

courtroom proceedings with the exception of the previously described documents used by our LFO collections staff.

Note: we provide more detail on specific documents in the Vital Documents section below.

| Current State | Primary tools, methods, and channels for interactions | | |
|--|---|--|---|
| Language: | Print materials and PDFs of vital documents | Websites, email, social media content | In-person, interpretation services |
| Language 1: Spanish | Some; related to LFO Collections materials | LFO Collections webpage & "About Us" page of website | Yes, provided in-person and/or by phone |
| Language 2: Vietnamese | Some; related to LFO Collections materials | No | By phone via the language line |
| Language 3: Chinese (Mandarin & Cantonese) | No | No | By phone via the language line |
| Language 4: Somali | Some; related to LFO Collections materials | No | By phone via the language line |
| Language 5: Amharic | No | No | By phone via the language line |
| Language 6: Russian | No | No | By phone via the language line |

Vital Documents/Public Communication Materials Inventory

| Vital Document/PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|--|---------------------------|--------------------------------------|---|-------------------------------|--|
| More time is needed in order to establish the full list of vital documents | | | | | |

Section 2: Analysis/prioritization of future needs**1. Have you identified Key gaps in existing language access policies, service levels, tracking methods?**

Due to this project, gaps, service levels, and tracking methods have been identified in the department's existing language access plan and will need some time to become compliant with King County Ordinance 18665.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019.

The vital documents and public communication materials which need to be translated have not yet been fully identified. We will be able to complete the inventory of these needs by 2019 in order to remain compliant with the ordinance.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

The answer to this question has not been fully identified as the department does not currently have a language plan in place in order to track methods of successful translation services.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☐ Yes ☒ No Please describe these:

No; funds for current/ongoing translation and interpretation goals for the remainder of 2018 have not been identified.

Section 3: Work plan

- Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|--------------------------------|--|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | Completed by 2020 | Completed by 2020 | Track results from developed plan in 2019 |
| Vietnamese | Completed by 2020 | Completed by 2020 | Track results from developed plan in 2019 |
| Chinese (Mandarin & Cantonese) | Completed by 2020 | Completed by 2020 | Track results from developed plan in 2019 |
| Somali | Identify all vital documents to be translated and translate these documents into Somali | Translate the department's King County webpage into Somali | Track results from developed plan in 2019 |
| Amharic | Identify all vital documents to be translated and translate these documents into Amharic | Translate the department's King County webpage into Amharic | Track results from developed plan in 2019 |
| Russian | Identify all vital documents to be translated and translate these documents into Russian | Translate the department's King County webpage into Russian | Track results from developed plan in 2019 |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|--------------------------------|---|--|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | Identify all vital documents to be translated and translate these documents into Spanish | Translate the department's King County webpage into Spanish | Put a plan in place to track results/expectations for translation services |
| Vietnamese | Identify all vital documents to be translated and translate these documents into Vietnamese | Translate the department's King County webpage into Vietnamese | Put a plan in place to track results/expectations for translation services |
| Chinese (Mandarin & Cantonese) | Identify all vital documents to be translated and translate these documents | Translate the department's King County webpage into Chinese (Mandarin & Cantonese) | Put a plan in place to track results/expectations for translation services |

| | | | |
|---------|--|--|--|
| | into Chinese (Mandarin & Cantonese) | | |
| Somali | Identify all vital documents to be translated into Somali | Prepare to translate the department's King County webpage into Somali | Put a plan in place to track results/expectations for translation services |
| Amharic | Identify all vital documents to be translated into Amharic | Prepare to the department's translate King County webpage into Amharic | Put a plan in place to track results/expectations for translation services |
| Russian | Identify all vital documents to be translated into Russian | Prepare to the department's translate King County webpage into Russian | Put a plan in place to track results/expectations for translation services |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|-----------------------------|--|---|
| Translation | <input type="checkbox"/> Yes Please describe how you measure quality: | <input checked="" type="checkbox"/> No Do you need technical assistance? Yes, technical assistance is requested |
| Interpretation | <input type="checkbox"/> Yes Please describe how you measure quality: | <input checked="" type="checkbox"/> No Do you need technical assistance? Yes, technical assistance is requested |
| In-Language Outreach | <input type="checkbox"/> Yes Please describe how you measure quality: | <input checked="" type="checkbox"/> No Do you need technical assistance? Yes, technical assistance is requested |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

More discussion needs to occur surrounding how to consult the proper populations regarding the effectiveness of our language access effort.

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

Measures of success still need to be developed in order to determine how best to track results and expectations from our language access plan.

| Complaints | Do you have a system to handle contacts-access related complaints? Please answer Yes or No for each type of complaint. | | |
|---|---|--|--------------------------------|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other |

Please describe how your division handles complaints regarding the provision of language access services.

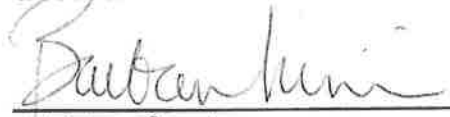
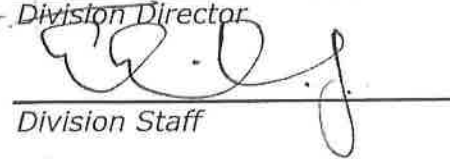
No specific plan is in place at this time with regard to complaints about language access services. However, if a customer did complain about how they are treated in our office or barriers due to limited services, the complaint would be handled swiftly and effectively with the same level of customer service we provide to all customers.

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan.

| Language Access Services | Total Budget Allocated |
|---------------------------------|---|
| Translation | No overall division budget specifically allotted for this purpose |
| Interpretation | No overall division budget specifically allotted for this purpose |
| In-Language Outreach | No overall division budget specifically for allotted this purpose |
| Ethnic Media Ad-Buys | No overall division budget specifically for this allotted purpose |

Thank you for your attention to making the King County a model county in language access.

| | | | |
|-------|---|------------------------------------|-----------------|
| Dept. |  | | 9/11/18 Date |
| |  | Confidential Secretary II Title | 9/11/18 Date |
| | Division Staff | Title | Date |
| | Immigrant and Refugee Policy & Strategy Analyst | | Date |

Attachment Q, King County Sheriff's Office

**Language Access Plan Cover Page**

This cover page should be completed and attached to all completed division plans. This cover page should be filled out by the Department Liaison(s) for Language Access and approved by the department director.

Introduction

From Ordinance 18665:

King County and all its contractors shall provide free interpretation and translation services as required by this chapter to limited-English-proficient persons. When a limited-English-proficient person seeks or receives benefits or services from a local agency, office or contractor, the agency, office or contractor shall make reasonable efforts provide prompt interpretation services in all interactions with the person, whether the interaction is done remotely or in person. King County agencies and offices shall either employ sufficient qualified bilingual employees or contract with remote language services to provide interpretation services in languages spoken by limited-English proficient county residents.

2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

3. Where an application or form administered by King County requires completion in English by a limited-English-proficient person for submission to a local, state or federal authority, King County or its contractor shall make reasonable efforts to provide oral interpretation of the application or form as well as acknowledgement by the limited-English-proficient person that the form was translated and completed by an interpreter. King County agencies shall provide support to contractors to meet the requirements of this section.

B. King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer.

SECTION 7. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018. The language assistance plans called for in this section shall be transmitted in the form of a paper original and an electronic copy to the clerk of the council, who shall distribute electronic copies to all councilmembers and the lead staff for the committee of the whole, the law and justice committee, the health, housing and human services committee or their successors.

Liaisons

Please provide the name of the Department//Division Liaison(s) who will oversee the implementation of the language access plan.

| Name | Title | Phone Number |
|--------------------|-----------------------------|--------------|
| Patti Cole-Tindall | Chief of Technical Services | 206-263-2878 |
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Department/Division Plans

How many Division Plans are enclosed? (Please provide a number& list of divisions):

One plan for the entire department.

Language Access Plan for the King County Sheriff's Office

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:

MISSION -

The King County Sheriff's Office is a trusted partner in fighting crime and improving the quality of life for our residents and guests.

VISION -

The King County Sheriff's Office is a highly effective and respected law enforcement agency and criminal justice partner, both trusted and supported, helping King County to be the safest county in America.

GOALS -

Through community engagement and collaboration we will:

- Develop and sustain public trust, value and support.
- Reduce crime and improve the community's sense of security.
- Improve traffic safety by reducing impaired and unsafe driving behaviors and traffic collisions.
- Recruit, hire, train and promote the best people, reflective of the community we serve, to provide high quality, professional and responsive service.
- Provide facilities, equipment, and technology that support achievement of our mission.
- Prepare to respond to and resolve critical incidents and disasters.

OUR VALUES -

Leadership

- We are honest, respectful, effective and humble
- We have clear expectations
- Our managers model expectations and we lead by example from all levels

Integrity

- We are open, transparent and accountable to the public we serve
- We acknowledge that public trust matters – all the time
- Good faith performance errors are addressed through training
- Bad faith, criminal behavior, abuse of authority, and repeated or egregious acts are not tolerated

Service

- We are timely in our response and seek every opportunity to have positive impact on the people we serve.
- We are good stewards of taxpayer dollars, engage and collaborate, and strive to innovate.
- We focus on hot spot locations, high impact and repeat offenders, and visible presence when needed

Teamwork

- We recognize that relevant training and effective communications increase public and officer safety
- We fight crime constitutionally
- Our managers coach, mentor and develop a strong team culture

2. Geographic reach of primary services/facilities/programs:

The Sheriff's Office is exceedingly proud to partner with the following cities and agencies to provide full-service police departments:

- | | |
|-------------------------------------|----------------------------|
| • Town of Beaux Arts Village | • Muckleshoot Indian Tribe |
| • City of Burien | • City of Newcastle |
| • City of Carnation | • City of Sammamish |
| • City of Covington | • City of SeaTac |
| • City of Kenmore | • City of Shoreline |
| • King County International Airport | • Town of Skykomish |
| • City of Maple Valley | • Sound Transit |
| • King County Metro Transit | • City of Woodinville |

Additionally, the KCSO has three precincts to handle unincorporated King County to include Precinct 2, Northeast King County, Precinct 3, Southeast County and Precinct 4, Southwest county.

