

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 |

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| 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 |
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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 |

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|---------------------------|--------------------------------|--|--|
| | 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. | | | |
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| 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

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: 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 MEDIUM Conduct a targeted, qualitative survey for LES clients receiving services at Public Health Centers to measure quality of our interpreter services MEDIUM After visit summary & medication compliance instructions will be provided in clients' own language in written or oral format MEDIUM Create training & communications plan to ensure that staff are consistently capturing language information in our | <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 MEDIUM Emailing/texting of messages in Spanish to be implemented within CHS for specific Programs: WIC, Dental. | <ul style="list-style-type: none"> • Priority designation List of needs: MEDIUM If funding secured, pilot use of Public Health interpreters as part of Video Remote Interpreting (VRI) model for on-demand visual interpretation |

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| | 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</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> |

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| | <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: |

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| 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.

| | | |
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| <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> 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 <i>Do you need technical assistance?</i> 36T36T |

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| | 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 |

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| | submit a form with questions, comments, complaints. | | |
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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.

| | | |
|--------------------------|--|----------------|
| <i>Jerry DeGriek</i> | <i>Deputy Director & Regional Health Administrator</i> | <i>9/11/18</i> |
| <i>Division Director</i> | | <i>Date</i> |

| | | |
|------------------------|---|----------------|
| <i>Annette Holland</i> | <i>Program Manager for Interpretation</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> |
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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:

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 work 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

- 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>_____</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> |

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| | <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> | | |
| <p>Language 2 Vietnamese</p> | <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> |

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| | <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> | | |
| <p>Language 3 Somali</p> | <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> |

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| | <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> | <p>Identify best process to provide information</p> | |
| <p>Language 4 Russian</p> | <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> |

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| | <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> |
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| | <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> | | |
| <p>Language 5 Chinese</p> | <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> <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 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> |

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| | <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> | | |
| <p>Language 6 Korean</p> | <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> |

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| | <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 | <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> 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> |
| <i>Interpretation</i> | <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> |
| <i>In-Language Outreach</i> | <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 Funds not from EHS (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.

Dylan Orr *Assistant Division Director* *9/11/18*

Division Director *Date*

Adiam Mengis *Educator Consultant* *9/11/18*

Division Staff *Title* *Date*

Damarys Espinoza *Educator Consultant* *9/11/18*

Division Staff *Title* *Date*

Immigrant and Refugee Policy & Strategy Analyst *Date*

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: <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: |
|--|---------------------------|---|---|-------------------------------|--|
| 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. |
| <p>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.</p> | | | | | |
| 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 | | | | |

| | | | | | |
|---|---|--|--|--|--|
| 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 - 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 | - Food Rating System - Health advisories | No | Yes Have bi-lingual staff |
| Language 3: Vietnamese | - Food Rating System - Food worker card - Safe food handling practices | Food worker card | Yes Have bi-lingual staff |
| Language 4: Chinese | - 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 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 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 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 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 Ukranian 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 Ukranian 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 Please describe how you measure quality: 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 Do you need technical assistance? 36T36T |
| Interpretation | <input type="checkbox"/> Yes Please describe how you measure quality: 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 Do you need technical assistance? 36T36T |
| In-Language Outreach | <input checked="" type="checkbox"/> Yes Please describe how you measure quality: We use focus groups to test out our materials and we test residents' knowledge following outreach activities. 36T36T | <input type="checkbox"/> No Do you need technical assistance? |

| | | |
|--|--|--|
| | <p>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.</p> | |
| | | |

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> | | |
|--|---|--|---|
| <p>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.</p> | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Other <i>Please describe.</i> |
| <p>We display information on how to file a complaint.</p> | <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. |
| | | | | | |

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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 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

- 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.

| <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 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. <i>Please describe how you measure quality:</i> | <input type="checkbox"/> No <i>Do you need technical assistance?</i> 36T36T |
| <i>Interpretation</i> | <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. <i>Please describe how you measure quality:</i> 36T36T | <input type="checkbox"/> No <i>Do you need technical assistance?</i> 36T36T |
| <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? We do not do outreach.</i> |

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| | | 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:

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>Date</i> |
| <i>Laura Hutchinson, Program/Program Planner II</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> |

