

Attachment E

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>
Logan Harris	DNRP Public Affairs Mngr.	206-477-4516
Richard Gelb	DNRP Performance Measures Mngr.	206-477-4536

Craig Page	Parks Administrative Asst.	206-263-8354
Annie Kolb-Nelson	SWD Communications Supervisor	206-477-5373
Olivia Robinson	WTD Govt. Relations Mngr.	206-477-3566
Larry Jones	WLRD Sr. Water Quality Mngr.	206-477-4718

Department//Division Plans

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

DNRP has enclosed four Division plans:

- Parks and Recreation Division
- Solid Waste Division
- Wastewater Treatment Division
- Water and Land Resources Division

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:

King County Wastewater Treatment Division (WTD)

Mission

We protect public health and enhance the environment by collecting and treating wastewater while recycling valuable resources for the Puget Sound region.

Purpose

Operating the regional wastewater treatment system and, as our Vision states, an innovative and resilient clean water enterprise revolutionizing the recovery of valuable resources for sustainable communities.

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

WTD serves 17 cities and 17 local sewer utilities in King, Snohomish, and Pierce counties as a wholesale provider of sewage treatment services.

3. Demographics of current user population:

The King County WTD serves about 1.7 million people within a 424-square-mile service area, which includes most urban areas of King County and parts of south Snohomish County and northeast Pierce County. For King County in general, the 2010 census notes that the county is 64.8 percent white, non-Hispanic; 15.2 percent Asian and Pacific Islander; 8.9 percent Hispanic or Latino; 6 percent Black/African American; and .9 percent Native American.

4. Demographics of intended or priority populations:

The priority populations for WTD are those who live near current facilities or planned construction and those affected by emergency situations. The demographics of these populations would match those of King County. When WTD begins a new major construction project, the community service team works with community leaders and key stakeholders to identify populations who may need translated materials.

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?

King County WTD uses the listed tools of census maps, subcontractor data, and community meeting data, as well as site assessments, neighborhood plans/vision processes, and interviews with community leaders and key stakeholders.

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

WTD's Community Services team targets translation and interpretation to specific census tracts and neighborhoods. Products and materials supporting capital projects are translated into any language spoken by 5 percent or more of the population within the project area. Headlines are translated into languages spoken by 2.5 percent or more of the project area population. Interpreter services are made available upon request or as identified.

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	Brochures, emergency materials, newsletters, fact sheets, posters, doorhangers,	Email as needed, Videos (some caption), limited website translation	As needed
Vietnamese:	Brochures, emergency materials, newsletters, fact sheets, posters, doorhangers,	Email as needed, Videos (some caption), limited website translation	As needed
Somali:	Emergency materials, doorhangers,	Email as needed, limited website translation	As needed
Russian:	Emergency materials, limited fact sheets, posters, doorhangers	Email as needed, website translation	As needed
Chinese:	Brochures, emergency materials, newsletters, fact sheets, posters, doorhangers,	Email as needed, Videos (some caption), limited website translation	As needed
Korean:	Emergency materials, limited fact sheets, posters, doorhangers	Email as needed, limited website translation	As needed
Amharic:	Limited newsletters and fact sheets	Email as needed, limited website translation	As needed

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:
Capacity Charge Q&A handout	Y	Spanish, Vietnamese, Russian			
Treatment Plant brochure (SP, BW, WP)	Y	Spanish	Spring 2018	Spring 2018	None
"How water is cleaned" brochure for each treatment plant	Y	Spanish	Spring 2018	Spring 2018	None
Brightwater Center brochure	Y	Spanish	Spring 2018	Spring 2018	None
Brightwater Center Rental brochure	Y	Spanish	Spring 2018	Spring 2018	None
Don't Flush Trouble handout and on website	Y	Spanish, Chinese, Russian, Vietnamese, Somali	2010	2010	None
"This is not a trash can" stickers/clings	Y	Spanish, Chinese, Russian, Vietnamese, Somali, Amharic, Arabic, Bulgarian, French, German, Hawaiian, Ukrainian, Hindi, Japanese, Korean, Punjabi, Tagalog, Tongan	Spring 2018	Spring 2018	None
Careers in Clean Water brochure	N		2016	NA	None
Careers that Matter brochure	N		2016	NA	None
General King County WTD HR Info brochure	N		2016	NA	Yes, but need to define the languages.
GroCo Compost brochure	Y	Spanish, Vietnamese, Khmer	2018	2016-2018	None unless identified
Loop Website	Y	Good Translate Add-on	Ongoing	NA – auto translations	Would like to have

