## STAFF REPORT

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| **Agenda Item:** | 6 | **Name:** | Tillery Williams |
| **Proposed No**.: | 2018-0561 | **Date:** | December 2, 2019 |

**SUBJECT**

Proposed Motion 2018-0561 would accept language assistance plans as required by Ordinance 18665.

**SUMMARY**

Proposed Motion 2018-0561 would accept language assistance plans as required by Ordinance 18665. In 2018, the King County Council adopted Ordinance 18665[[1]](#footnote-1) with the intent to enhance trust and fairness for King County’s immigrant communities; establish requirements for how agencies, offices, and employees will provide services to immigrants; establish requirements for the Department of Adult and Juvenile Detention honoring federal administrative detainers; and establish translation assistance requirements for non-English speaking persons, among other things. Section 7 of the ordinance required the Executive to submit language assistance plans and a motion that accepts them by Council by September, 30, 2018. On November 6, 2018, the Executive transmitted 15 language assistance plans (also submitted an additional plan after transmittal) to Council in an effort to comply with this section.

The King County Council Chair has worked with the Council’s Chief of Staff and the Legislative Branch Equity and Social Justice team to complete a language assistance plan for the Legislative Branch. This motion, with an amendment, would accept each of those plans respectively.

**Update:** The committee first heard this item on April 15, 2019. At the conclusion of the hearing, the committee chose to hold on further consideration to allow for the Executive to complete plans that had not yet been transmitted, and include additional information to those plans that had already been provided. Staff has provided an update in the analysis section of this report that covers both the new plans that have been received since the April 15 hearing as well as any changes to plans that this committee has already been briefed on.

**BACKGROUND**

Ordinance 18665 establishes that the County and all its contractors shall make reasonable efforts to provide free and prompt interpretation and translation services to limited-English-proficient persons, whether the interaction is done remotely or in person. The agency, office, or contractor should meet this obligation 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. Also, where an application or form administered by the County in English requires completion by a limited-English-proficient person to a local, state, or federal authority, the ordinance requires the County to make reasonable efforts to provide oral interpretation of the form as well as acknowledgement by the service seeker that the form was translated and completed by an interpreter.

In relation, Ordinance 18665 also states, “King County agencies and offices shall develop language assistance plans that identify which of its vital documents[[2]](#footnote-2) and public communication materials[[3]](#footnote-3) need to be translated into languages for use by limited-English-proficient persons.” In the definitions section of the ordinance, “interpretation” is defined as the transfer of oral communication from one language to another. “Translation” is defined as the transfer of a written communication from one language to another. For the provision of interpretation services, the ordinance requires that county agencies and contractors have either bilingual personnel or access to remote (telephonic or computer-based) interpretation services available for limited-English-proficient persons who access their services. For translation requirements, the ordinance establishes the requirement that the Executive develop language assistance plans for every agency and office by September 2018. The purpose of a language assistance plan is to provide a framework for the provision of timely and reasonable language assistance to those with limited-English-proficiency.

Ordinance 18665 also requires that all language access plans developed by King County agencies and offices “include identification of agency or office plans for providing translation of webpages, automated telephone greetings, automated telephone 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 top 6 languages in King County as identified by the tier map of limited-English-proficient persons (updated in 2018) are Spanish (the most prevalent of the non-English languages spoken in King County), Chinese, Vietnamese, Russian, Somali, and Ukrainian[[4]](#footnote-4).

To meet the requirement of submitting to Council the language assistance plans required by Ordinance 18665 as described above, the Executive initially transmitted 15 plans on behalf of many of the County’s current elected offices and executive branch departments. An additional plan, which was inadvertently not transmitted at the time, was subsequently submitted to Council as well. As stated in the Executive’s transmittal letter, the provision of interpretation and translation services supports King County’s moving towards the goal identified in the Equity and Social Justice strategic plan of updating King County systems and tools for public-facing communication and education to align with current populations, needs, and demographic change in our communities.