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 <u>Examples:</u> *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 |
| <p>Spanish (APDE/CDIP/COO)</p> | <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 | <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> 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 |
| <i>Interpretation</i> | <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 |
| <i>In-Language Outreach</i> | <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-interpretor 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 |
| <p>Various illustrated information sheets (infographics). Examples in Spanish include:</p> <ul style="list-style-type: none"> • <u>Chickenpox (Varicella)</u> • <u>E. coli O157:H7</u> • <u>Giardiasis</u> • <u>Hantavirus</u> • <u>Head lice</u> • <u>Hepatitis A</u> • <u>Hepatitis B</u> • <u>Influenza ("flu")</u> • <u>Measles</u> • <u>Meningococcal disease</u> • <u>Methicillin-resistant S. aureus (MRSA)</u> • <u>Mumps</u> • <u>Norovirus</u> • <u>Pertussis (whooping cough)</u> • <u>Raw (unpasteurized) milk</u> • <u>Salmonellosis</u> • <u>Shigellosis</u> • <u>Tuberculosis (TB)</u> • <u>Typhoid and Paratyphoid Fever</u> • <u>Yersiniosis</u> <p>CD/Imms</p> | 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. |
| 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 List of needs: Note to readers: 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. High Priority: <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 List of needs: High Priority: HIV/STD: translate 3 more web pages (6 total) and share 10 additional translated items on social media (20 total). Medium Priority: Low Priority: TB: Work with communications team to explore development of additional web content specific to TB | <ul style="list-style-type: none"> Priority designation List of needs: High Priority: <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: 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: 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 |

| | | | |
|----------|---|---|--|
| | <p>List of needs:</p> <p>High Priority: TB: Notice of Availability of free language assistance/NOPP + consent</p> <p>Medium Priority:</p> <p>Low Priority: HIV/STD: as needed</p> | <p>List of needs:</p> <p>High Priority:</p> <p>Medium Priority:</p> <p>Low Priority: HIV/STD: as needed TB: as needed. Website has limited information and geared towards providers</p> | <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: TB: Notice of Availability of free language assistance/NOPP + consent</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: as needed. Website has limited information and geared towards providers</p> | <ul style="list-style-type: none"> • Priority designation <p>List of needs:</p> |
| | 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 | <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> 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 <i>Do you need technical assistance?</i> |
| <i>Interpretation</i> | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> 37T37T We use certified interpreters and employees who have passed competency tests. | <input type="checkbox"/> No <i>Do you need technical assistance?</i> 37T37T |
| <i>In-Language Outreach</i> | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> 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 <i>Do you need technical assistance?</i> 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> |
| <hr/> | | |
| <i>Division Director</i> | | <i>Date</i> |

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

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

| | | |
|--|--|-------------|
| <hr/> | | |
| <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-interpretor 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: 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.

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

| | | | | | |
|---|----------|--|---|------------|---|
| <p>News releases</p> <p>Note: Public Health includes most ethnic media on all English news releases. If translated, media for those language groups receive the translated news releases.</p> | <p>Y</p> | <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> | <p>Time sensitive documents, no revisions</p> | <p>N/A</p> | <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> |
| <p>Blog articles for PublicHealthInsider.com</p> | <p>Y</p> | <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: Public Health encourages immigrant clients to access services without fear</p> <p>Chinese-simplified: http://bit.ly/2v0bYPf</p> <p>Chinese-traditional: http://bit.ly/2vuxiPU</p> | <p>Time sensitive documents, no revisions</p> | <p>N/A</p> | <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> |
| <p>Facebook @KCPubHealth</p> <p>Spanish emergency health alert account: @ListoCalixto</p> | <p>Y</p> | <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> | <p>Time sensitive documents, no revisions</p> | <p>N/A</p> | <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 | | | Chinese Vietnamese Russian Korean Amharic |
| 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> |

| | | | | | |
|--|---|--|--|--|---|
| Stop Germs, Stay Healthy! Handwashing materials | Y | <ul style="list-style-type: none"> • English • Amharic • Arabic • Bosnian • Chinese • Farsi • French • Hmong • Khmer • Korean • Laotian • Nepali • Oromo • Portuguese • Punjabi • Russian • Somali • Spanish • Tagalog • Tigrigna • Ukrainian • Vietnamese | 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: Public Health materials in multiple languages | Y | Page contains links to materials translated into: | Varies by document, ranging from more than 10 years (Stop | This webpage compiles materials across | Text on webpage for each language should be translated into |

