

ATTACHMENT F

Language Access Plan Cover Page

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

Introduction

From Ordinance 18665:

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

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

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

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

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

Liaisons

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

<i>Name</i>	<i>Title</i>	<i>Phone Number</i>
Kim Laymen	Customer Service Supervisor	206-477-0360
Don Moritz	HR Manager	206-477-8286

Department//Division Plans

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

One – Department of Permitting and Environmental Review

Language Access Plan for Divisions

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

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

Background Definitions:

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

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

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

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

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

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

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

Section 1: Context and Current State

1. Division/agency mission and purpose:

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

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

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

Our Department provides services to unincorporated King County.

3. Demographics of current user population:

Here are the numbers from 2015 report from PSB

2010 Census Race and Ethnic Categories:

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

2010 Census Age Structure:

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

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

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

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

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

4. Demographics of intended or priority populations:
 In the process of gathering this information
5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? Yes No
6. What tools (census maps, school data, subcontractor data, community meeting data, etc.) are you using to gather information about the LES communities that your Division/agency serves?
 None at the moment.
7. Existing language access policies, service levels, tracking methods:
 - **Language line** -provided by Voiance – staff is able to call language line and get an interpreter to assist with a customer.
 - **Request an Interpreter** – Universal Languages will provide an interpreter on site with advance knowledge.
 - **To do:** Ask staff to record in the hub and in the field when language services are needed. Sending out a monkey survey to staff to determine needs.
8. Current state of translated materials and interpretation service levels. Please note: Current Executive order mandates King County to translate all documents into Spanish and recommends translation into: Vietnamese, Somali, Russian, Chinese, Korean, Amharic, Arabic, and Ukrainian. The below chart allows for each department to report and plan for the populations served.

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

Language 2:			
Language 3:			
9.			

Vital Documents/Public Communication Materials Inventory

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

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Section 2: Analysis/prioritization of future needs

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

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

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

Working on this to identify the documents

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

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

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

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

Section 3: Work plan

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

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

	Highest priority	Mid-level priority	Lower priority

2019 plan to work towards 2020 goals:

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

	Highest priority	Mid-level priority	Lower priority

Section Four: Ensuring Quality & Continuous Improvement

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

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

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

<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> Universal language translates and interprets for us and staff checks the translation	<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> Universal language translates and interprets for us and staff checks the translation	<input type="checkbox"/> No <i>Do you need technical assistance?</i> Universal language translates and interprets for us and staff checks the translation
<i>In-Language Outreach</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i>	<input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i>

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort: Survey and talk the customers who use the services.
3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives:

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

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

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

Section Five: Total Department Budget for Language Access

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

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

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

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

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

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

<i>Division Staff</i>	<i>Title</i>	<i>Date</i>
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<i>Immigrant and Refugee Policy & Strategy Analyst</i>	<i>Date</i>
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