3. Demographics of current user population:

Consistent with County wide demographics

4. Demographics of intended or priority populations:

All residents of King County. Our goal is to better serve the LES population on the County by identifying gaps we have currently to may result from lack of language access.

5. People who are not fluent speakers or writers of English are considered Limited English

Speaking (LES). Do you assess LES data in your division? ☒ Yes ☐ No

Currently, the KCSO responds to and tracks interpretation/translation requests as they are needed.

6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

The KCSO has Community Service Officers (CSOs) that are bi-lingual and very pro-active in the community they serve. We have one who is proficient in Vietnamese and one who is a Spanish speaker.

We use requests for an interpreter/translator as a source of community language needs.

7. Existing language access policies, service levels, tracking methods:

The KCSO General Orders Manual (GOM) Section 16.04.000 – Using Interpreters provides direction to department members on the use of the Language Line to assist with translation mostly in the field. This policy really relates to the hearing impaired but also those who need an interpreter.

16.04.000 USING INTERPRETERS

16.04.005

INTRODUCTION: 09/09

Washington State law mandates when a law enforcement agency must provide sign language interpreters.

The sign language interpreters used by the department are experienced in interpreting in legal situations and can be used for victims, witnesses, and suspects. This policy is intended to assist department members when there is a need for a sign language interpreter and using the Language Line.

16.04.010

TYPES OF INTERPRETERS: 09/09

1. American Sign Language interpreters use the most common form of sign language to interpret for hearing and speech impaired persons.
2. Tactile interpreters use sign language directly into the hand of a sight and hearing impaired person.
3. Oral interpreters combine sign language with lip reading for those who are trained to lip read.
4. Specialized interpreters who work with developmentally disabled persons who have speech and/or hearing impairments.
5. Language Line interpreters.

16.04.015

WHEN TO CALL AN INTERPRETER: 10/94

1. A sign language interpreter shall be called when conducting a criminal investigation and:
 - a. A victim is Deaf, Deaf-Blind or hard of hearing.
 - b. A witness is Deaf, Deaf-Blind or hard of hearing.
2. A sign language interpreter shall be called when conducting a criminal investigation that involves interviewing a **minor child** whose parent, guardian, or custodian is Deaf, Deaf-Blind or hard of hearing.
 - ☐ The child may be a victim, witness or suspect.
3. A sign language interpreter shall be called when a Deaf, Deaf-Blind or hard of hearing person is arrested for an alleged violation of criminal law.
 - ☐ The interpreter shall be called as early as possible for any notification of constitutional rights, interrogations, or taking statements.

16.04.020

HOW TO CALL AN INTERPRETER: 10/94

1. A list of certified sign language interpreters, who are available for emergency situations and for appointments for interviews, is located in the Communications Center and at each major work site.
2. Patrol deputies should call the Communications Center for a field response by a sign language interpreter.
 - a. This request should be approved by a Supervisor.

- b. The type of interpreter need should be specified.
- 3. Requests for sign language interpreters made by other units/sections during normal business hours shall be arranged by the requesting investigator.
- ☐ This request should be approved by a supervisor.

16.04.025

WHO SHOULD NOT BE AN INTERPRETER: 10/94

- 1. Department members who have responsibilities other than solely interpreting, shall not be used as interpreters.
- 2. Deputies should not use friends or family members of the hearing impaired person for interpreting when there is a possibility of prosecution.
- ☐ If a friend or family member is used as an interpreter, the information gained should be verified by a certified sign language interpreter.

16.04.030

REPORTING: 10/94

- 1. When a deputy uses a sign language interpreter, the deputy shall send an Officer's Report, via the chain of command, to the Administrative Services Section Commander within five (5) working days.

The O/R shall contain:

- a. Name of interpreter.
- b. Date and time of service.
- c. Incident number.
- d. Amount of on-scene hours used.

Additionally, we have policy related to the usage of the Language Line which is a 24/7 translations service. (See attached Language Line Solutions Language Identification Card)

16.04.035

LANGUAGE LINE: 10/17

- 1. The Language Line provides telephone translation services in over one hundred (100) languages, twenty-four (24) hours a day, available to department members.
- 2. Members needing to use the language line should call 800-643-2255 and:
 - a. Request which language is needed.
 - b. When prompted give the account number 143012.
 - c. Give them your people soft number.
- 3. If a member is unable to make the call, the request for the use of the language line may be made through the Communications Center.

- 8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------|---|---|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | see attached list of forms | Facebook; Online reporting; UVisa page; Protection order notification brochures provided by SAVIN | As needed using Language Line; Shoreline CSO |

| | | | |
|---------------------------|--|--|--|
| Language 2: Cambodian | | Facebook; Online reporting; UVisa page | As needed using Language Line |
| Language 3: Chinese | | Facebook; Online reporting; UVisa page | As needed using Language Line |
| Language 4: Russian | | Facebook; Online reporting; UVisa page | As needed using Language Line |
| Language 5: Vietnamese | | Facebook; Online reporting; UVisa page | As needed using Language Line; Pct 4 CSO |
| Language 6: Korean | | UVisa page | As needed using Language Line |
| Language 7: Lao | | UVisa page | As needed using Language Line |
| | | | |
| | | | |
| | | | |
| | | | |

Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|--------------------------------------|------------------------------|--------------------------------------|---|-------------------------------|--|
| See list of forms - not translated - | | | | | |
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Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

The KCSO has detailed policy in our General Orders manual on the use of the Language Bank including the use of interpreters. Additionally, we have an outside resource through our Communication's Center for the Language Line which offers translation services on an ad hoc basis.

The KCSO has identified the need for a thorough analysis of our needs/gaps related to our translation efforts.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

We have a number of vital documents that are currently translated into Spanish. We will use this as a guide to translate the same forms into the 5 other languages as identified in the ordinance on the top languages identified by the tier map of limited-English proficient persons maintained by the office of equity and social justice and the county demographer.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

While we do not have all of our forms translated into the top 6 languages, we do have a 24/7 resource available through our communication center. This can increase the response time and may result in a delay in service.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☐ Yes ☒ No Please describe these:

We do not have dedicated resources for this work. We would have to use current operations funds to address any requests for translation on an ad hoc basis. Any efforts to translate all of our vital forms into the top 6 languages would require a funding source to pay for the translation and planning work associated with the translation.

Section 3: Work plan

- Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives. Depending on available resources (staffing and budget), any deployment will be on as needed basis.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|--|--|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD |
| Chinese | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD |
| Vietnamese | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD |
| Russian | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD |
| Somali | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD |
| Ukrainian | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD |
| All other languages | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|------------|--|--|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD |
| Chinese | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD |
| Vietnamese | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD |
| Russian | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD |
| Somali | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD |
| Ukrainian | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD | <ul style="list-style-type: none"> Priority designation List of needs: TBD |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your

target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------------|--|--|
| Translation | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Language translation/interpretation is made available upon request. We have a contract with Language Line through our Communication's Center to address immediate needs for translation. | <input type="checkbox"/> No <i>Do you need technical assistance?</i> Language translation/interpretation is made available upon request. We have a contract with Language Line through our Communication's Center to address immediate needs for translation. |
| | The Spanish translator we used for our forms is state certified in WA and Ca and also federally certified. She was referred to us by the Superior Court back in 2016. | |
| Interpretation | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Language translation/interpretation is made available upon request. We have a contract with Language Line through our Communication's Center to address immediate needs for translation. | <input type="checkbox"/> No <i>Do you need technical assistance?</i> Language translation/interpretation is made available upon request. We have a contract with Language Line through our Communication's Center to address immediate needs for translation. |
| In-Language Outreach | <input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Language translation/interpretation is made available upon request. We have a contract with Language Line through our Communication's Center to address immediate needs for translation. | <input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> Language translation/interpretation is made available upon request. We have a contract with Language Line through our Communication's Center to address immediate needs for translation. |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

We are in the process of hiring a Community Engagement Specialist who will develop a user group consisting of residents from the community. This group can be a resource to determine the effectiveness of the KCSO language access efforts.

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

Potential measures could consist of users of the services of the KCSO are able to access the information they need in the primary language in a timely manner; users will have broader access to a wide range of materials in the primary language.

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|--|-----------------------------|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input checked="" type="checkbox"/> Yes We have our normal complaint process which allows for anyone to complain about any issue. | <input type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> |
| We display information on how to file a complaint. | <input checked="" type="checkbox"/> Yes We have information at our precincts and on the KCSO internet website regarding the filing of complaints. | <input type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> Language translation/interpretation is made available upon request. We have a contract with Language Line through our Communication's Center to address immediate needs for translation. |

Please describe how your division handles complaints regarding the provision of language access services.

Language translation/interpretation is made available upon request. We have a contract with Language Line through our Communication's Center to address immediate needs for translation.

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|-------------------------------|
| Translation | 0 |
| Interpretation | 0 |
| In-Language Outreach | 0 |
| Ethnic Media Ad-Buys | 0 |

Thank you for your attention to making the King County a model county in language access.