| | | | | |
|---|--|--|---|--|
| | <ul style="list-style-type: none"> • American Sign Language (ASL) • Amharic • Arabic • Bosnian • Burmese • Chinese (traditional) • Farsi • French • Hindi • Hmong • Karen • Khmer • Korean • Kosraen • Laotian • Marshallese • Nepali • Oromo • Portuguese • Punjabi • Romanian • Russian • Somali • Spanish • Swahili • Tagalog (Filipino) • Thai • Tigrigna • Ukrainian • Vietnamese | <p>Germs, Stay Healthy! hand washing poster) to within the last year (Stay Safe in the Heat mini comic book)</p> | <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: Photo Consent form | <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: Photo Consent form | <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 |
| | | <ul style="list-style-type: none"> Portal page (built from Russian translated materials page) | |
| 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 |
| | | <ul style="list-style-type: none"> Portal page (built from Somali translated materials page with video/audio) | |
| 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: 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: Photo consent form | <ul style="list-style-type: none"> Priority designation List of needs: 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: Photo consent form | <ul style="list-style-type: none"> Priority designation List of needs: 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 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 | <ul style="list-style-type: none"> Priority designation List of needs: <ul style="list-style-type: none"> 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 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 |
| | 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 | <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> 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 <i>Do you need technical assistance?</i> |
| <i>Interpretation</i> | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> We only use certified interpreters, such as those from our in-house medical interpreter staff or from an interpretation agency. | <input type="checkbox"/> No <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> 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:

- 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.

Cyndi Schaeffer, Chief of Staff, Office of the Director *9/10/18*

Division Director *Date*

James Apa, Director of Communications *9/10/18*

Division Staff *Title* *Date*

Meredith Li-Vollmer, Risk Communication Specialist *9/10/18*

Division Staff *Title* *Date*

Immigrant and Refugee Policy & Strategy Analyst *Date*

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-interpretor 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 |
| What to do when a boil water order is issued (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. |
| What to do when a boil water order is issued (for food establishments) | Y | Amharic Chinese (Traditional and Simplified) Korean Somali Spanish Vietnamese | 2016 | 2016 | |
| Carbon monoxide facts | 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 |

| | | | | | |
|--|---|---|------|------|--------------------|
| Survivor Tales comic books | Y | Chinese Spanish Vietnamese | | | Grant program over |
| No Ordinary Flu (pandemic preparedness comic book) | Y | <ul style="list-style-type: none"> • Amharic • Arabic • Bosnian • Burmese • Chinese • French • Farsi • Hmong • Khmer • Korean • Laotian • Nepali • Oromo • Portuguese • Punjabi • Russian • Somali • Spanish • Tagalog/Filipino • Tigrigna • Ukrainian • Vietnamese | 2008 | 2010 | |
| Pandemic flu planning checklist for individuals and families (created with Communicable Disease-Epi) | Y | <ul style="list-style-type: none"> • Chinese • Korean • Russian • Somali • Spanish • Tagalog/Filipino • Ukrainian • Vietnamese | | | Amharic |
| Family health information sheet (created with Communicable Disease-Epi) | Y | <ul style="list-style-type: none"> • Chinese • Korean • Russian • Somali • Spanish • Vietnamese • | | | Amharic |
| How to care for someone with influenza (for pandemics) | Y | <ul style="list-style-type: none"> • Chinese • Korean • Russian • Somali • Spanish | | | 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) |
| Septic tank systems during power outages or floods (created with Environmental Health) | N | | | | Spanish Chinese Vietnamese Russian Somali Amharic |
| How to treat and prevent hypothermia | Y | Spanish Chinese Korean Russian Somali Vietnamese | | | Amharic |
| How to create an emergency toilet (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

- 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 | <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> | <input 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> We only use certified interpreters, such as those from our in-house medical interpreter staff or from an interpretation agency. | <input type="checkbox"/> No <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> 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.

