



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.

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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.


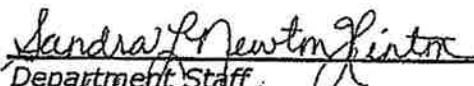
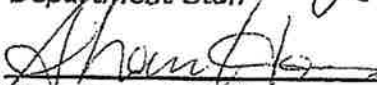
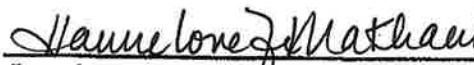
Section Four: Ensuring Quality & Continuous Improvement

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
		10/25/19
Immigrant and Refugee Policy & Strategy Analyst Program Manager		Date