Patti Cole-Tindall Chief of Technical Services

Division Director *Date*

Division Staff *Title* *Date*

Division Staff *Title* *Date*

Immigrant and Refugee Policy & Strategy Analyst *Date*


Section 1: Context and Current State

1. Department mission and purpose: *The Department of Executive Services (DES) prides itself on Delivering Excellent Service through its eight divisions and offices: Airport Division (King County International Airport or KCIA), Business Resource Center (BRC), Facilities Management Division (FMD), Finance and Business Operations Division (FBOD), Fleet Services Division (Fleet), Office of Emergency Management (OEM), Office of Risk Management Services (ORMS), and Records and Licensing Services Division (RALS). These agencies deliver a variety of services to internal and external (public) customers.*
2. Geographic reach of primary services/facilities/programs: *DES agencies serve all 2.2 million King County residents, as well as visitors to the region. DES agencies also reach across the entire physical geography of King County.*
3. Demographics of current user population: *Since DES agencies serve the entire population of King County in one way or another, as well as communities beyond, department demographics reflect those of the region as a whole. According to the 2014 American Community Survey by the U.S. Census, of the nearly two million residents of King County that year, there are an estimated 52,300 Spanish speakers; 31,700 Chinese (Mandarin and Cantonese) speakers; 20,700 Vietnamese; 10,600 Korean; 8,500 Tagalog; 7,000 Russian; 6,300 Cushite (Somali and Tigrinya); and 6,000 Amharic.*
4. Demographics of Intended or priority populations: *The intended populations are the same as indicated in number 3 above. However, some agencies have specific user populations with language access needs that exceed their proportion in the general population. For example, RALS Licensing Section has a higher proportion of Amharic/East African languages and Hindi speakers than would be indicated by general population demographics.*
5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☐ Yes ☒ No *There is no formal assessment of LES customers of DES at this time.*
6. What tools (census maps, school data, subcontractor data, community meeting data, etc.) are you using to gather information about the LES communities that your Division/agency serves? *DES primarily uses maps and data supplied by OESJ. Some of the department's data systems*

capture demographic and outcome data in various forms. The department occasionally uses data from other sources such as U.S. Census maps, school data, data from other county departments, and engagement information gathered from stakeholders and community input.

7. Existing language access policies, service levels, tracking methods: *DES agencies have trained key personnel on Voiance, the language access line. DES uses the roster of approved vendors developed by FBOD for translation and interpreter services. DES has not yet implemented standard work related to language access. In 2020, the department's communications team will draft policy and procedures related to translation of materials and language accessibility.*
8. Current state of translated materials and interpretation service levels. *Regional Animal Services of King County (RASKC), part of RALS, has translated key service materials and webpages into the top languages (Chinese, Russian, Somali, Spanish, and Vietnamese). Risk Management has translated its Claim for Damages forms into the top five languages as well. All divisions have access to Voiance for live interpretation services.*

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------|--|--|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | RASKC General Services, Pet Adoption, and Pet License brochures ORMS Claim for Damages form | RASKC service pages Condado de King Facebook page as needed for outreach to Spanish speaking residents OEM database and reference tool for key phrases in multiple languages in partnership with other local jurisdictions KCIA newsletter (upon request) | All DES agencies have access to Voiance, the county's phone-based interpretation service, and key personnel in each division have been trained on its use |
| Vietnamese | ORMS Claim for Damages form | RASKC service pages | |
| Chinese | ORMS Claim for Damages form RASKC pet license brochure | RASKC service pages | |
| Russian | ORMS Claim for Damages form | RASKC service pages | |

| | | | |
|--------|-----------------------------|---------------------|--|
| Somali | ORMS Claim for Damages form | RASKC service pages | |
|--------|-----------------------------|---------------------|--|

Vital Documents/Public Communication Materials Inventory

Developing an inventory of the eight divisions' vital documents is underway.

Section 2: Analysis/prioritization of future needs

1. Have you identified key gaps existing language access policies, service levels, tracking methods? *Gaps have been identified, particularly with respect to OEM and a state legislative mandate regarding emergency communications. DES is exploring options to address those gaps.*
2. Have you identified amount/type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019. *RASKC, OEM, and Airport have identified some specific gaps, but the total backlog is not known at this time. However, based on community requests and/or patterns of use, DES has translated key documents and will continue to do so as needed.*
3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources? *DES does not track these metrics. When requests for translation or interpretation are received, DES agencies respond with appropriate resources, for example animal control officers in the field using Volance. Requests for translation and interpretation are reviewed to determine whether additional materials are needed and how to appropriately resource these needs.*
4. Do you have a plan and existing funds to work towards some of your translation and Interpretation goals for the remainder of 2018? ☒ Yes ☐ No Please describe these:

By the end of 2018, DES had translated key service pages for RASKC and made Claim for Damages forms available in five languages. In addition, OEM began work on a mandate from the state legislature to provide translations of emergency messages - this work is ongoing into 2019.

Section 3: Work plan

- Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|---|--|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | RASKC pet license form: COMPLETE | H: ORMS-Claims site H: Inquest site H: Airport noise reporting H: OEM Hazards pages M: FMD Incident Report H: FBOD Property Tax | H: Training of additional authorized Voiance users |
| Vietnamese | M: RASKC pet license form | H: ORMS-Claims site H: Inquest site H: Airport noise reporting H: OEM Hazards pages L: FMD Incident Report H: FBOD Property Tax | H: Training of additional authorized Voiance users |
| Chinese | RASKC pet license form: COMPLETE | H: ORMS-Claims site L: Inquest site L: Airport noise reporting H: OEM Hazards pages L: FMD Incident Report H: FBOD Property Tax | H: Training of additional authorized Voiance users |
| Russian | M: RASKC pet license form | H: ORMS-Claims site L: Inquest site L: Airport noise reporting H: OEM Hazards pages L: FMD Incident Report H: FBOD Property Tax | H: Training of additional authorized Voiance users |
| Somali | M: RASKC pet license form | H: ORMS-Claims site H: Inquest site L: Airport noise reporting H: OEM Hazards pages L: FMD Incident Report H: FBOD Property Tax | H: Training of additional authorized Voiance users |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------------|--|--|
| Translation | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: Contracted translators use their own internal quality assurance/quality control processes; DES runs translations through a second contractor for quality assurance/quality control as needed. | <input type="checkbox"/> No Do you need technical assistance? |
| Interpretation | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: Interpretation services are provided through Volance. Users and target audiences have not advised DES of any QA/QC issues. | <input type="checkbox"/> No Do you need technical assistance? |
| In-Language Outreach | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: Users and target audiences have not advised DES of any QA/QC issues. | <input type="checkbox"/> No Do you need technical assistance? |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort: *DES is working to create its first public outreach and engagement guide, integrating guidance from Office of Equity and Social Justice and other best practices. Some of this work will be done in the context of community engagement guidelines being developed with the assistance of project consultants. DES will establish a team to guide divisions, offices, and programs in this work. Designated staff and identified stakeholder groups will review a draft and provide input.*
3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives: *Continuous improvement toward ensuring all vital documents*

are translated into top tier languages; quantify number of downloads/views of translated documents on department webpages; HR data showing an increased number of bi- or multi-lingual staff, particularly in positions that directly serve customers; quantify number of staff trained to use Voiance; quantify number of calls to Voiance.

| Complaints | Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint. | | |
|---|--|-----------------------------|--|
| DES provides information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Other Please describe. |
| DES displays information on how to file a complaint online and at public service counters. | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Other Please describe. |

Please describe how your division handles complaints regarding the provision of language access services.

Complaints about DES' divisions service provision are tracked in the county's Constituent Resource Management (CRM) system. This system, a module in the Microsoft Office 365 software suite managed by KCIT, is available to all departments to track customer service issues.

Section Five: Total Department Budget for Language Access

DES does not specifically budget for these expenses.

| Language Access Services | Actual Expenditure 2017-2019 |
|--------------------------|------------------------------|
| Translation | Funded as needed |
| Interpretation | \$4,548.11 |
| In-Language Outreach | Funded as needed |
| Ethnic Media Ad-Buys | Funded as needed |

Thank you for your attention to making the King County a model county in language access.

Carline Whalen 10-25-19
Department Director Date

Division Staff Title Date

Division Staff Title Date

Hannulove Z. Makhaui - Immigrant + Refugee Program Mgr. 10/25/19
Immigrant and Refugee Policy & Strategy Analyst Date

Motion 15558

Dated December 2, 2019

Attachment S

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Motion 15558

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State**1. Department/Division/agency mission and purpose:**

If you live or do business in King County and outside a city or town, King County is your local government. The county maintains county roads and bridges, issues permits, manages land use planning, and provides many other services to unincorporated areas—which are grouped into seven Community Service Areas. The Department of Local Services is here to help connect you with these services. Our goal is to make it easy for you to find what you need, do what you need to do, and tell us what you think. The employees who provide those services will have a clearer mission focused on responding to the residents of unincorporated King County, and will be able to work as part of an organization that supports them through increased collaboration, coordination, and communication.

2. Geographic reach of primary services/facilities/programs:

The geographic reach of the primary services/facilities/programs of Local Services includes the urban and rural areas of unincorporated King County, which are grouped into seven Community Service Areas. These areas are: Bear Creek/Sammamish, Snoqualmie Valley/Northeast King County, Four Creeks/Tiger Mountain, Greater Maple Valley/Cedar River, Southeast King County, West King County, and Vashon/Maury Island. For more information, visit:

<https://kingcounty.gov/depts/local-services/community-service-areas.aspx>

3. Demographics of current user population:

The demographics of the Local Services resident/stakeholder population is varied and in line with county demographic data for unincorporated King County. The total population of the unincorporated area is estimated at just over 250,000 people as of 2015.

Here are the numbers from King County, PSB's 2015 report:

2010 Census Race and Ethnic Categories:

| | | |
|-----------------------------|---------|-----|
| Non-Hispanic White: | 228,392 | 70% |
| Black or African American: | 14,851 | 5% |
| Asian and Pacific Islander: | 40,799 | 13% |
| Native American and other: | 3,413 | 1% |
| Hispanic or Latino*: | 25,395 | 8% |
| Two or more race: | 12,152 | 4% |

2010 Census Age Structure:

| | | |
|--------------|---------|-----|
| 17 and under | 79,000 | 24% |
| 18 - 64 | 220,300 | 68% |
| 65 and over | 25,700 | 8% |

| POPULATION | |
|--------------------|----------------|
| 1990 | 513,298 |
| 2000 | 349,234 |
| 2005 est. | 364,500 |
| 2009 est. | 343,180 |
| 2010 Census | 325,002 |
| 2015 est. | 253,280 |

Population Growth, 1990-2000: -32%
Population Growth, 2000-2010: -2%

Households, 2010 Census: 118,101
Avg. H'hold Size, 2010 Census: 2.74

**Adjusted Housing Growth Target
for 2006-2031: 11,140**

4. Demographics of intended or priority populations:

Approximately 13% of the unincorporated King County population is Asian and Pacific Islander, 8% is Hispanic or Latino, and 5% Black or African American. The median household income is \$88,900. Certain rural areas have limited access to digital mediums and Wi-Fi access.

