

Attachment P, Department of Judicial Administration



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.

<i>Name</i>	<i>Title</i>	<i>Phone Number</i>
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-interpretation 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:
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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.

<i>Dept.</i> 		<i>9/11/18</i>
<i>Division Director</i>		<i>Date</i>
	<i>Confidential Secretary II</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>