					transcreated pages in the future
Loop Videos	Y	YouTube auto-caption/translate for all videos. New videos with audio are translated into Spanish and Vietnamese. One video for a wider audience is translated into Spanish, Vietnamese, Korean, Russian, and Chinese.	2016	2016	No
Loop photo waiver/photography consent form	N		NA	NA	As needed
Loop brochure	N		2012	NA	Yes
Loop carbon/climate change brochure	N		2018	NA	Spanish and others as identified
Temporary public notices/signage at Loop application sites	N		2018	NA	Yes
GroCo compost product specs	N		2018	2018	Yes
Recycled water brochure	N				
<u>CSO Status online</u> "learn more"	Y	Spanish, Chinese, Vietnamese	Pre 2017	Pre 2017	
Emergency Clean-up assistance handout	Y	Spanish, Chinese, Vietnamese, Russian, Korean, Somali	Pre 2017	Pre 2017	
Hotel accommodation letter	Y	Spanish, Chinese, Vietnamese, Russian, Korean, Somali	2017	2017	
Sewer Spill precautions handout	Y	Spanish, Chinese, Vietnamese, Russian, Korean, Somali	2017	2017	

Multilingual sewer overflow doorhanger	Y	Spanish, Chinese, Vietnamese, Russian, Korean, Somali	2017	2017	
Industrial Spill Poster	Y	Spanish, Chinese, Vietnamese, Russian, Korean,	2018	2018	
Georgetown Wet Weather Treatment Station "more information" box on materials from 2014-current	Y	Spanish, Chinese	2014-2018	2014-2018	
Georgetown Wet Weather Treatment Station Project Information Sheet	Y	Spanish, Amharic, Chinese, Vietnamese, Tagalog	2015	2015	
Georgetown Wet Weather Treatment Station Outfall Fact Sheet	Y	Spanish, Chinese	May 2018	May 2018	
North Mercer Enatai Sewer Upgrade materials for a small area where Chinese is spoken.	Y	Chinese			
Rainier Valley Wet Weather Storage translated language in newsletters and construction updates	Y	Spanish, Vietnamese, Amharic, Chinese			
Lake Hills project Newsletters, SEPA cover letter	Y	Chinese, Spanish			
University GSI project fact sheet	Y	Spanish, Korean, Russian, Chinese	2018	2018	
West Duwamish CSO newsletters (full docs in 3 languages or "more information" boxes)	Y	Spanish, Vietnamese			
South Park Highland Park GSI newsletter	Y	Spanish	2014	2014	
Coal Creek Sewer Upgrade materials 2017-18	Y	Spanish, Chinese, Vietnamese, Russian, Korean	2017-2018	2017-2018	

Video: One to Flush	Y	<u>Spanish</u>	2014	2014	
Video: Fly over the Duwamish	Y	<u>Spanish, Vietnamese</u>	2013	2013	
Video: Georgetown Wet Weather Treatment Station - making construction sustainable	Y	Captions: Spanish, Chinese	2017	2017	
Video: Extended version: Maple Elementary students color King County's Georgetown project	Y	Captions: Spanish, Chinese	2018	2018	
RainWise brochure	Y	Vietnamese, Spanish, Chinese, Khmer Somali, Tigrinya, Russian and Korean	2018	2018	

Section 2: Analysis/prioritization of future needs

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

No, WTD has not assessed its language access policies for gaps but will do so in 2019.

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

WTD does not currently have a known backlog, but we have begun the process to identify materials requiring translation in the near future. During 2019, WTD will complete a definitive list of documents and other materials that need further translation, identify priority documents, and begin the translation process.

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

None.

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:

WTD has the funding for our previously identified and planned for translation and interpretation needs through 2018.

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.

The highest priority for WTD are website pages and social media that meet a larger audience. Medium priority items identified in the planned assessment would be pending budget. Items identified as lower priority already are utilized and will likely continue.