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☒ Yes ☐ No

Department Director's Office Communications planners analyze census data, county demographics, community meeting data, and Community Service Area Program data to determine the proper Limited English Speaking populations in need of translated materials for outreach. In addition, equity impact tools are utilized as appropriate and where resources allow.

6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves? Local Services Department Director's Office utilizes the most effective tools available to gather information about LES communities served. These tools include census data, county demographics, community meeting data, Community Service Area Program data. Geographic

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Information Systems, or GIS, is also employed to analyze and determine where the populations are located and what languages are prevalent in specific regions.

7. Existing language access policies, service levels, tracking methods:

Local Services utilizes best practices as recommended by King County's Office of Equity and Social Justice to meet the needs for language access. The guidelines set forth in King County's Language Tiers help guide decision making. Local Services departmental and division programs, when determined they have a known need, work with the Department Director's Office to translate public communication materials and vital documents into needed languages. When focusing on audiences that live in a specific geographic region, the county language maps that are available for Spanish, Vietnamese, Russian, Chinese, Korean and some African languages are utilized to guide decision-making. In addition to written translation of materials, Local Services utilizes Voiance translation services for oral interpretation services on an as-needed basis when assisting customers over the phone or in person at remote work sites or community events. Other translator or interpreter support is provided on a case-by-case contract basis with coordination and support from external agencies.

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian.

The chart below allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|---------------|--|--|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | The Department Director's Office provides, as needed, translation of printed materials including postcards notifying residents of upcoming projects or events. Postcards and other correspondence that is mailed to residents contain the phrase "To request this document in an | Most of the Department of Local Services' website is not currently translated, or configured for easy software translation. As the Department of Transportation disbanded and the Department of Local Services forms, a primary objective was to improve websites and to possible gain | Various language support is used for in-person interpretation. This includes using Voiance system, agency support, and other County and partner resources. The Department Director's Office, follows King County's translation contractors and work order processes that |



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|-------------|---|---|---------------------------|--|
| | alternative format, please call 206-477-9094 (TTY Relay: 711)." | permission to utilize machine-based translation applications where appropriate. | were established in 2012. | |
| Language 2: | All languages other than Spanish are area specific, determined by data analysis and follow the same protocols listed above. | | | |
| Language 3: | All languages other than Spanish are area specific, determined by data analysis and follow the same protocols listed above. | | | |
| Language 4: | | | | |
| Language 5: | | | | |
| Language 6: | | | | |

Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|--|---------------------------------|---|--|--|--|
| Presently working with staff to identify communications to translate. Gap analysis is slated to begin September 1, 2019 with the newly formed Department's ESJ committee. This gap analysis will identify other key documents within our department and associated resourcing needs. | | | | | |

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| | | | | | |
|--|---|------------------------|------|------|-----------|
| Brochures | N | | | | |
| Post Cards | N | | | | |
| Road closures | N | | | | |
| Signage | N | | | | |
| Fire Safety docs | Y | Spanish | 2017 | 2017 | Assessing |
| Code enforcement stop work docs | Y | Spanish | 2017 | 2017 | Assessing |
| Disclaimer and call outs to language support available. | N | | | | |
| 24/7 Helpline | N | | | | |
| Engagements in urban unincorporated King County (i.e. White Center, Skyway, Federal Way) | Y | Various, based on need | | 2019 | Assessing |
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Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

When Local Services produces public information documents, the Communications staff utilizes other department resources and outside agencies to ensure they are translated, if appropriate, for the audiences in need. With the reorganization of the Department of Transportation to the new Department of Local Services there has not yet been an opportunity to do a gap analysis. The gap analysis is slated to begin September 1, 2019 with the newly formed Department's ESJ Committee. This gap analysis will identify other key documents within our department and associated resourcing needs.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019

This work will begin in September with the newly formed, Department of Local Services' ESJ Committee. This gap analysis will identify other key documents within our department and associated resourcing needs. The 2020 Census and its demographic updates could also affect future outreach needs.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

Anecdotal evidence and customer comments suggest that there are disparities and information gaps in translation and interpretation resources. Thus far, Local Services has been purposefully inclusive in its approach in seeking out communities of color and low English speakers to solicit their input on how to approach our service delivery and other issues. Beginning in September, gap analysis with the newly formed Department's ESJ committee will identify other key documents and associated resourcing needs. The department is currently conducting outreach with stakeholders in known communities of color and low English speaking populations to that will further identify information gaps for the analysis.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☐ Yes ☒ No Please describe these:

The Department of Local Services began in January, 2019 and its budget did not exist until the current, 2019-2020 budget. Funding for translation and interpretation comes from existing communications and outreach budget, specific project funding options like grants or other, associated budgets. As part of the

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next biennium budget planning process, the gap analysis being conducted by the department's new, ESJ committee will identify known shortfalls and plan for future resources in the 2021-2022 budget.

Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

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| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: -Helpline directory and pocket-sized cards. 100% To be completed in Spanish by December 31st, 2020. Other languages will be assessed as needed with on-demand, short run orders available through contract with KC Print Shop. -Vital documents and application materials, such as for CSA Grants. By December 31 st , 2020, 100% of vital documents identified with translated options available on-hand or on-demand through contract. -Templated materials that highlight translation offerings or services. By the end of 2020, DLS will have on hand an archive library available to employees of templated translation items. | <ul style="list-style-type: none"> • Priority designation List of needs: -Utilize machine-based translation on websites where allowed. Follow-up with KCIT in 4 th quarter, 2019 to adhere to revised County guidance if available. For 2020, all identified priority pages will adhere to KCIT policy on machine-based translations or have other options available. -Translate vital pages into target languages. For Spanish, main Departmental splash page will have Spanish options for base information and contacts for support by end of 3 rd quarter, 2019. Other languages will be determined based on revised KCIT policies and needs. To be determined based on needs analysis slated to begin September 1, 2019. | <ul style="list-style-type: none"> • Priority designation List of needs: -Community meetings when need is identified. Spanish translation is available to be provided for every major meeting and other engagements as requested or assessed. 100% of Spanish-speaking staff onboard and identified. Departmental policy for internal support developed. Other contractor support identified and associated contracts emplaced. -Translated support systems like microphones and headphones need to be procured. Equipment, systems, and software all procured by December 31, 2020. |
| Language 2 | <ul style="list-style-type: none"> • Priority designation List of needs: All languages other than Spanish are area specific, determined by data analysis and follow the same priority listing above. | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 3 | <ul style="list-style-type: none"> • Priority designation | <ul style="list-style-type: none"> • Priority designation | <ul style="list-style-type: none"> • Priority designation |

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|------------|---|--|--|
| | List of needs: All languages other than Spanish are area specific, determined by data analysis and follow the same priority listing above. | List of needs: • | List of needs: |
| Language 4 | • Priority designation List of needs: | • Priority designation List of needs: | • Priority designation List of needs: |
| Language 5 | • Priority designation List of needs: | • Priority designation List of needs: | • Priority designation List of needs: |
| Language 6 | • Priority designation List of needs: | • Priority designation List of needs: | • Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|-----------|---|---|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: <p>-Update customer service card content. To be completed in Spanish by January 1, 2020. Other languages will be assessed as needed with on-demand short run orders available through contract with KC Print Shop.</p> <p>-New Services Directory translated into Spanish by January 1, 2019. Other languages will be determined based on the gap</p> | <ul style="list-style-type: none"> • Priority designation List of needs: <p>-Identify potential community needs for translated information. Stakeholder meetings underway to share best practices for translations and interpretations. Gap analysis slated to begin September 1, 2019 with the newly formed Department's ESJ committee. This gap analysis will identify other key documents within our department and</p> | <ul style="list-style-type: none"> • Priority designation List of needs: <p>-Community meetings (as needed). Spanish-speaking staff identified and associated policies developed by end of 2019.</p> <p>-Update CSA grants process and materials. CSA Grant applications in Spanish available by the fall of 2019, before the next application round begins.</p> <p>-Translated support systems like</p> |

| | | | |
|------------|---|--|---|
| | <p>analysis to begin 1 August.</p> <p>-CSA Grant applications in Spanish available by the fall of 2019, before the next application round begins.</p> <p>-Currently translated templated materials of generic messaging and recurrent phrases are available in Spanish, traditional Chinese, Somali, Vietnamese, and Korean. These will be expanded upon in the remainder of CY 2019.</p> | <p>associated resourcing needs.</p> <p>-Perform communications assets inventory 4th quarter, 2019.</p> | <p>microphones and headphones need to be procured. Local Services will procure microphones and headsets for interpretation before the next round of CSA Town Hall events slated to begin in September 2019.</p> |
| Language 2 | <ul style="list-style-type: none"> • Priority designation List of needs: <p>All languages other than Spanish are area specific, determined by data analysis and follow the same priority listing above.</p> | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 3 | <ul style="list-style-type: none"> • Priority designation List of needs: <p>All languages other than Spanish are area specific, determined by data analysis and follow the same priority listing above.</p> | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 4 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |

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|------------|---|---|---|
| Language 5 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| Language 6 | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: | <ul style="list-style-type: none"> • Priority designation List of needs: |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| Service | Do you have a system to measure quality of services? Please answer Yes or No for each service listed. | |
|----------------|--|--|
| Translation | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Local Services utilizes internal staff resources and external contracted agency support when measuring quality of translations, interpretation, or outreach. Also, our relationships with community stakeholder groups assures quality control by involving targeted populations and groups in the editing or review process. When complaints are received, the Local Services External Relations manager works with the staff to best address needs. Currently, policies and associated materials are being developed along with our overall Department ESJ planning. | <input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> Not at this time. |
| Interpretation | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Local Services utilizes internal staff resources and external contracted agency support when measuring quality of translations, interpretation, or outreach. Also, our relationships with community stakeholder groups assures quality control by involving targeted populations and groups in the editing or review process. When complaints are | <input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> Not at this time. |

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| | | |
|-----------------------------|--|--|
| | received, the Local Services External Relations manager works with the staff to best address needs. Currently, policies and associated materials are being developed along with our overall Department ESJ planning. | |
| <i>In-Language Outreach</i> | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Local Services utilizes internal staff resources and external contracted agency support when measuring quality of translations, interpretation, or outreach. Also, our relationships with community stakeholder groups assures quality control by involving targeted populations and groups in the editing or review process. When complaints are received, the Local Services External Relations manager works with the staff to best address needs. Currently, policies and associated materials are being developed along with our overall Department ESJ planning. | <input type="checkbox"/> No <i>Do you need technical assistance? Yes. Resources will be needed in the future to measure and implement in-language outreach.</i> |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

Local Services has, and maintains, a number of strong community partnerships and relationships with agencies that represent priority populations. Local Services will continue to utilize those relationships to consult on the effectiveness of our efforts. We may employ tools within these partnerships, and within the community as a whole, including surveys, focus groups, and face-to-face interaction.

