

ATTACHMENT N

**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>
<i>Natasha Jones</i>	<i>Director of Customer Service</i>	
<i>Matias Valenzuela</i>	<i>Director OESJ</i>	


**Department//Division Plans**

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

3- Office of Labor Relations  
Office of Performance, Strategy, and Budget  
Executive Office

## 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:

**The Executive Office helps County Executive Dow Constantine deliver on his vision of creating the nation's best-run government by building partnerships and working with employees to meet the key challenges facing the Northwest: equity and social justice, climate change, and regional mobility. Services and program include the Office of Equity and Social Justice, Communications, Customer Service, Regional and Government Relations, and Community Outreach.**

**Together, Customer Service and OESJ provide support and quality assurance overall for King County in terms of language access issues and coordination, training on interpretation tools, and guidance on hiring interpreters and translators.**

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

**Internal, countywide, though we serve King County customers anywhere in the world, such as residents or property owners who work or live abroad, and local and national media.**

3. Demographics of current user population:

**As varied as the diversity of King County's population.**

4. Demographics of intended or priority populations:

**Increasing numbers of residents and customers who are limited English-speaking, or who primarily speak languages other than English.**

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

**But we do assist LES customers/residents and have been working to increase the number of tools and resources available to support them and view new technology and communication materials with a lens towards increasing access for LES residents.**

**We provide multilingual Signage (e.g. language signs at reception areas) and service locator signs in the Administration Building.**

**Interpretation is provided for Community Meetings/Sessions if there is a large population of speakers of a particular language in an area where a meeting will be held, or if the topic is one that speakers of languages other than English have indicated an interest in through emails, calls, or communicating with community organizations, which in turn let the office know.**

**The Outreach team also coordinates In-Language Community Outreach such as Ethnic Media Ad Buys.**

**The Communication team coordinates with Web and Social Media staff as needed to create translated content for those channels for community education and information on critical issues.**

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?

**Website traffic data, and incoming call, email, and social media data.**

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

**We have a goal of serving any resident who contacts the Executive Office in English or any of the top six most common languages in the region. Several staff in the Office are trained in the use of a real-time interpretation line for communicating with LES or non-English speaking constituents. The requests are resolved but not currently tracked.**

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	Contracted translators and staff with translation skills in the office.	Translation available in office.	Interpreter available by phone.
Vietnamese			Interpreter available by phone.
Chinese		Translation available in office/county government.	Interpreter available by phone.

Russian			Interpreter available by phone.
Somali			Interpreter available by phone.
Korean			Interpreter available by phone.
Ukrainian			Interpreter available by phone.
Amharic			Interpreter available by phone.
Punjabi			Interpreter available by phone.
9.			

**Vital Documents/Public Communication Materials Inventory**

Vital Document/PCM:	Ever been translated? Y/N	Languages currently translated into:	Date English document was last revised:	Date translation was updated:	Additional languages needed to be translated into:
No printed documents currently produced.					


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

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

**A key gap is a lack of translated content on the county website for top-level pages and some materials of public interest. There is a project underway in KCIT to apply machine translation to some pages and to compile existing translated documents into portal pages for each of the top six languages, with input from Customer Service and OESJ staff.**

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 Executive's Office generally created documents in connection with media/public notification for events and activities. Any vital or necessary documents will be considered and translated as needed in 2019.**

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

**Additional resources would be 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:

N/A





### 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"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 2	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 3	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
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Language 6	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>

	Highest priority	Mid-level priority	Lower priority

**2019 plan to work towards 2020 goals:**

2019 plan	2019 plan		
Language:	Print materials and .pdfs of vital docs	Websites, email, social media content	In-person, interpretation services
Spanish	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
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	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> Back-translation by native speakers on staff or in the community.	<input type="checkbox"/> No  <i>Do you need technical assistance?</i> 36T36T
<i>Interpretation</i>	<input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i>  Feedback from resident/customer. 36T36T	<input type="checkbox"/> No  <i>Do you need technical assistance?</i> 36T36T
<i>In-Language Outreach</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> 36T36T	<input checked="" type="checkbox"/> No  <i>Do you need technical assistance?</i> 36T36T