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	Materials identified by inventory and review available in language.	Website and social media transcreeated	Continue to have consistent and reliable services on as need basis
Vietnamese	Materials identified by inventory and review available in language.	Website and social media transcreeated	Continue to have consistent and reliable services on as need basis
Somali	Materials identified by inventory and review available in language.	Website and social media translation available	Continue to have consistent and reliable services on as need basis
Russian	Materials identified by inventory and review available in language.	Website and social media translation available	Continue to have consistent and reliable services on as need basis
Chinese	Materials identified by inventory and review available in language.	Website and social media transcreeated	Continue to have consistent and reliable services on as need basis
Korean	Materials identified by inventory and review available in language.	Website and social media translation available	Continue to have consistent and reliable services on as need basis
Amharic	Materials identified by inventory and review available in language.	Website and social translation available	Continue to have consistent and reliable services on as need basis
	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	Review current list of vital documents to identify translation gaps and needs	Identify which pages and posts need translation and transcreation. Begin the process with the most necessary pages and posts translated by end of 2019.	Create and update list of services for in-person interpretation
Vietnamese	Review current list of vital documents to identify translation gaps and needs	Identify which pages and posts need translation and transcreation. Begin the process with the most necessary pages and posts translated by end of 2019.	Create and update list of services for in-person interpretation
Somali	Review current list of vital documents to identify translation gaps and needs	Identify which pages and posts need translation and transcreation. Begin the process with the most necessary pages and posts translated by end of 2019.	Create and update list of services for in-person interpretation
Russian	Review current list of vital documents to identify translation gaps and needs	Identify which pages and posts need translation and transcreation. Begin the process with the most necessary pages and posts translated by end of 2019.	Create and update list of services for in-person interpretation
Chinese	Review current list of vital documents to identify translation gaps and needs	Identify which pages and posts need translation and transcreation. Begin the process with the most necessary pages and posts translated by end of 2019.	Create and update list of services for in-person interpretation
Korean	Review current list of vital documents to identify translation gaps and needs	Identify which pages and posts need translation and transcreation. Begin the process with the most necessary pages and posts translated by end of 2019.	Create and update list of services for in-person interpretation
Amharic	Review current list of vital documents to identify translation gaps and needs	Identify which pages and posts need translation and transcreation. Begin the process with the most necessary pages and posts translated by end of 2019.	Create and update list of services for in-person interpretation
	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>	
Translation	<input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Translators provide "reverse translations." WTD also asks staff who speak other languages to review, as well as in-language outreach consultants.	<input type="checkbox"/> No <i>Do you need technical assistance?</i> Yes, we could use assistance to provide better translations that do not rely on coworkers or Google translate.
Interpretation	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i>	<input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> Yes
In-Language Outreach	<input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> WTD measures by the success of the outreach – for example, by how many people we have sign up for a program in another language.	<input type="checkbox"/> No <i>Do you need technical assistance?</i> Yes, we could use more assistance to ensure we are doing this in an accessible and inclusive way.

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

Priority populations for WTD are determined based on the location of our capital projects and responses to emergency situations. WTD will look at adding a question to address this on our post-construction surveys and in follow-up after events.

3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives: How many people sign up for programs in another language. How many people apply for programs – from internships to WaterWorks. Increasing participation in WTD programs by communities that speak languages other than English.

<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.

While we have information on how to file general complaints, we do not currently have a process for filing a complaint about language access.

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	\$5000
Interpretation	NA
In-Language Outreach	NA
Ethnic Media Ad-Buys	NA

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

<i>Mark Isaacson</i>		<i>09/12/18</i>
<i>Division Director</i>		<i>Date</i>

<i>Olivia Robinson</i>	<i>PPMIII/Government Relations</i>	<i>09/11/18</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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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:

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- 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: **King County Parks and Recreation. Mission: King County Parks' mission is to steward, enhance and acquire parks to inspire healthy communities, and with 28,000 acres of open space, King County Parks offers close-to-home recreational experiences for everyone.**
2. Geographic reach of primary services/facilities/programs:
County wide. We provide open space and active parks throughout King County. We currently have 200 parks, 175 miles of Regional Trails and 28,000 acres of open space.
3. Demographics of current user population: **The current demographics of all King County residents**
4. Demographics of intended or priority populations: **The current demographics of all King County Residents**
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 demographic data from ESJ iMap and census data when a project or other activity requires the input of local community groups and shareholders.
7. Existing language access policies, service levels, tracking methods: **N/A**

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	<ul style="list-style-type: none"> - 50% of printed materials used at White Center Teen Program are translated. - Project flyers and maps for Regional Trails and Backcountry trails - Off-leash dog posters 	<ul style="list-style-type: none"> - Trail Finder mobile app - Regional Trail System video - Backcountry trails digital format 	Use Voiance. When available use multi/bi-lingual staff
All other languages:	When forms/documents in English need translation/interpretation bi-lingual staff help members of public as able		Voiance as needed. When available use multi/bi-lingual staff.
Language 3:			
Language 4:			
Language 5:			

Language 6:			

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:
KCAC (King County Aquatic Center) rental agreements/special use agreement	N				Identify languages based on frequent user groups
KCAC flyers/door notices/postings/web pages	N				Identify languages based on frequent user groups
Signage: Off-leash dogs	Y	Spanish			All others as needed
Flyers: Green River North Extension Trail	Y	Spanish			All others as needed
White Center Teen Program (WCTP) Flyer, Brochures, Event Signage	Y	Spanish; When resources are available Vietnamese and Somali			Others as needed
WCTP registration forms/permission slips	N				Identify languages based on

					frequent user groups
Emergency messages: Trail or Park closures	N				Translate based on frequent user groups of area impacted
Signage: Parks information	N				Identify languages based on frequent user groups
Signage: Deer Hunting	N				Identify languages based on frequent user groups (Spanish)
Complaint forms	N				Identify languages based on frequent user groups of
SEPA (State Environmental Policy Act)	N	Will translate into Spanish			Identify languages based on frequent user groups
CIP Notification Signage	Y	Spanish: brochures containing same information about ongoing project provided at site			Other languages as needed

Section 2: Analysis/prioritization of future needs

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

Currently prioritizing Park pilot program for essential signage. Based on our geographic districts using current demographic data to determine languages for document and signage translation.