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

With the reorganization of the Department of Transportation to the new Department of Local Services there has not yet been an opportunity to do a gap analysis or develop measures of success in regards to departmental objectives. Measures of success will include feedback from community groups and residents to align with other departmental metrics being established. Local Services currently maintains the asklocalservices@kingcounty.gov email address to take in resident complaints or queries. The gap analysis slated to begin in September, 2019 with the newly formed Department's ESJ committee and the development of performance measures for the Department and the Director's Office are underway.

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| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|--|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input checked="" type="checkbox"/> Other <i>Please describe.</i> Through our liaisons and partners we work with any resident that may have barriers to communication. More money needed to address adequately. |
| We display information on how to file a complaint. | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input checked="" type="checkbox"/> Other <i>Please describe.</i> Through our liaisons and partners we work with any resident that may have barriers to communication. More money needed to address adequately. |

Please describe how your division handles complaints regarding the provision of language access services.

Local Services utilizes internal staff resources and external contracted agency support when measuring quality of translations, interpretation, or outreach. Also, our relationships with community stakeholder groups assures quality control by involving targeted populations and groups in the editing or review process. When complaints are received, the Local Services External Relations manager works with the staff to best address needs. Currently, policies and associated materials are being developed along with our overall Department ESJ planning.

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

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| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|--|
| Translation | \$0 in direct allocation. Local Services uses funds budgeted in its communications or other budget allocations as needed, from project-specific grants and/or associated project budgets, and/or partner resources. There is no stand-alone budget for language support allocated in current 2019-20 budget. |
| Interpretation | See above |
| In-Language Outreach | See above |
| Ethnic Media Ad-Buys | See above. Budgeted as part of required notifications as needed. |

Thank you for your attention to making the King County a model county in language access.

| | | |
|--|-------------------------------------|------------------|
| <i>David Daw for John Taylor (DLS Director)</i> | <i>External Relations Manager</i> | <i>7/31/2019</i> |
| <i>Department Staff</i> | <i>Title</i> | <i>Date</i> |
| <i>Jerry Pionk</i> | <i>Chief Communications Officer</i> | <i>7/31/2019</i> |
| <i>Department Staff</i> | <i>Title</i> | <i>Date</i> |
| <i>Cheryl Binetti</i> | <i>Chief of Staff</i> | <i>7/31/2019</i> |
| <i>Department Staff</i> | <i>Title</i> | <i>Date</i> |
| <i>Immigrant and Refugee Policy & Strategy Analyst</i> | | <i>Date</i> |



Attachment T, Metro Transit

Language Access Plan Cover Page

This cover page should be completed and attached to all completed division plans. This cover page should be filled out by the Department Liaison(s) for Language Access and approved by the department director.

Introduction

From Ordinance 18665:

King County and all its contractors shall provide free interpretation and translation services as required by this chapter to limited-English-proficient persons. When a limited-English-proficient person seeks or receives benefits or services from a local agency, office or contractor, the agency, office or contractor shall make reasonable efforts provide prompt interpretation services in all interactions with the person, whether the interaction is done remotely or in person. King County agencies and offices shall either employ sufficient qualified bilingual employees or contract with remote language services to provide interpretation services in languages spoken by limited-English proficient county residents.

2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

3. Where an application or form administered by King County requires completion in English by a limited-English-proficient person for submission to a local, state or federal authority, King County or its contractor shall make reasonable efforts to provide oral interpretation of the application or form as well as acknowledgement by the limited-English-proficient person that the form was translated and completed by an interpreter. King County agencies shall provide support to contractors to meet the requirements of this section.

B. King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer.

SECTION 7. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018. The language assistance plans called for in this section shall be transmitted in the form of a paper original and an electronic copy to the clerk of the council, who shall distribute electronic copies to all councilmembers and the lead staff for the committee of the whole, the law and justice committee, the health, housing and human services committee or their successors.

Liaisons

Please provide the name of the Department//Division Liaison(s) who will oversee the implementation of the language access plan.

| <i>Name</i> | <i>Title</i> | <i>Phone Number</i> |
|--------------|---------------------|---------------------|
| David Lantry | Service Information | (206) 477-6068 |

Language Access Plan for Divisions

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services
- Notices of availability of free language assistance
- Summary explanations of department's direct services

Translation: The conversion of **written** communication from one language to another in a written format. The materials translated include: Multilingual Signage (e.g. language signs at reception areas), Vital Documents, web pages, written outreach materials, and educational and informational materials.

Interpretation: The **oral** conversion of communication of a spoken message from one language to another. Interpretation needs include: Community Meetings/Sessions, One-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service,

In-Language Community Outreach include Ethnic Media Ad Buys, Contracting with Community Based Organizations (CBOS) to do in-language outreach, and community education and information.

Section 1: Context and Current State

1. Division/agency mission and purpose:

King County Metro Transit is a division of King County's Department of Transportation. The agency's mission is to provide the best possible public transportation and mobility services to residents of King County.

2. Geographic reach of primary services/facilities/programs:

Transportation mobility services serving primarily King County and the near Puget Sound region.

3. Demographics of current user population:

King County Metro serves all income and age levels in the Puget Sound region. Census tract data shows that a large number of people with limited English proficiency use Metro. Many of the census tracts in King County where more than 5% of the population speaks a language other than English have heavily used bus routes.

4. Demographics of intended or priority populations:

All residents of King County and the region seeking public transportation options for work, school, services and recreation.

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? ☒ Yes ☐ No

6. What tools (census maps, school data, subcontractor data, community meeting data, etc) are you using to gather information about the LES communities that your Division/agency serves?

Metro relies on US Census Bureau, American Community Survey data for King County, language spoken at home. We also rely on transit ridership and Access Service data, as well as data from our Low Income Fare Transportation (LIFT) program.

7. Existing language access policies, service levels, tracking methods:

A primary tool for tracing language access policies and service levels has been the "Access to King County Metro Transit Service for People with Limited English Proficiency, Four factor Analysis and Implementation Plan." This report was prepared to meet the Title VI Program report to the Federal Transit Administration. This report, which is being updated in 2019 as part of the triennial Title VI Program Report Metro must provide to the Federal Transit Administration, tracks access to transportation service for low income and limited English speaking populations using public transportation services. The plan outlines guidelines for Printed materials, language line assistance, new signage and public outreach. A universal Interpreter symbol appears on all marketing and informational materials indicating a language line with multiple languages available.

8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

| Current State | Primary tools, methods, and channels for interactions | | |
|------------------------|---|--|---|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | All Basic public communications materials are translated in Spanish. These include Timetables, Rider Alerts, Rules of the Road and Orca materials. | Web and social media content is translated in Spanish. Web content uses a google translate feature for all material. | Metro Interpreter program via 206-533-3000 offers verbal translations of all Metro materials via the language line available in nine languages. |
| Language 2: Vietnamese | Metro prints many outreach and communications material in the second 8 second tier languages. These include Riding the Bus, Fare alerts, Welcome aboard Transit. Orca Lift materials. | Metro Online web sites offer translated alerts in all the languages offered by Google translate | See comment above for the first and second tier languages. |
| Language 3: Russian | As above | | |
| Language 4: | As above | | |

| | | | |
|------------------------|----------|--|--|
| Somali | | | |
| Language 5: Chinese | As above | | |
| Language 6: Korean | s above | | |

Vital Documents/Public Communication Materials Inventory

| Vital Document/ PCM: | Ever been translated? Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|---|------------------------------|---|---|-------------------------------|--|
| Transit route timetables | Y | Spanish. Interpreter telephone number. | March, 2018 | March, 2018 | none |
| Orca Lift brochures and other Orca materials | Y | Amharic, Arabic, Burmese, Chinese, Dari, Korean, Oromo, Punjabi, Russian, Somali, Spanish, Swahili, Ukrainian, Vietnamese | January, 2018 | January 2018 | none |
| Metro Transit Snow Guide | Y | Spanish | 2017 | 2017 | none |
| Metro and You Safety brochure | Y | Spanish, Chinese, | Feb.2017 | Feb. 2017 | none |
| Riding the Bus, A Multi-language Guide to Using Metro | Y | Amharic, Chinese, Khmer, Korean, Laotian, Punjabi, Russian, Somali, Spanish, Tigrigna, Ukrainian, Vietnamese | Oct. 2015 | Oct. 2015 | none |
| Alaskan Way Viaduct Closure brochure | Y | Amharic, Chinese, Khmer, Korean, Laotian, Punjabi, Russian, Somali, Spanish, Tigrigna, Ukrainian, Vietnamese | Oct. 2018 | Oct. 2018 | none |
| Various community outreach materials | Y | Translated into Spanish and other languages as indicated by neighborhood being served. | On-going | On-going | |
| Ride Right, Metro Bus Rider Code of Conduct | Y | Spanish | April 2017 | April 2017 | none |
| Title VI Compliance Form | Y | Spanish, with access to other languages via Google Translate | September 2018 | September 2018 | None |

Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?