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

**When the office holds events or outreach activities, or does media placements that involve residents in a particular community or specific population of residents, staff works collaboratively with representatives of that community on planning, and does post-event or post-communication follow-up to understand what worked well (or not) and how to improve for the next one.**

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 checked="" type="checkbox"/> Yes  We prominently feature (and will soon update) signage in building lobbies with free phone interpretation options for residents for any engagement need, whether it's for service or to register feedback (positive or negative) about service that they received or didn't received due to language barriers.	<input 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 Our general feedback form currently renders in English only.	<input type="checkbox"/> Other  <i>Please describe.</i> 36T36T

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

36T36T

**Staff works collaboratively with representatives of specific communities on event planning, and does post-event or post-communication follow-up to understand what worked well (or not) and how to improve for the next one.**

**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	As needed
Interpretation	As needed
In-Language Outreach	As needed
Ethnic Media Ad-Buys	\$5,000/year with the Outreach Team

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

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*Division Director* *Date*

*Natasha Jones* *Director of Customer Service* *09/14/18*

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*Division Staff* *Title* *Date*

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*Division Staff* *Title* *Date*

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

### Language Access Plan 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.*

<b>Introduction</b>
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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.

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<b>Liaisons</b>
-----------------

*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>
Janet C. Parks	Manager, Office of Labor Relations	(206) 263-8654


**Department//Division Plans**

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

*One, for the Office of Labor Relations – not a 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:

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- 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:

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

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

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

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

### Section 1: Context and Current State

1. Division/agency mission and purpose:

Mission: To improve the lives of people in King County, we partner with King County agencies, unions and employees through collaborative negotiation, creative problem solving, and professional advice with a focus on employee engagement.

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

All Union represented employees of King County Government

3. Demographics of current user population:

Our current union represented employees

4. Demographics of intended or priority populations: N/A

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 don't use any. County employees are expected to have a working level of English.

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

While not a policy, we do, especially at the request of the Union or the employee, provide interpretation/translation for complicated or stressful disciplinary situations. For instance in the investigation or grievance setting there have been occasions when it is obvious the employee would be more comfortable and forthcoming in their primary language. In those circumstances we have provided an interpreter/translator – a third party and not a member of the employee's family or another employee.

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.

Office of Labor Relations has no outward or public facing documents. Our negotiated contracts and other agreements are all done in English. If the Unions wanted their documents translated we would work with them on that. Our internal website is in English as is any external facing documents. We do not provide pamphlets or outreach to the public, at large.

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:			




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

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

We haven't been asked for documents in another language, if we would need to provide we would need intensive translation/interpretation work to do that with our 80 contracts.

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

No OLR documents are for public communications

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

None, we serve our employees effectively.

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

At this time there isn't a need to translate our documents. So we have no goals to meet.

### 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. (N/A for OLR.)

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

**2019 plan to work towards 2020 goals:** (N/A for OLR at this time)

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



	Highest priority	Mid-level priority	Lower priority

**Section Four: Ensuring Quality & Continuous Improvement**

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

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

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

<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 type="checkbox"/> Yes <i>Please describe how you measure quality:</i> On the rare occasion we need interpretation we use the Language Line provided by AT & T or a third party in person interpreter from a Service that King County contracts with.	<input checked="" type="checkbox"/> No  <i>Do you need technical assistance?</i> On the rare occasion we need interpretation we use the Language Line provided by AT & T or a third party in person interpreter from a Service that King County contracts with.
<i>Interpretation</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> On the rare occasion we need interpretation we use the Language Line provided by AT & T or a third party in person interpreter from a Service that King County contracts with.	<input checked="" type="checkbox"/> No  <i>Do you need technical assistance?</i> On the rare occasion we need interpretation we use the Language Line provided by AT & T or a third party in person interpreter from a Service that King County contracts with.

<i>In-Language Outreach</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> On the rare occasion we need interpretation we use the Language Line provided by AT & T or a third party in person interpreter from a Service that King County contracts with.	<input checked="" type="checkbox"/> No  <i>Do you need technical assistance?</i> On the rare occasion we need interpretation we use the Language Line provided by AT & T or a third party in person interpreter from a Service that King County contracts with.
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(Sorry about the repetitive statements above I was trying only to put it in the interpretation No box – but I couldn't it to stick without auto-filling all the other boxes.)