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

The majority of our documents are digitally archived. Translation occurs on an as needed basis once target demographic populations are defined. Printing and other storage needs occur on an as needed basis.

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

We currently use staff or other available resources for translation of essential services and/or documents. Additional resources are necessary to complete a survey to assess community needs and current gaps in service.

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 are no current funds to execute additional opportunities and needs that have been identified by our work groups. Individual work groups are working towards identified priorities. A comprehensive plan and prioritization of vital documents and communication materials has not been undertaken due to lack of resources.

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"> - Translation of all registration, sign up materials for WCTP - Translation of all brochures, flyers, event signage for WCTP 	<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"> - Further training/roll out of Voiance system
Vietnamese	<ul style="list-style-type: none"> - Translation of all registration, sign up materials for WCTP - Translation of all brochures, flyers, event signage for WCTP 	<ul style="list-style-type: none"> • Priority designation List of needs:	<ul style="list-style-type: none"> • Priority designation List of needs:
Somali	<ul style="list-style-type: none"> - Translation of all registration, sign up materials for WCTP - Translation of all brochures, flyers, event signage for WCTP 	<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:
Languages as assessed for KCAC needs	<ul style="list-style-type: none"> - Translation of a percentage of KCAC rental agreements, flyers, door postings and notices 	<ul style="list-style-type: none"> - Translation of KCAC informational web pages 	<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"> - Assessment of documents that will need to be translated. Prioritization based on frequency of use. - Translation of all materials into Spanish - Begin translations in manner to have goal completed by 2020 	<ul style="list-style-type: none"> • Priority designation List of needs:	<ul style="list-style-type: none"> • Priority designation List of needs:
Vietnamese	<ul style="list-style-type: none"> • Priority designation List of needs: <ul style="list-style-type: none"> - Assessment of documents that will need to be translated. Prioritization based on frequency of use. - Begin translations in manner to have goal completed by 2020 	<ul style="list-style-type: none"> • Priority designation List of needs:	<ul style="list-style-type: none"> • Priority designation List of needs:
Somali	<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> <ul style="list-style-type: none"> - Assessment of documents that will need to be translated. Prioritization based on frequency of use. - Begin translations in manner to have goal completed by 2020 	List of needs:	List of needs:
Languages as assessed for KCAC needs	<ul style="list-style-type: none"> • Priority designation List of needs: <ul style="list-style-type: none"> - Assess priority translation needs for KCAC based on user groups - Identify priority documents for translation; priority languages 	<ul style="list-style-type: none"> • Priority designation List of needs: <ul style="list-style-type: none"> - Identify languages to translate KCAC web pages; - Begin translation of most used pages 	<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.

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> We have not experienced this issue.	<input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> We have not experienced this issue.
<i>Interpretation</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> We have not experienced this issue.	<input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> We have not experienced this issue.
<i>In-Language Outreach</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> We have not experienced this issue.	<input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> We have not experienced this issue.

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort: **When an overall communication campaign for translation/transcreation of specific language populations occur, those populations are consulted and their feedback is gathered to ensure the effectiveness of overall campaign.**

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

Currently measures of success are determined by meeting specific community needs as staff involved in those communities continues to assess growing needs of individual user groups.

<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 checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Other <i>Please describe.</i> We have not experienced this issue.
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> We have not experienced this issue.

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

We have not experienced this issue.

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.

Kathryn Terry, 9-11-18

Acting Division Director

Date

Craig Page, Parks Administrative Assistant, 9-11-18

Division Staff

Title

Date

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-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: King County's Solid Waste Division brings the best people together to deliver value to our customers and stakeholders and continuously improve waste prevention, resource recovery, and waste disposal.

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

SWD provides garbage transfer and disposal, and recycling services for approximately 1.3 million residents and 660,000 employees in King County. The King County solid waste system serves a large unincorporated area and 37 of the 39 cities in King County – the cities of Seattle and Milton are not part of the King County system.

3. Demographics of current user population:

SWD's broad customer base is reflective of current King County Demographics.

4. Demographics of intended or priority populations:

In addition to SWD's broad customer base that use recycling and solid waste facilities, SWD also holds public meetings and events in targeted geographical areas or implements outreach to specific priority populations. The language needs of those specific populations are identified and considered when planning and implementing outreach efforts.

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 division consults census data for communication planning, makes use of consultants to assist in translation/transcreation services, and turns to the county's ESJ office as a resource.

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

The division looks to King County policy to guide translation, specifically translation of essential documents into Spanish at minimum. The division is working to better develop and implement ESJ best practices into its project planning and services which will include language access. The division also uses Language Line interpreters to communicate by phone with customers who need this service.