King County Metro's decisions on which documents are translated and how distributed are currently spread across several sections including Marketing, Service Information, Rideshare/Paratransit and Market Development. The agency could benefit from some centralized decision making on these products, which is occurring as part of the creation of the new Metro Transit Department.

2. Have you identified amount / type of vital documents and public communication material translation materials that need to be completed and do you have a backlog of these? Please create an inventory of these needs for 2019.

The Triennial FTA audit identified three documents that needed to be posted on-line. This issue was resolved by November 4, 2018.

3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources?

None identified.

4. Do you have a plan and existing funds to work towards some of your translation and interpretation goals for the remainder of 2018? ☒ Yes ☐ No Please describe these:

Metro offers Language Line interpretation services for anyone in need of assistance with Customer Service issues (printed materials include the interpreter symbol and phone number). Metro also includes Google Translate on all web pages for ease of translation. In addition, Metro community engagement staff work carefully to assess the translation and interpretation needs of individual communities when seeking engagement and input about potential future service or fare changes.

Section 3: Work plan

1. Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives.

| Intended state by 2020 | 2020 improvement targets | | |
|------------------------|--|---|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: All vital documents available in Spanish | <ul style="list-style-type: none"> • Priority designation List of needs: Automated translate functions for Internet and social media postings | <ul style="list-style-type: none"> • Priority designation List of needs: Language Line available through Customer Services, interpretation during engagement processes as needed |
| Language 2: Vietnamese | <ul style="list-style-type: none"> • Priority designation List of needs: Communications materials, as appropriate, available in Tier 2 languages, depending on community needs | <ul style="list-style-type: none"> • Priority designation List of needs: Automated translate functions for Internet and social media postings | <ul style="list-style-type: none"> • Priority designation List of needs: Language Line available through Customer Services, interpretation during engagement processes as needed |
| Language 3: Russian | <ul style="list-style-type: none"> • Priority designation List of needs: Same as for Language 2 | <ul style="list-style-type: none"> • Priority designation List of needs: Same as for Language 2 | <ul style="list-style-type: none"> • Priority designation List of needs: Same as for Language 2 |
| Language 4: Somali | <ul style="list-style-type: none"> • Priority designation List of needs: Same as for Language 2 | <ul style="list-style-type: none"> • Priority designation List of needs: Same as for Language 2 | <ul style="list-style-type: none"> • Priority designation List of needs: Same as for Language 2 |
| Language 5: Chinese | <ul style="list-style-type: none"> • Priority designation List of needs: Same as for Language 2 | <ul style="list-style-type: none"> • Priority designation List of needs: Same as for Language 2 | <ul style="list-style-type: none"> • Priority designation List of needs: Same as for Language 2 |
| Language 6: Korean | <ul style="list-style-type: none"> • Priority designation List of needs: Same as for Language 2 | <ul style="list-style-type: none"> • Priority designation List of needs: Same as for Language 2 | <ul style="list-style-type: none"> • Priority designation List of needs: Same as for Language 2 |
| | Highest priority | Mid-level priority | Lower priority |

2019 plan to work towards 2020 goals:

| 2019 plan | 2019 plan | | |
|------------------------|--|---|--|
| Language: | Print materials and .pdfs of vital docs | Websites, email, social media content | In-person, interpretation services |
| Spanish | <ul style="list-style-type: none"> Priority designation List of needs: All vital documents available in Spanish | <ul style="list-style-type: none"> Priority designation List of needs: Automated translate functions for Internet and social media postings | <ul style="list-style-type: none"> Priority designation List of needs: Language Line available through Customer Services, interpretation during engagement processes as needed |
| Language 2: Vietnamese | <ul style="list-style-type: none"> Priority designation List of needs: Communications materials, as appropriate, available in Tier 2 languages, depending on community needs | <ul style="list-style-type: none"> Priority designation List of needs: Automated translate functions for Internet and social media postings | <ul style="list-style-type: none"> Priority designation List of needs: Language Line available through Customer Services, interpretation during engagement processes as needed |
| Language 3: Russian | <ul style="list-style-type: none"> Priority designation List of needs: Same as for Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: Same as for Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: Same as for Language 2 |
| Language 4: Somali | <ul style="list-style-type: none"> Priority designation List of needs: Same as for Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: Same as for Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: Same as for Language 2 |
| Language 5: Chinese | <ul style="list-style-type: none"> Priority designation List of needs: Same as for Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: Same as for Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: Same as for Language 2 |
| Language 6: Korean | <ul style="list-style-type: none"> Priority designation List of needs: Same as for Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: Same as for Language 2 | <ul style="list-style-type: none"> Priority designation List of needs: Same as for Language 2 |
| | Highest priority | Mid-level priority | Lower priority |

Section Four: Ensuring Quality & Continuous Improvement

The purpose of this section is to measure and ensure high quality language access services.

It is encouraged that all translations go through a third-party quality assurance review. If you have your translation completed by a translation vendor, this is an additional layer of review since vendors already provide a reviewer for all translations. There are three ways you can choose to have this third-party quality assurance review completed.

1. Translation Vendor. You may choose another vendor from your department's approved list of translation vendors to complete the quality assurance review.
2. Certified Translator. You may have your material(s) reviewed by internal staff who are certified in the target language.
3. Target Audience. Another option is to have your material reviewed by someone from your target audience. If you have relationships established with local community-based organizations that serve your target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

| <i>Service</i> | <i>Do you have a system to measure quality of services? Please answer Yes or No for each service listed.</i> | |
|-----------------------------|---|--|
| <i>Translation</i> | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> We work with community-based organizations | <input type="checkbox"/> No <i>Do you need technical assistance?</i> We work with community-based organizations |
| <i>Interpretation</i> | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> We work with community-based organizations | <input type="checkbox"/> No <i>Do you need technical assistance?</i> We work with community-based organizations |
| <i>In-Language Outreach</i> | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> We work with community-based organizations | <input type="checkbox"/> No <i>Do you need technical assistance?</i> We work with community-based organizations |

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort:

We work carefully and closely with community-based organizations on any proposed change to Metro services or fares.

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

We seek genuine engagement, and work with community-based organizations to enhance our efforts.

| <i>Complaints</i> | <i>Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.</i> | | |
|---|---|-----------------------------|---|
| We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers. | <input checked="" type="checkbox"/> Yes. Transit has a Title VI language and racial access complaint form. These are available through the customer service office and on line. | <input type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> We work with community-based organizations |
| We display information on how to file a complaint. | <input checked="" type="checkbox"/> Yes. Metro has signs in the customer service office indicating it does not discriminate and indicates how to file a complaint. These are in the top 9 languages and English. | <input type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> We work with community-based organizations |

Please describe how your division handles complaints regarding the provision of language access services.

We have a Title VI complaint process that is operated in conjunction with the Civil Rights Program.

We work with community-based organizations

Section Five: Total Department Budget for Language Access

Please fill out the following using the total from each division's plan. Refer to "Part Five: Implementation" for each Division

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|-------------------------------|
| Translation | |
| Interpretation | |
| In-Language Outreach | |
| Ethnic Media Ad-Buys | |

Thank you for your attention to making the King County a model county in language access.

Division Director *Date*

Division Staff *Title* *Date*

Division Staff *Title* *Date*

Immigrant and Refugee Policy & Strategy Analyst *Date*

Language Access Plan

In Preparation for 2020 Implementation

Overview

This language access plan is an evolving resource document outlining tools, policies, and procedures for King County Council's interactions with Limited English Proficient (LEP) populations in King County. The overall goal of this language access plan is to ensure that LEP individuals interacting with the Council have timely, accessible, and equal access to Council services.

King County Council will arrange for the provision of oral language assistance, translation services, and more in response to the needs of Limited English Proficient (LEP) residents in face-to-face, online, and telephone encounters with King County Council.

This language access plan describes Council policies and procedures for:

- Providing notice to limited English speakers of their right to service.
- Identifying LEP individuals and needed LEP services within the Council.
- Providing free spoken language interpreting.
- Offering free written translations on request.
- Updating and evaluating service needs.
- Hiring to meet multilingual service needs.
- Offering training on LEP service mandates to Council staff.¹

¹ City of Minneapolis. *Minneapolis in Any Language*. Minneapolis, MN, 2004.
http://www.minneapolismn.gov/www/groups/public/@clerk/documents/webcontent/convert_263025.pdf

Authorities

As a federally funded agency, King County Council is required to provide LEP individuals with **meaningful access** to programs and activities under several federal regulations, including but not limited to:

- A. Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency."
- B. Section 1557 of the Patient Protection and Affordable Care Act (ACA).
- C. Executive Order 12250, "Coordination Regulation."
- D. Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq.²

² City of Cleveland. *The City of Cleveland Language Access Plan*. Cleveland, OH, 2016.
http://209.200.155.143/sites/default/files/forms_publications/7.13.2017LanguageAccessPlan.pdf

Terminology

| | |
|---|---|
| Translation | The transfer of written communication from one language to another, with the intent and essential meaning of the original text preserved. |
| Vital Documents | Materials that provide essential information for accessing basic county services and benefits. Serious consequences may occur if the information is not provided. |
| Public Communication Materials | Materials that are intended for broad distribution to inform or educate people served by King County. For purpose of translation, “public communication materials” refers only to printed media such as brochures, posters, booklets, pamphlets, billboards, or advertisements in printed publications. |
| Limited English Proficient (LEP) | A person who does not speak English as a primary language, and who has a limited ability to read, speak, write, or understand English. |
| Interpretation | The transfer of oral communication from one language to another. |
| Meaningful Access | Language assistance that results in accurate, timely, and effective communication with LEP individuals. 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. ³ |

** For a full list of definitions, review the [Foreign Language Services Ordering Guide](#) and [Appendix A](#) of the King County Executive Order on Translation.

³ City of Cleveland. *The City of Cleveland Language Access Plan*. Cleveland, OH, 2016.
http://209.200.155.143/sites/default/files/forms_publications/7.13.2017LanguageAccessPlan.pdf

Section 1: Needs Assessment

King County Council will secure language service contracts that cover the most commonly-spoken languages in King County. If a person speaks a rarer language, the Council will locate and pay for best-fit resources.