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

If a need arises we work with the Union and their member to provide what is necessary in that case.

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

N/A

<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> On the rare occasion we need interpretation we use the Language Line provided by AT & T or a third party in person interpreter from a Service that King County contracts with.

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> On the rare occasion we need interpretation we use the Language Line provided by AT & T or a third party in person interpreter from a Service that King County contracts with.
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*Please describe how your division handles complaints regarding the provision of language access services.*

On the rare occasion we need interpretation we use the Language Line provided by AT & T or a third party in person interpreter from a Service that King County contracts with.

**(Again these boxes auto-filled and when I tried to erase they deleted all)**

**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.***

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*Division Director* *Date*

*Janet C. Parks* *Manager, Office of Labor Relations* *09/06/2018*

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*Division Staff* *Title* *Date*

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*Division Staff* *Title* *Date*

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*Immigrant and Refugee Policy & Strategy Analyst*

*Date*

### Language Access Plan 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>
Katie Ross (primary)	Executive Analyst	206-477-7602
Anna Markee	Executive Analyst	206-263-4176
Michael Jacobson	Deputy Director	206-263-9622


**Department//Division Plans**

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

*One - PSB*

## 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:

The Office of Performance, Strategy and Budget provides sound data and tools to improve King County performance.

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

Countywide and internal.

3. Demographics of current user population:

PSB produces a countywide budget, as well as a variety of internally focused services.

4. Demographics of intended or priority populations:

N/A.

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?

N/A

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	Budget in Brief		
Vietnamese	Budget in Brief		
Chinese	Budget in Brief		
Russian	Budget in Brief		
Somali	Budget in Brief		
Korean	Budget in Brief		
Ukrainian	Budget in Brief		
Amharic	Budget in Brief		
Punjabi	Budget in Brief		



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

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

We have not identified any gaps.

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

PSB will not have any vital documents that will need to be translated in 2019. We will be conducting a participatory budget process and will likely translate materials to support that effort.

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

N/A

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

### Section 3: Work plan

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

Intended state by 2020	2020 improvement targets		
Language:	Print materials and .pdfs of vital docs	Websites, email, social media content	In-person, interpretation services
Spanish	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:
Language 2	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:
Language 3	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs: <ul style="list-style-type: none"> <li></li> </ul>	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:
Language 4	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:
Language 5	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:
Language 6	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:	<ul style="list-style-type: none"> <li>Priority designation</li> </ul> List of needs:
	Highest priority	Mid-level priority	Lower priority

**2019 plan to work towards 2020 goals:**

2019 plan	2019 plan		
Language:	Print materials and .pdfs of vital docs	Websites, email, social media content	In-person, interpretation services
Spanish	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 2	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 3	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 4	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 5	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
Language 6	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>	<ul style="list-style-type: none"> <li>• Priority designation List of needs:</li> </ul>
	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>  	<input checked="" type="checkbox"/> No  <i>Do you need technical assistance?</i> 36T36T
<i>Interpretation</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> 36T36T	<input checked="" type="checkbox"/> No  <i>Do you need technical assistance?</i> 36T36T
<i>In-Language Outreach</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> 36T36T	<input checked="" type="checkbox"/> No  <i>Do you need technical assistance?</i> 36T36T

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

N/A

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

N/A

<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.*  
 PSB does not have a system in place re: the provision of language access services  
 36T36T

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

<i>Language Access Services</i>	<i>Total Budget Allocated</i>
Translation	Unbudgeted translation costs for Budget in Brief
Interpretation	
In-Language Outreach	
Ethnic Media Ad-Buys	

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

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<i>Dwight Dively</i>		<i>9/11/18</i>
<i>Division Director</i>		<i>Date</i>
<i>Michael Jacobson</i>	<i>Deputy Director</i>	<i>9/11/18</i>
<i>Division Staff</i>	<i>Title</i>	<i>Date</i>
<i>Anna Markee</i>	<i>Executive Analyst</i>	<i>9/11/18</i>
<i>Division Staff</i>	<i>Title</i>	<i>Date</i>
<i>Immigrant and Refugee Policy &amp; Strategy Analyst</i>		<i>Date</i>