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	<ol style="list-style-type: none"> 1. "Sort it Out" (New recycling rules) 2. "Secure Your Load" 3. Rate brochures 4. "Holiday Tree Recycling" 5. "Food: Too Good to Waste" 6. Recycle More, It's Easy" 7. Cedar Hills Regional Landfill Community Meeting notices 8. Notices mailed to specific communities related to SWD construction or other projects 	<ul style="list-style-type: none"> • "Recicla Mas" • EcoConsumer Videos 	<ul style="list-style-type: none"> • "Food: Too Good to Waste" facilitadores outreach in Latino grocery stores • Public meetings related to facility construction or other projects
Chinese:	Notices mailed to specific communities related to SWD construction or other projects	EcoConsumer Videos	
Vietnamese:		EcoConsumer Videos	

Korean:	Notices mailed to specific communities related to SWD construction or other projects		Public meetings related to facility construction or other projects
Language 5: Russian	Notices mailed to specific communities related to SWD construction or other projects		Public meetings related to facility construction or other projects
Language 6:			

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:
Sort it Out fliers covering the new recycling rule that started in 2018	Y	Spanish	Oct 2017	Oct 2017	Check with Amy Rasmussen
Secure Your Load brochures	Y	Spanish	Dec 2017	Dec 2017	
Recycling signs at all transfer stations and drop boxes	Y	Spanish	Ongoing	Ongoing	There is a lack of space for signs in other languages
Rate brochures	Y	Spanish	Oct 2016	Oct 2016	
Recycle More/Recicla Mas website	Y	Spanish	Aug 2018	Aug 2018	

Guide to King County Recycling and Transfer Stations	N	Spanish translation set for completion Oct. 2018			
Holiday Tree Recycling brochures	Y	Spanish	Dec 2017	Dec 2017	
Recycle More, It's Easy/Recicla Mas, es Facilismo brochures	Y	Spanish	July 2015	July 2015	
EcoConsumer Videos	Y	Chinese, Spanish, Vietnamese			
Food Too Good to Waste/Aprovecha Mas, Desperdicia Menos materials	Y	Chinese, Korean, Vietnamese translation plans in progress			
"What Do I Do With" website	N				
Household Hazardous Waste Collection Options	N				
Recycling and Disposal of Construction and Demolition (C&D) Materials	N	English only			

Section 2: Analysis/prioritization of future needs

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

Yes, the division is assessing areas of improvement in its project management and customer service delivery around translation, transcreation and interpretation.

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 listed in this survey the primary vital documents we believe are most accessed by our customers or most relevant to our services. We are still making an assessment on additional documents.

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

We are still making that assessment. From the OESJ's "languages spoken" maps, we know the languages spoken in the communities surrounding our recycling and solid waste facilities. However, we do not know the languages spoken by our customers. An assessment of languages spoken by customers that use King County recycling and solid waste facilities is needed.

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 division is working on completing translation plans as noted in the Vital Documents/Public Communication Materials Inventory on the earlier page.

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 priority to translate all vital documents	<ul style="list-style-type: none"> • Priority designation List of needs: High priority to post all translated printed materials on SWD website	<ul style="list-style-type: none"> • Priority designation List of needs: High priority to continue offering/providing in-person interpretation services at all public meetings/events.
Language 2	<ul style="list-style-type: none"> • Priority designation List of needs: High priority: An assessment of languages spoken by customers that use King County recycling and solid waste facilities is needed to determine the priority designation of languages in addition to Spanish.	<ul style="list-style-type: none"> • Priority designation List of needs: High priority to post all translated printed materials on SWD website	<ul style="list-style-type: none"> • Priority designation List of needs: High priority to continue offering/providing in-person interpretation services at all public meetings/events.
Language 3	<ul style="list-style-type: none"> • Priority designation List of needs: High priority: An assessment of languages spoken by customers that use King County recycling and solid waste facilities is needed to determine the priority designation of languages in addition to Spanish.	<ul style="list-style-type: none"> • Priority designation List of needs: <ul style="list-style-type: none"> • High priority to post all translated printed materials on SWD website 	<ul style="list-style-type: none"> • Priority designation List of needs: High priority to continue offering/providing in-person interpretation services at all public meetings/events.
Language 4	<ul style="list-style-type: none"> • Priority designation 	<ul style="list-style-type: none"> • Priority designation 	<ul style="list-style-type: none"> • Priority designation

	List of needs:	List of needs:	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 priority to translate all vital documents in 2019.	<ul style="list-style-type: none"> Priority designation List of needs: High priority to post all translated printed materials on SWD website in 2019	<ul style="list-style-type: none"> Priority designation List of needs: High priority to continue offering/providing in-person interpretation services at all public meetings/events.
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 <i>Please describe how you measure quality:</i> Proofreading by a native speaker Translation is often completed by a translation vendor	<input type="checkbox"/> No <i>Do you need technical assistance?</i>
<i>Interpretation</i>	<input checked="" type="checkbox"/> Yes Consultations with native speakers	<input type="checkbox"/> No

	Interpretation is provided by an interpretation vendor	<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> Consultations with native speakers <i>Interpretation is provided by an interpretation vendor</i>	<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:

The division can consult with multilingual community organizations and non-profits to engage and survey customers.