King County Council will assess the language needs of constituents with the following sources:

- U.S. Census data.
- Internal use of translation and interpretation services.
- Community feedback and involvement.

King County Council will review and update language data on an annual basis. In addition, the Council will solicit feedback from community groups and LEP stakeholders to improve accessibility, efficiency, and cultural sensitivity.

Limited English Proficiency in King County

The United States Census estimates as of 2017 that 5.6 percent of King County households are Limited English Proficient.⁴

Top Three Languages Per District in King County (2019)⁴

| District | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | District 7 | District 8 | District 9 | County-wide |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| Top three languages spoken at home for LEP individuals five years and over | Chinese | Chinese | Chinese | Chinese | Spanish | Chinese | Spanish | Spanish | Spanish | Spanish |
| | Spanish | Spanish | Spanish | Spanish | Vietnamese | Spanish | Ukrainian | Chinese | Chinese | Chinese |
| | Russian | Vietnamese | Japanese | Tagalog | Chinese | Korean | Vietnamese | Vietnamese | Vietnamese | Vietnamese |
| Not in the top three, but in significant need of translation | | | | Amharic | Somali | Hindi | Tagalog | Somali | | Korean |

⁴ U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates.

****The top three languages are taken from the Public Use Microdata Areas (PUMA).**

- Note that these numbers are for populations with limited English proficiency, not multilingual proficiency.
- The data was not separated by district when surveyed. Some languages overlap with surrounding districts.
- Information is different from the Elections office. Election information is not recommended because elections are based on citizenship and voting registration, which is not representative of King County as a whole.
- The fourth language listed on the chart is not a top tier translated language in the county, but still has a significant amount of residence. Those languages should be included in language access services as a standard.

On its website, King County separates King County languages into three tiers: translation required, translation recommended, and translation encouraged. **King County Council will contract language service that covers all three tiers** as well as well as additional languages with a significant amount of residence or need.

Points of Contact

King County Council will provide resources that best align with the services and communication required at each point of contact with the Council. Points of contact include but are not limited to:

- Public meetings
- Reception
- Telephone calls
- Community outreach
- King County website

The following table indicates a few examples of appropriate resources and expectations for each point of contact:

| Point of Contact | Expectations of Staff | Tools and Resources |
|--|---|---|
| Phone | <ul style="list-style-type: none"> - Identify language spoken. Connect with bilingual staff, conference call with Language Line. | Language Line, Bilingual Advocates, etc. |
| One-on-One Participant Meetings (Intake, Case Planning, etc.) | <ul style="list-style-type: none"> - Ensure that an interpreter is available. - State that interpreters are available upon request, ideally with two-week notice. - Follow best practices for ensuring the participant's safety by securing the name of the interpreter in advance, requiring an interpreter confidentiality agreement, etc. | <p>In-Person Interpreting Agency</p> <p>Interpreter Confidentiality Agreement</p> |
| Services under Council | <ul style="list-style-type: none"> - Notify participant of available language services on an ongoing basis. - Immediately provide access Language Line when requested. | <p>Language Line</p> <p>Language-specific shelter tour video</p> |
| Community-Based Services | <ul style="list-style-type: none"> - Meet with community groups and provide information about LAP plan and resources so that they may assist in informing LEP individuals of the language assistance services available. - Allocate funding for community work in translation. | Flyers, I Speak Cards, brochures |
| Community Events | <ul style="list-style-type: none"> - Identify language spoken. Keep track of this to collect data. - Connect with Language Line to assess safety concerns and requests. | I Speak Cards, Language Line |
| Written Materials | <ul style="list-style-type: none"> - Review vital documents with the support of an interpreter during intake. | Additional translations can be arranged through selected translation agency. |
| Tracking System | <ul style="list-style-type: none"> - Input data into centralized system (excel spreadsheet or data management software) that tracks the translations requested. This will help identify what language services need improvement. | Data management software or Excel spreadsheet. |

Stakeholder Engagement

Including the community in this process is essential for ensuring that the Language Access Plan is linguistically and culturally appropriate. In its [Language Assistance Plan](#), the King County Superior Court identified the following organizations as possible community contacts:

- ADWAS - Abused Deaf Women's Advocacy Services
- Asian Counseling and Referral Service
- API-CHAYA – Southeast Asian Women's program
- Chinese Information Service Center
- Columbia Legal Services
- CONSEJO Counseling and Referral Service
- Eastside Domestic Violence Program
- Hearing, Speech and Deafness Center
- King County Protection Order Program
- Korean Women's Organization
- Northwest Justice Project
- REWA - Refugee Women's Alliance
- Seattle Housing Authority
- Various shelters in the area⁵

This list only covers a small portion of organizations that engage with LEP populations in King County. King County Council will reach out to and establish its own list of organizations that work with LEP populations. The Council will give these organizations the opportunity to provide feedback on the accessibility of this plan.

⁵ King County Superior Court. *King County Superior Court Language Assistance Plan*. Seattle, WA, 2016.
<https://www.kingcounty.gov/~media/courts/superior-court/docs/interpreter-services/language-assistance-plan-pdf.ashx?la=en>

Section 2: Language Services

King County Council will provide both interpretation and translation services at each point of contact with the Council. To ensure that LEP individuals make full use of these services, King County Council will:

- Lead active efforts to notify individuals of their right to free language services.
- Follow procedures to properly identify LEP individuals.
- Provide **qualified** interpretation and translation **whenever needed**.
- Track each service used by LEP individuals.

Notice

Providing notice is the first step in providing language service. It refers to the proactive notification of LEP individuals that language services are available to them, free of cost.

Language services are useful only if the people who need them understand that they are available and know how to access them at no cost. Simply putting up signs in the lobby is not enough.

In its language access plan, the U.S. Department of Health and Human Services outlines several steps it took to notify those who need language services, including:

- Designating a staff or individual responsible for notifying individuals with limited English proficiency who contact the agency.
- Distributing federal resources prohibiting discrimination against LEP individuals to its grantees, providers, contractors and vendors.
- Using public service announcements, non-English media and community and faith-based resources to reach target audiences.
- Prominently displaying appropriate language taglines on vital documents, web pages currently available in English only, technical assistance, and outreach material.
- Highlighting the availability of client-oriented materials in other languages on the department's website.

Identification

Identification is essential for accessing language services. It refers to the self or employee identification of an individual as Limited English Proficient.⁶

- LEP individuals can self-identify with materials (i.e. I Speak Cards) provided by King County Council, but **no employee should assume that an LEP individual will be able to self-identify.**
 - If a Council employee recognizes a possible need for language service, the employee should use language taglines to ask the individual if they would like an interpreter. If the answer is yes, interpretation and/or translation will be provided.
- Information collected about LEP individuals cannot be used to discriminate against groups or individuals.
- Immigration status is not relevant in determining whether a resident of King County is eligible for the LEP services outlined in this plan.
 - King County Council employees should not ask an LEP individual about their immigration status, even in casual conversation.
 - All LEP individuals are eligible for Council services.

⁶ City of Minneapolis. *Minneapolis in Any Language*. Minneapolis, MN, 2004.
http://www.minneapolismn.gov/www/groups/public/@clerk/documents/webcontent/convert_263025.pdf

Interpretation

Interpretation is the transfer of oral communication from one language to another. Interpretation described in this language access plan applies to the phone or in-person interaction between an LEP individual and a qualified interpreter.

General Policies

- King County Council will offer free in-person and over-the-phone interpretation.
- King County Council will place **notices** about free in-person and over-the-phone interpretation at every point of contact with the public as well as in outreach and training material.
 - See the **Notice** section for policies and types of notices and Your Right to an Interpreter for an example poster.
- King County Council will provide interpreters for public meetings **at request**.
 - Since interpretation (especially in-person interpretation) isn't always available, interpreter requests must be filed **at least five days in advance**.
- King County Council will use competent, trained, and culturally sensitive interpreters who are either certified or registered (if certification for a language is not available).
 - This covers both in-person and over-the-phone interpreters.
 - See **Interpreter Qualifications** for more details.
- If an interpreter is not immediately available, the Council can use a language application from a list of approved applications. **This is just a placeholder until interpretation is available.**
 - The Council will provide information about translation and interpretation applications as needed.
 - See the **Resources** section for a list of applications that can be used on-demand.
- King County Council will keep and update a list of interpreters and interpretation services for employee use.
- Interpreters will sign a confidentiality agreement to ensure privacy.

Interpreter Qualifications

- Interpreters should be certified or registered. King County Council may only provide non-certified and non-registered interpreters if certified or registered interpreters are not available.
 - Certified interpreters have passed oral and written exams and have gone through training.

- King County Council will follow the requirements for court interpreter certification. Court interpreters are familiar legal and colloquial language, both of which are applicable in legislative proceedings.
- For a list of languages Washington State certifies and/or registers, see the [Washington State Court Interpreter Requirements](#) or the [King County Superior Court Language Access Plan](#).
- Contracted interpreters are preferable to non-contracted interpreters. That said, King County has a limited list of contracted interpreters. Non-contracted interpreters are acceptable when the situation calls for it.
 - For a list of contracted interpreters, see the **Resources** section.
- Multilingual staff may assist in securing an interpreter but should not interpret unless there is an emergency.
 - Do not assume that being a native speaker qualifies someone to interpret conversations or translate written documents. Interpretation, translation, and other in-language tasks often require the use of industry-specific terminology, specialized skills, and experience.
 - Competency requires more than self-identification as multilingual. The most accurate way to validate language proficiency is through an independently-administered language assessment and periodic reassessment.
 - Consider creating and disseminating standard policies and procedures to assess and track the language proficiency of multilingual personnel. The policy should specify who can access the Council's list of multilingual personnel and who may use multilingual personnel for certain language tasks.
- Minors **may not** interpret unless there is an emergency.