**ANALYSIS**

The proposed motion would accept the language assistance plans submitted by the Executive as required by Ordinance 18665. The most recent organizational chart, as completed by the Executive in September 2016, lists the following elected offices:

* County Assessor
* County Council (9 members)
* Elections
* County Executive (Executive’s Office)
* Prosecuting Attorney
* District Court (25 judges)
* Superior Court (53 judges)
* Sheriff

The chart also lays out the following County departments:

* Department of Public Defense
* Department of King County Information Technology
* Department of Community & Human Services
* Department of Permitting & Environmental Review
* Department of Executive Services
* Department of Natural Resources & Parks
* Department of Public Health
* Department of Transportation
* Department of Adult and Juvenile Detention
* Department of Judicial Administration

Since the formation of the chart, the County has created three new departments. In 2018, Council adopted Ordinance 18791[[5]](#footnote-5) which enabled King County to create a new Department of Local Services, Ordinance 18793[[6]](#footnote-6), which established a King County Department of Human Resources, and Ordinance 18777[[7]](#footnote-7), which established the Metro Transit Department.

The following table lists out the County’s existing elected offices and departments as presented above, as well as a tally of the language assistance plans that have be submitted to date.

|  |  |
| --- | --- |
| **Current King County Organization (Elected Officials & Departments)** | **Language Assistance Plan Submitted** |
| **Elected Officials** |  |
| County Assessor | Yes |
| County Council | Yes |
| Elections | Yes |
| County Executive | Yes |
| Prosecuting Attorney | Yes |
| District Court | Yes |
| Superior Court | Yes |
| Sheriff | Yes |
|  |  |
| **Departments** |  |
| Department of Public Defense | Yes |
| Department of King County Information Technology | Yes |
| Department of Community & Human Services | Yes |
| Department of Permitting & Environmental Review | Yes |
| Department of Executive Services | Yes |
| Department of Natural Resources & Parks | Yes |
| Department of Public Health | Yes |
| Department of Transportation | Yes |
| Department of Adult & Juvenile Detention | Yes |
| Department of Judicial Administration | Yes |
| Department of Human Resources | Yes |
| Metro Transit Department | Yes |
| Department of Local Services | Yes |

The following background definitions are laid out in a cover page created by the Executive that accompanies each of the submitted plans:

“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-on-One Constituent Meetings/Appointments, Language Line, Vonage or other live-interpreter service.

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

These definitions, as presented in the Executive’s cover page, are consistent with the definitions for those same terms (excluding in-language community outreach) as defined in Ordinance 18665. As stated above, Ordinance 18665 requires King County agencies and offices to 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 ordinance also requires agencies and offices to identify plans for providing translation of webpages, automated telephonic greetings, automatic telephonic voice messages and informational signage. Based on these requirements, each of the submitted plans and the contents therein are summarized below. Due to the high volume of plans being analyzed, as well as the ongoing gathering of additional information from Executive staff, staff analysis is ongoing.

**Attachment A**

[**Department of Adult and Juvenile Detention**](https://mkcclegisearch.kingcounty.gov/View.ashx?M=F&ID=6782360&GUID=6DA75671-A772-4ECB-8187-84FDCB1C2ED5) **(DAJD)**

Department Background

The Department of Adult and Juvenile Detention is responsible for operating detention facilities and community corrections programs in King County. DAJD operates two adult jails and a juvenile detention center. DAJD also oversees the Community Corrections Division, which provides pre-trail and sentenced alternatives to secure confinement.

Limited-English Speaking (LES) Data Collection & Analysis

Currently, DAJD does not assess data in its department. Per DAJD’s plan, when users come to one of its divisions, staff attempts to quickly identify language needs. DAJD confirmed that there is currently a gap in the department’s ability to capture meaningful data on LES due to limitations of current systems. However, the department is working on a new Jail Management System that it believes will allow staff to better track primary languages and requests for translation/interpretation services. This new system is expected to roll out in 2020, according to DAJD.