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

Survey results or feedback from community organization or representatives about the effectiveness of multilingual outreach are a metric that could be consulted.

<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> 36T36T
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> 36T36T

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

The division doesn't specifically address language-related complaints, but we do use King County's Language Line interpretive service to communicate with multilingual customers on a number of issues. The division also notes in multiple languages that interpretive services are available at no cost.

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	Cost estimate: \$0.16 per word
Interpretation	Cost estimate: \$100 for a 2-hour meeting
In-Language Outreach	
Ethnic Media Ad-Buys	

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

Pat McLaughlin, 9-11-18

Division Director *Date*

Annie Kolb-Nelson, Solid Waste Division Communications Supervisor, 9-11-18

Division Staff *Title* *Date*

Division Staff *Title* *Date*

Immigrant and Refugee Policy & Strategy Analyst *Date*

Water and Land Resources Division Language Access Plan

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.

Division Liaison(s) who will oversee the implementation of the language access plan.

Name	Title	Phone Number
Saffa Bardaro	Communications Manager: WLRD Director's Office	206-477-4610
Mary Rabourn	Communications Specialist: Storm Water Services	206-477-1010
Alexandra Blum	Communications Specialist: Local Hazardous Waste Management Program (WLRD)	206-263-6995
TBD	Communications Specialist: Rivers and Floodplain Management	TBD
Sasha Shaw	Education Specialist: Noxious Weed Control Program	206-477-4824
Nathan Brown	Project Program Manager: Ecological Engineering	206-477-4654
Larry Jones	Program Manager: Science and Technical Support	206-477-4718

Water and Land Resources Division Language Access Plan

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.

Water and Land Resources division Language Access Plan

Section 1: Context and Current State

1. Division/agency mission and purpose:

WATER AND LAND RESOURCES DIVISION (WLRD)

DEPARTMENT OF NATURAL RESOURCES AND PARKS (DNRP)

Vision

Water and Land Resources Division protects water and land resources by providing services that protect public health, safety, and provide significant environmental benefits.

Mission

King County Water and Land Resources Division protects King County’s water and lands so that residents can enjoy them safely today and for generations to come.

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

For some programs and services unincorporated and incorporated King County e.g. Noxious Weeds Control, Flood Management, Salmond Recovery, and Household Hazardous Waste Management.

For other programs e.g. Storm Water Services, Forestry, Agriculture, primarily unincorporated King County.

3. Demographics of current user population:

From King County Building Equity Infographics Report

<https://www.kingcounty.gov/elected/executive/~~/media/B102A4C8AAE440F1A79BC E76986E80F5.ashx?la=en>

Publication/tools	Author/ Agency
2010 Census	United States Census Bureau
2010 Census Demographic Update	King County Office of Economic and Financial Analysis

4. Demographics of intended or priority populations:

For vital documents” Spanish and up to 20 other target audience languages if more than five percent of the population or is vital to public safety and human health.

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**

Water and Land Resources follows King County’s translation policy requirements.

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?

King County iMaps, US Census data maps and subcontractor data

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

[Translation requirement policy](#)

Translate “public communication materials” and “vital documents” into Spanish and other target audience languages if more than five percent of the population. Other languages are considered based on project goals and community interests.

8. Current state of translated materials and interpretation service levels.

The information provided in this plan (September, 2018) is considered cursory and may not reflect all that the Water and Land Resources Division has translated or may translate. The document focus is on “Vital” documents that are Public Communication Materials providing summary Public Safety and Human Health explanations of direct Water and Land Resource division services.

Local Hazardous Waste Management Program (LHWMP) Public Communication in WLRD are being coordinated and developed with the King County Public Health department; and the DNRP’s Solid Waste Division. The translation documents and associated media are being updated or discontinued. A number of old publications are no longer in circulation. New publications are recently being developed (2017 -2018). <https://kc1.sharepoint.com/teams/PHc/EHS/Language%20Access%20Plans/Forms/AllItems.aspx?useFiltersInViewXml=1&FilterField1=Section&FilterValue1=LHWMP&FilterType1=Choice>

Noxious Weed Control Public Communication Materials translation updates are being completed during 2018 with some residual work to be completed in 2019. <https://www.kingcounty.gov/services/environment/animals-and-plants/noxious-weeds/brochures-reports.aspx>

River and Flood Management Public Communications Materials were last updated in 2017. <https://www.kingcounty.gov/services/environment/water-and-land/flooding/prepare/flood-info-translations.aspx>