Cyndi Schaeffer, Chief of Staff, Office of the Director *9/10/18*

Division Director *Date*

Carina Elsenboss, Director of Preparedness *9/10/18*

Division Staff *Title* *Date*

Meredith Li-Vollmer, Risk Communication Specialist *9/10/18*

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 |
| <p>1. Division/agency mission and purpose:</p> <p>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:</p> <p><i>Vision:</i> 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.</p> <p><i>Mission:</i> 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.</p> <p><i>Values:</i> 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.</p> | |
| <p>2. Geographic reach of primary services/facilities/programs:</p> <p>Primarily internal services to Public Health. Some services provided to larger Seattle & King County population.</p> | |
| <p>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.</p> | |
| <p>4. Demographics of intended or priority populations: Spanish, Somali, Vietnamese, and Russian speakers.</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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>The Admin Division currently does not, but CHS does via Interpreter Services</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?</p> <p>Our Electronic Records System has the ability to capture this data.</p> | |
| <p>7. Existing language access policies, service levels, tracking methods:</p> <p>Public Health & King County Translation Policies.</p> | |

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. |

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|---|----|----|----|----|--|
| 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. |
| KINGSTDPAPUNSAT (STD clinic letter re: Pap unsatisfactory) | No | No | NA | NA | We will work with Interpreter Services to translate required forms to meet population needs. |
| KINGSTDPOCTRESULT (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. |
| KINGSTDretesting (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. |
| KingTBTestresults (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 Assess and determine if additional form letters to patients can and should be translated. | Priority designation Low On public facing website have NOPP available in all needed languages | <ul style="list-style-type: none"> Priority designation— List of needs: |
| Vietnamese | <ul style="list-style-type: none"> Priority designation: High Assess and determine if additional form letters to patients can and should be translated. | Priority designation Low On public facing website have NOPP available in all needed languages | <ul style="list-style-type: none"> Priority designation-- List of needs: |
| Russian | <ul style="list-style-type: none"> Priority designation: High Assess and determine if additional form letters to patients can and should be translated. | Priority designation Low On public facing website have NOPP available in all needed languages | <ul style="list-style-type: none"> Priority designation-- List of needs: |
| Somali | <ul style="list-style-type: none"> Priority designation: High Translate ROI and Consent. Assess and determine if additional form letters to patients can and should be translated. | <ul style="list-style-type: none"> Priority designation Low On public facing website have NOPP available in all needed languages | <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.

| <i>Service</i> | |
|-----------------------------|---|
| <i>Translation</i> | <input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> <i>We use approved vendors, and have all translations peer-reviewed for accuracy.</i> NA |
| <i>Interpretation</i> | <input checked="" type="checkbox"/> NA |
| <i>In-Language Outreach</i> | <input checked="" type="checkbox"/> NA <i>Please describe how you measure quality:</i> 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. CHES 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.

| | | | |
|---|---|--|---|
| <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> 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

| <i>Language Access Services</i> | <i>Total Budget Allocated</i> |
|---------------------------------|---|
| Translation | <i>There is no specific budget line item in CHESS for Language Access Services</i> |
| Interpretation | <i>There is no specific budget line item in CHESS for Language Access Services</i> |
| In-Language Outreach | NA |
| Ethnic Media Ad-Buys | NA |

| | | |
|--|------------------------|----------------|
| <i>Division Director</i> | | <i>Date</i> |
| <i>Karen Baker</i> | <i>Risk Manager</i> | <i>9 11 18</i> |
| <i>Division Staff</i> | <i>Title</i> | <i>Date</i> |
| <i>Hinda Qowdhan</i> | <i>Privacy Manager</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> |

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: [REDACTED] 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: [REDACTED] | <ul style="list-style-type: none"> Priority designation List of needs: [REDACTED] Continue use of phone interpretation |
| Amharic | <ul style="list-style-type: none"> Priority designation List of needs: [REDACTED] 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: [REDACTED] | <ul style="list-style-type: none"> Priority designation List of needs: [REDACTED] Continue use of phone interpretation |
| Somali | <ul style="list-style-type: none"> Priority designation List of needs: [REDACTED] 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: [REDACTED] [REDACTED] | <ul style="list-style-type: none"> Priority designation List of needs: [REDACTED] Continue use of phone interpretation |
| Tigrinya | <ul style="list-style-type: none"> Priority designation List of needs: [REDACTED] 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: [REDACTED] | <ul style="list-style-type: none"> Priority designation List of needs: [REDACTED] Continue use of phone interpretation |
| Vietnamese | <ul style="list-style-type: none"> Priority designation List of needs: [REDACTED] 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: [REDACTED] | <ul style="list-style-type: none"> Priority designation List of needs: [REDACTED] Continue use of phone interpretation |
| Russian | <ul style="list-style-type: none"> Priority designation List of needs: [REDACTED] 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: [REDACTED] | <ul style="list-style-type: none"> Priority designation List of needs: [REDACTED] 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)

- 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 |

| | | | |
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| | 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 |