Sample Procedure for Phone Interpretation⁷

1. **Determine need for interpretation.** Have the LEP caller point to their language on an I Speak or babel notice or ask them if they need interpretation.
2. **Identify the appropriate vendor.** King County maintains relationships with a few certified interpretation services. The list these services can be found in the **Resources** section.
3. **Use the conference feature on the phone** to place the LEP caller on hold or place the phone on "Speaker" mode if the LEP resident is face-to-face.
 - a. When placing an outbound call to an LEP speaker, **begin at Step 4**. If you need assistance placing a call to the LEP speaker, please inform the interpreter or agent at the beginning of the call.
4. **Call the interpretation vendor.**

⁷ City of Cleveland. *The City of Cleveland Language Access Plan*. Cleveland, OH, 2016.
http://209.200.155.143/sites/default/files/forms_publications/7.13.2017LanguageAccessPlan.pdf

5. **Provide your Client ID #** (if applicable).
6. **Select the language you need** or press 0 for agent assistance if you do not know the language.
7. **Brief the interpreter.** Summarize what you wish to accomplish and provide any special instructions.
8. **Continue the call with the LEP speaker.**
 - a. Pause frequently to allow the interpreter to translate information.
 - b. Periodically check with the interpreter to see if you are speaking too fast, slowly, or softly, to ensure comprehension.
 - c. Understand that words of emotions and expressions may not have the same meaning when directly translated.
 - d. Talk directly with your client.
 - e. Avoid oversimplification of important explanations, idioms, and colloquialisms.
9. **Say "End of Call" to the interpreter** when your call is complete.

*** Note: This sample procedure is the process used by one of King County's contracted services, Language Line. The procedure is detailed further in Cleveland's Language Access Plan.*

Sample Procedure for In-Person Interpretation

In-person interpretation refers to interpretation with both the LEP speaker and the interpreter physically present. Because physical interpreters must be at a specific location at a specific time, they are not ideal for immediate interpretation services. Many interpreter services require a few days' notice. King County Council will use in-person interpreters for emergency situations and scheduled meetings and events, if needed.

1. **Call an interpretation service** to see if an interpreter is available.
2. **Set a location and time for interpretation.**
 - a. Depending on the request, some interpreters need notice and cannot interpret immediately.
 - b. Make sure to account for extra time to fully interpret communication back and forth.
3. **Brief the interpreter** about what you wish to accomplish and provide any special instructions.
4. **Let the interpreter know** when the service is completed.

Translation

Translation is the transfer of written communication from one language to another, with the intent and essential meaning of the original text preserved. King County Council provides numerous services that require use of written documents. Communicating information from written material is extremely important to ensure the accessibility of essential King County services.

To allow time for translation before constituents already need it, King County Council will translate the most frequently used and requested services into King County's primary languages.

Translation Policies

- King County Council will offer translation services for **all King County Council written material** at no cost to LEP individuals.
- King County Council will translate the most frequently-used services into the primary languages in King County.
 - This includes webpages, written documents, signs, notices, and more.
- King County Council will use contracted translation services. If contracted services do not fit the situation, employees may follow translation procedures with non-contracted vendors.
 - For a list of translation contractors, see the **Resources** section.
- King County Council will review written material and overall communication with constituents to determine additional items for translation.
- King County Council will keep a list of translated documents **on file** for employees to access.
- King County Council will set the standard time for translation at **two weeks**.
 - Depending on the request, translation might take a significant amount of time.
 - * Staff needs to allocate time for all the procedures involved with this process.
- King County Council will identify staff to review translation as a last set of eyes.

Translation Procedures

King County lists the translation work order process on its website. Employees of King County Council must additionally track the specifics of translation requests from its constituents, to improve the availability of services for the future. For additional policies on translation, consult the King County Translation Process Manual.⁸

Translation Work Order Process⁹

| | |
|--------|---|
| Step 1 | <p>King County Council sends the <u>Work Order</u> to the contractor(s).</p> <ul style="list-style-type: none">• If the cost is under \$5,000, agencies may proceed with one contractor.<ul style="list-style-type: none">• Go to Step #5.• If the estimated cost is between \$5,000 and \$25,000, agencies will request quotes from at least three contractors.• If the estimated cost is \$25,000 or more, all listed contractors will be asked to participate in the solicitation process.• Complete the "Agency" sections of the work order and attach the English version of the work to be translated.• Need to consider Council process for approving expenditures. |
| Step 2 | <p>Contractors fill out the "Contractor" sections of the work order and return to the agency by the stated deadline.</p> |
| Step 3 | <p>King County Council evaluates the work order responses and selects one contractor.</p> <ul style="list-style-type: none">• The agency will review the responses received by the stated deadline.• The lowest quoted price, or the proposal that best meets the stated selection criteria (i.e. proposal approach and personnel), will be selected for award.• Agency is responsible for retaining the documentation of the selection process. |

⁸ King County Executive, *King County Written Language Translation Process Manual: Guidelines, Effective Practices, Maps, Resources*. Executive Order INF 14-2 (AEO) Written Translation Process, Appendix B. King County, 13 October 2010.

https://www.kingcounty.gov/~media/operations/policies/documents/inf142aeo_appxb.ashx?la=en

⁹ "Translation and Interpretation." King County. January 11, 2017. Accessed June 17, 2019.

<https://www.kingcounty.gov/audience/employees/translation-interpretation.aspx>.

| | |
|--------------|--|
| Step 4 | <p>Once a selection has been made, the agency enters a service request to secure approval from Procurement for the selection.</p> <ul style="list-style-type: none">• <u>PCS Service Request</u> |
| Step 5 | <p>The agency creates and approves the requisition and Procurement creates the purchase order.</p> |
| Step 6 | <p>The agency contacts the awarded contractor so that work may begin.</p> |
| Review Board | <p>Identify staff to review documents for accuracy as a last set of eyes.</p> |

Tracking

King County Council will track translation and interpretation services as they are used. Interpretation and translation data will be kept separately.

Data will include the following:

- Request
- Name of written material (for translation)
- Language
- Type of request
- Time sensitivity
- Date of request
- Date of completion
- Service used
- Cost of service

Tracking Examples

Interpretation

| # | Type of Request | Request | Language(s) | Date Requested | Completed | Time Sensitive | Service |
|---|-----------------|---|-------------|----------------|-----------|----------------|--------------------------------|
| 1 | Public Meeting | Interpreter for public meeting on 3/14/19 | Korean | 3/8/2019 | 3/14/2019 | Date certain | Office of Interpreter Services |
| 2 | Town Hall | Interpreter for town hall request | Somali | 3/20/2019 | 3/20/2019 | Date certain | Language Line |

Translation

| # | Type of Request | Request | Language(s) | Date Requested | Completed | Time Sensitive | Service |
|---|-----------------|------------------------------------|-------------|----------------|-----------|--------------------|---------------|
| 1 | Poster | Translation of hand-washing poster | Spanish | 7/3/2019 | 7/12/2019 | Public health ASAP | Language Line |

Section 4: Training and Staffing

King County Council will provide training to all employees that interact with LEP individuals. This training will cover ethics, procedures, and policies for identifying and providing language services to LEP individuals.

In addition, King County Council will designate a team and/or person to oversee the implementation of the language access plan and evaluate the success of its services. Many agencies with language access plans employ a Language Access Coordinator to advise and oversee the process.

Section 5: Evaluation

King County Council will review and update this plan every year. In addition, King County Council will conduct a thorough evaluation of all the language services that the Council offers.

The annual evaluation will include:

- Assessment of the number of King County residents with LEP.
- Assessment of the current level of services delivered to LEP individuals.
 - This includes the review of tracking data collected with every service.
- Assessment of training levels of Council staff regarding LEP services.
- Feedback and comments from LEP communities, including LEP community organizations and advocacy groups, on the effectiveness of the Council's LEP services.¹⁰

¹⁰ City of Minneapolis. *Minneapolis in Any Language*. Minneapolis, MN, 2004.

http://www.minneapolismn.gov/www/groups/public/@clerk/documents/webcontent/convert_263025.pdf

Section 6: Resources

Translation and Interpretation Contractors

King County has contracted translation and interpretation services that in some cases serve up to 240 languages. A current list with is on the county website under “Awarded Contracts.” These contractors **do not** require a work order.

Non-contracted services **do** require a Work Order.

Apps that can be used On Demand

| | Name | Method | Languages | | Cost | Noted Features | App |
|---|----------------------------------|----------------|-----------|----------------|--|---|-------------------------|
| 1 | iTranslate Voice 3 | Voice and text | 42 | Has ear pieces | Free or iTranslate Pro \$9.99 or \$39.99 | <ul style="list-style-type: none"> Offline Translation Mode avoids high roaming charges. Voice Mode instantly starts voice conversations in many languages. Website Translation translates entire websites with built-in translation browser. Looks up verb conjugations in different tenses. | iOS and Android |
| 2 | SayHi | Voice | 90 | | Free | | iOS, Google, and Amazon |
| 3 | Microsoft Translator/ web access | Text | 60 | | Free | | iOS, Android, and web |
| 4 | Papago | Voice and text | 3 | Mainly Asian | Free | | iOS and Android |
| 5 | Speak and Translate | Voice and text | 10 | | Free | | iOS and Android |

References

King County

[King County Written Language Translation Process Manual](#)

[Translation and Interpretation: Resources for Employees](#)

[King County Superior Court Language Assistance Plan](#)

[King County Language Tiers](#)

[Translation Work Order](#)

[List of Translation and Interpretation Contractors](#)

City of Seattle

Maha Jahshan, Language Access Specialist for City of Seattle (206) 615-0195 or
maha.jahshan@seattle.gov

[Seattle Language Access Program](#)

Language Access Planning

[Minneapolis in Any Language](#)

[The City of Cleveland Language Access Plan](#)

[Department of Health and Human Services Language Access Plan](#)

[Language Access Assessment and Planning Tool](#)

[Guide to Developing a Language Access Plan](#)

Language Services

[Tips for Working with a Sign Language Interpreter](#)

Notices

[Your Right to an Interpreter](#)

[Translated Resources for Covered Entities](#)

[I Speak Cards](#)

Further Information

[Foreign Language Services Ordering Guide](#)

<https://www.lep.gov/>