Storm Water Services Vital Public Communications Materials are a priority need for translation into Spanish. During 2019, other languages Russian, Chinese, Arabic, Ukrainian, Vietnamese, Somali, Russian and Korean are to be evaluated, prioritized and considered for translation prior to 2022. <https://www.kingcounty.gov/depts/dnrp/wlr/sections-programs/stormwater-services-section/stormwater-program/introduction.aspx>

9. Vital Documents and Public Communications Materials

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:
Guide to Flood Preparedness in the form of "Public Communication Materials" Providing Summary explanations of direct services	Yes	አማርኛ Amharic (8.7 MB pdf) العربية Arabic (6.7 MB pdf) 繁體中文首頁 Chinese - Traditional (6.6 MB pdf) فارسی Farsi (6.5 MB pdf) le français French (6.3 MB pdf) हिन्दी Hindi (6.4 MB pdf) Hmoob Hmong (6.1 MB pdf) 日本語のホームページ Japanese (6.4 MB pdf) ភាសាខ្មែរ Khmer (6.5 MB pdf) 한국어 홈페이지 Korean (6.3 MB pdf) ພາສາລາວ Laotian (7.3 MB pdf) Afaan Oromoo Oromo (6.2 MB pdf) ਪੰਜਾਬੀ ਹੋਮਪੇਜ Punjabi (7.5 MB pdf) Русско Russian (6.3 MB pdf) Gagana fa'a Sāmoa Samoan (6.2 MB pdf) Soomali Somali (6.2 MB pdf) Actualización Sobre Inundaciones Spanish (6.2 MB pdf) Pangunahing Pahina sa Tagalog Tagalog (6.2 MB pdf) ትግርኛ Tigrigna (7.9 MB pdf) українська мова Ukrainian (6.7 MB pdf) Trang Chủ Tiếng Việt Vietnamese (6.2 MB pdf)	2017	2017	None
Flood safety video & U tube in the form of "Public Communication Materials" Summary of	Yes	See Languages under Flood Preparedness	2015	2015	

direct services					
Local Hazardous Waste Management 101 in the form of “ <u>Public Communication Materials</u> ” Providing Summary explanations of direct services	Yes	See http://www.hazwastehelp.org/translating/index.aspx Public Communication materials are being updated or discontinued.	2013 - 2014	Update In work 2018 - 2019	None
Noxious Weed Control in the form of “ <u>Public Communication Materials</u> ” Providing Summary explanations of direct services	Yes	Brochures, Webpages and publications information on noxious weed identification and control are in multiple languages: <ul style="list-style-type: none"> • Español (Spanish) • Tiếng Việt (Vietnamese) • 中文: 简体版 (Simplified Chinese) • Af-Soomaali (Somali) • русский язык (Russian) 	2013 - 2014	Update In work 2018 - 2019	None
Storm Water Services: In the form of “Public Communications materials”; Providing Summary explanations of direct services	No	None			

Section 2: Analysis/prioritization of future needs

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

WLRD will continue to identify gaps in language access, service levels and enhance performance tracking to provide better public service. During 2019, for the Storm Water Services program vital documents will be the division's primary focus.

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

WLRD will create an inventory of vital document needs other than Noxious Weeds, Flood Management, Hazardous Waste Management services. During 2019, Storm Water Services program vital documents will be the division's primary focus; along with Public Communication Materials providing summary Public Safety and Human Health explanations of direct Water and Land Resource division services.

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

None that we are aware via existing tracking methods.

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:

WLRD has sufficient funds to complete the vital documents planned translations program for 2018.

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: Completed for <u>WLRD Flood management, Noxious Weeds, and Hazardous Waste Management</u> or updates are in progress. 	<ul style="list-style-type: none"> Priority designation List of needs: All Water and Land website Overview explanations of direct services Summaries completed 	<ul style="list-style-type: none"> Priority designation List of needs: Continue use of King county's Language Solutions Services contract; and using subcontracting services for public meetings. Or Capital projects data.
Language 2	<ul style="list-style-type: none"> Priority designation List of needs: Other languages (about 21) completed and or updated for Flood Management, Noxious Weeds, and Hazardous Waste Management 	<ul style="list-style-type: none"> Priority designation List of needs: All Water and Land website Overview explanations of direct services summaries have been evaluated, prioritized for selected language translations. 	<ul style="list-style-type: none"> Priority designation List of needs:
		•	
	Highest priority	Mid-level priority	Lower priority

