

### Language Access Plan Cover Page

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

#### **Introduction**

From Ordinance 18665:

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

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

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

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

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

#### **Liaisons**

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

Name	Title	Phone Number
CHRIS VANCE	Communications Specialist	206-263-4159

			supervisor of the relevant section.
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*Please describe how your division handles complaints regarding the provision of language access services.*

Complaints are handled and resolved by the supervisor of the relevant section.

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

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

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

*[Signature]* **Chief Deputy Assessor** 9-11-10  
 Division Director Date

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*Division Staff* *Title* *Date*

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*Division Staff* *Title* *Date*

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*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-interpretation service,

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

## **Section 1: Context and Current State**

### 1. Division/agency mission and purpose:

The King County Department of Assessments (DOA) will be the nation's best countywide Department of Assessments. DOA will remain people-focused while striving to be efficient and pursuing innovation in setting fair and equitable property values to fund vital community services.

DOA is led by an independently elected Assessor who oversees a staff of 213 organized into five operational divisions. The Department's primary goal is to work collaboratively with all partners to produce property assessments that are fair, accurate, uniform, equitable, and understandable.

DOA operates a line of business succinctly described as valuing real and business personal property, adding or maintaining Property Accounts or Parcels, and the creation of the Property Tax Roll, which results in tax revenue for King County, the state and other taxing jurisdictions. DOA's ultimate product, the property tax roll, is provided to the Finance and Business Operations Division (FBOD).

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

#### **Countywide**

### 3. Demographics of current user population:

**Our user population includes all citizens who pay property taxes in King County, thus broadly matches the demographic makeup of the county as a whole.**

The Department works hard to reach out to all King County communities to promote a common understanding of how the property tax system works in King County and what property tax reductions or exemptions various property owners may be eligible for. The Department and the Assessor hold dozens of community meetings per year with senior citizen groups, community associations, homeowner associations, chambers of commerce, and service groups to provide information and sign-up eligible senior citizens for exemptions.

### 4. Demographics of intended or priority populations:

**A priority for us is expanding the utilization of the low income seniors property tax exemption program.**

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

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

**Census data**  
**School data**

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

**No existing written policies or tracking methods**

**Way-finding lobby and Public Information Office signage are translated in the top 6 languages (Spanish, Somali, Vietnamese, Korean, Chinese, Russian) informs clients that interpretive services are available.**

**We use a combination of internal staff and the Language Line for interpretation.**

**Staff in the field use a translation program on their mobile device**

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

Current State	Primary tools, methods, and channels for interactions		
Language:	Print materials and .pdfs of vital docs	Websites, email, social media content	In-person, interpretation services
Spanish	None	None	Language line DOA staff Ipad translation program.
Language 2:	None	None	Language line DOA staff Ipad translation program.
Language 3:	None	None	Language line DOA staff Ipad translation program.

Language 4:	None	None	Language line DOA staff Ipad translation program.
Language 5:	None	None	Language line DOA staff Ipad translation program.
Language 6:	None	None	Language line DOA staff Ipad translation program.

**See answer below in Section 3**

**Vital Documents/Public Communication Materials Inventory**

Vital Document/ PCM:	Ever been translated? Y/N	Languages currently translated into:	Date English document was last revised:	Date translation was updated:	Additional languages needed to be translated into:
DOA webpage	N				
Public Records Request form	N				
Petition for Property Tax Refund form	N				
Senior Exemption FAQs	N				
Senior Citizen and Disabled Exemption	N				

forms, 2015-2018					
Senior Citizen and Disabled Deferral Form	N				
Proof of Disability form	N				
Change of Status form	N				
Declaration of Trust	N				
Limited Income Deferral forms, new and renewal	N				
Destroyed Real or Personal Property form	N				
Historic Property Exemption form	N				
Home Improvement Exemption form	N				
Farm Machinery and Equipment Exemption form	N				
New Business Set up form	N				
Personal Property form	N				
Advance Tax Request	N				
Leasing Equipment Listing	N				
Segregation Merger form	N				
New Construction Questionnaire	N				
Seniors and Vets Property Tax Exemption Guide	N				

We also hand out numerous forms prepared by the Dept. of Revenue

**Section 2: Analysis/prioritization of future needs**

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

**This process has initiated a discussion to identify gaps and take action**

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

**We have begun the process of identifying the vital documents and public communication materials that need to be translated. We will have an inventory for 2019.**

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

**None that we are aware of.**

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



### Section 3: Work plan

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

**We are not prepared to answer most of the questions in this section. This process has made the Department aware of the need to appoint a work group to develop an action plan to determine which documents and materials need to be translated and how much that will cost, and what accountability and continuous improvement steps are required. Once we have done this work we will submit a plan for 2019 and 2020.**

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

	List of needs:	List of needs:	List of needs:
Language 6	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> List of needs:	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> List of needs:	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> 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"> <li>• Priority designation</li> </ul> List of needs:	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> List of needs:	<ul style="list-style-type: none"> <li>• Priority designation</li> </ul> List of needs:
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	List of needs:	List of needs:	List of needs:
Language 6	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> 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 type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Complaints are handled and resolved by the supervisor of the relevant section.	<input checked="" type="checkbox"/> No  <i>Do you need technical assistance?</i> Complaints are handled and resolved by the supervisor of the relevant section.
<i>Interpretation</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i>	<input checked="" type="checkbox"/> No

	Complaints are handled and resolved by the supervisor of the relevant section.	<i>Do you need technical assistance?</i> Complaints are handled and resolved by the supervisor of the relevant section.
<i>In-Language Outreach</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Complaints are handled and resolved by the supervisor of the relevant section.	<input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> Complaints are handled and resolved by the supervisor of the relevant section.

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

Our plan will include methods for surveying these populations.

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

These will be developed as part of our plan.

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

			supervisor of the relevant section.
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*Please describe how your division handles complaints regarding the provision of language access services.*

Complaints are handled and resolved by the supervisor of the relevant section.

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

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In-Language Outreach	
Ethnic Media Ad-Buys	

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

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*Division Director* *Date*

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*Division Staff* *Title* *Date*

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*Division Staff* *Title* *Date*

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*Immigrant and Refugee Policy & Strategy Analyst* *Date*