

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>
Shannon Harris	Special Projects Manager	206-263-8086

Department//Division Plans

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

1- Human 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.

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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.

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

HR Management Team has reviewed the ordinance and language access plan template, and we do not have any vital documents or public communications documents to be included in the language access plan that the County Executive will submit to Council.

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.
N/A

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			
Language 2:			
Language 3:			
Language 4:			
Language 5:			
Language 6:			

Section 2: Analysis/prioritization of future needs

N/A

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

HR Management Team has reviewed the ordinance and language access plan template, and we do not have any vital documents or public communications documents to be included in the language access plan.

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

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

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:

	Highest priority	Mid-level priority	Lower priority

2019 plan to work towards 2020 goals:

2019 plan	2019 plan		
Language:	Print materials and .pdfs of vital docs	Websites, email, social media content	In-person, interpretation services
Spanish	<ul style="list-style-type: none"> Priority designation List of needs: 	<ul style="list-style-type: none"> Priority designation List of needs: 	<ul style="list-style-type: none"> Priority designation List of needs:
Language 2	<ul style="list-style-type: none"> Priority designation List of needs: 	<ul style="list-style-type: none"> Priority designation List of needs: 	<ul style="list-style-type: none"> Priority designation List of needs:
Language 3	<ul style="list-style-type: none"> Priority designation List of needs: 	<ul style="list-style-type: none"> Priority designation List of needs: 	<ul style="list-style-type: none"> Priority designation List of needs:
Language 4	<ul style="list-style-type: none"> Priority designation List of needs: 	<ul style="list-style-type: none"> Priority designation List of needs: 	<ul style="list-style-type: none"> Priority designation List of needs:
Language 5	<ul style="list-style-type: none"> Priority designation List of needs: 	<ul style="list-style-type: none"> Priority designation List of needs: 	<ul style="list-style-type: none"> Priority designation List of needs:
Language 6	<ul style="list-style-type: none"> Priority designation List of needs: 	<ul style="list-style-type: none"> Priority designation List of needs: 	<ul style="list-style-type: none"> Priority designation List of needs:

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

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

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

[Comments]

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	