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: <u>WLRD Storm Water Services Section:</u> highest WLRD priority for translations	<ul style="list-style-type: none"> • Priority designation List of needs: <u>WLRD Storm Water Services Section:</u> website and other media content explanations of direct services overview summaries are highest WLRD priority for translations.	<ul style="list-style-type: none"> • Priority designation List of needs: Continue use of King county's Language Solutions Services contract; and using subcontracting services for public meetings. Or Capital projects data.
Language 2	<ul style="list-style-type: none"> • Priority designation List of needs: <u>WLRD Storm Water Services Section:</u> for other languages (about 21) evaluated and prioritized for completion in 2021.	<ul style="list-style-type: none"> • Priority designation List of needs: <u>WLRD Storm Water Services Section:</u> for other languages (about 21) completed website and other media content explanations of direct services overview summaries evaluated and prioritized for completion in 2021	<ul style="list-style-type: none"> • Priority designation List of needs: Continue use of King county's Language Solutions Services contract; and using subcontracting services for public meetings. Or Capital projects data.
	Highest priority	Mid-level priority	Lower priority

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: <u>WLRD Science, Environmental Lab, Ecological Engineering, Salmon Recovery, OpenSpace Acquisitions, Forestry, and Agriculture sections</u> lack vital documents. If any are identified during 2019; efforts will be made to prioritize translation needs based on public safety and environmental health requirements. Completion in 2021	<ul style="list-style-type: none"> Priority designation List of needs: All Water and Land website explanations of direct services overview Summaries any are identified during 2019; efforts will be made to prioritize translation needs based on public safety and environmental health requirements. Completion in 2021.	<ul style="list-style-type: none"> Priority designation List of needs:
Language 2	<ul style="list-style-type: none"> Priority designation List of needs: Only if there is a need for the groups listed above Completion in 2022	<ul style="list-style-type: none"> Priority designation List of needs: All Water and Land website explanations of direct services Summaries if there is a need. Completion in 2022	<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: Identify and Prioritize Water and Land Storm Water Services; vital documents highest WLRD priority for translating explanations of direct services, education or program Summaries. Completion in 2021.	<ul style="list-style-type: none"> • Priority designation List of needs: Identify and Prioritize Water and Land Storm Water Services website and other media content explanations of direct services overview summaries are highest WLRD priority for translations. Completion in 2021.	<ul style="list-style-type: none"> • Priority designation List of needs: Continue use of King county's Language Solutions Services contract; and using subcontracting services for public meetings. Or Capital projects data.
Language 2	<ul style="list-style-type: none"> • Priority designation List of needs: Identify, evaluate and prioritize Water and Land Storm Water Services; vital documents for translations into other languages (about 21) completion no later than 2022.	<ul style="list-style-type: none"> • Priority designation List of needs: Identify and Prioritize Water and Land Storm Water Services; for other languages (about 21) for website and other media content explanations of direct services summaries. Completion no later than 2022.	<ul style="list-style-type: none"> • Priority designation List of needs: Continue use of King county's Language Solutions Services contract; and using subcontracting services for public meetings. Or Capital projects data.
	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: Identify and Prioritize <u>Water and Land publication materials for Science, Environmental Lab, Ecological Engineering, Salmon Recovery, OpenSpace Acquisitions, Forestry, and Agriculture</u> explanations of direct services, education or program summaries	<ul style="list-style-type: none"> Priority designation List of needs: Prioritize Water and Land websites for translating explanations of direct services Summaries	<ul style="list-style-type: none"> Priority designation List of needs: Continue use of King county's Language Solutions Services contract and using subcontracting services for public meetings. Or Capital projects data.
Language 2	<ul style="list-style-type: none"> Priority designation List of needs: Identify and Prioritize <u>Water and Land publication materials for Science, Environmental Lab, Ecological Engineering, Salmon Recovery, OpenSpace Acquisitions, Forestry, and Agriculture</u> for translating explanations of direct services, education or program summaries	<ul style="list-style-type: none"> Priority designation List of needs: Prioritize Water and Land websites for translating explanations of direct services Summaries	<ul style="list-style-type: none"> Priority designation List of needs: Continue use of King county's Language Solutions Services contract and using subcontracting services for public meetings. Or Capital projects data.
	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> Yes	<input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> Translation vendors complete the quality assurance review. Yes
<i>Interpretation</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Yes	<input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> Yes
<i>In-Language Outreach</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Yes	<input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> Yes

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

TBD: 2019

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

TBD 2019

<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> Yes
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> Yes

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

TBD during 2019 as part of evaluating existing complaint tracking methods; along with addressing complaint line language access needs for WLRD services.

Section Five: Total Division Budget for Language Access

WLRD has sufficient funds within it's 2019 – 2020 base budget to meet Language Access Priority needs and services. specifically, to identify, evaluate and prioritize Water and Land Storm Water Services vital documents including media content explanations of direct services summaries for translation into other languages; Completion in 2021. Translation completion no later than 2022.

<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.

<i>Josh Baldi</i>		<i>9/11/18</i>
<i>Division Director</i>		<i>Date</i>
<i>John Taylor</i>		<i>9/11/18</i>
<i>Assistant Division Director</i>		<i>Date</i>
<i>Larry Jones</i>	<i>Program Mgr. III – ESJ Coordinator/ Science & Tech Support</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>