Existing Language Access Policies, Service Levels & Tracking Methods

DAJD currently provides stipends to 35 (approx. $17,500 annual expense) of its 900 employees who possess secondary language skills. According to the department’s plan, it recently expanded its stipend program to provide stipends for staff whose secondary language skills align with any of the top five languages spoken in King County. Staff may be called upon to do in-person translations, written translations, and to validate other translators’ work. DAJD also provides access to language lines as needed. Adult inmates, the largest population of DAJD’s users, each receive an inmate handbook that details language access needs. The handbooks are only offered in English and Spanish. DAJD displays interpreter/language access policies in its adult and juvenile divisions.

Current State of Translated Materials and Interpretation Service Levels

DAJD states in its plan that the department does use a small number of Spanish translated forms to interact with and collect information on Spanish speaking individuals. It also uses websites, email, social media content, and in-person interpretation services to interact with Spanish speaking persons according to its plan. However, DAJD only uses the tool of providing in-person, interpretation services to connect with the Russian, Chinese, Somali, and Vietnamese speaking populations it serves. Outside of English and Spanish, most other translation services are non-existent. Per DAJD, anyone seeking language assistance services can access the department’s language line.

Existing Gaps in Language Access Policies, Service Levels, & Tracking Methods

DAJD acknowledges that it has collected very little information/data to help determine which language access services are needed by the populations it serves, or to help identify the successes and failures in its provision of language services. For example, the department does not survey/accept complaints in multiple languages, nor does it measure or ensure the quality of its LES services. Although DAJD states that it has identified a variety of web-based materials that need to be translated into multiple languages, it has no current plan or budget to complete additional translations at this time. To complete any additional work would require planning and the allocation of additional resources.

Work Plan

2019

DAJD’s 2019 goals include determining priority materials that require translation for Spanish and all other languages, as well as determining which county resources are available to aid the department with the translation of high priority web content. The department also plans to explore email/social media opportunities to better serve its priority populations. Lastly, DAJD plans to analyze its annual spending on language line interpretation services to assist with developing a budget for the next biennium.

2020

DAJD’s 2020 goals include migrating as much of its printed materials as possible into its new Jail Management system once it is up and running. Other goals include creating complaint forms, tracking quality service measures, implementing web-based information and online materials, and planning and implementing a quality assessment/evaluation mechanism for staff interpreters.

Ensuring Quality & Continuous Improvement

DAJD does not currently have a system to measure the quality of the language access services it provides to its clients. The department does realize that it has a variety of LES communities to call upon in the area to evaluate any program planning and implementation, but has not yet developed a strategy and work plan to consult priority populations/populations of concern on the effectiveness of its language access effort.

DAJD also does not provide information to LES individuals advising them of the right to file a complaint in the event that users feel they did not receive the information or service they sought due to language barriers.

Total Department Budget for Language Access

DAJD stated in its plan that none of its budget is specifically allocated to providing language access services at this time.

**Attachment B**

[**Department of Community and Human Services**](https://mkcclegisearch.kingcounty.gov/View.ashx?M=F&ID=6782361&GUID=95F58278-D62C-48CB-89C7-4A44F90B4E5C)

Department Background

DCHS is responsible for a wide range of programs and services designed to strengthen King County’s communities and promote health and well-being of the County’s residents. As the regional coordinator for many areas of human services, DCHS plays a strong role in sustaining the region’s human services infrastructure.

Demographics of Current User Populations

As stated in DCHS’s plan, “Given the extraordinarily broad range of programs provided by DCHS, it is likely that any resident could, at some time in their life, be either a direct recipient or a family member of a recipient of a DCHS-funded service or benefit from services provided in their community.”

LES Data Collection & Analysis

DCHS does not currently assess LES data. Currently, the department’s data systems capture demographic and outcome data in various forms. The department also utilizes data from other sources such as census maps, school data, and other county data (health department). The department will be implementing an additional database for multiple programs in 2019 which will increase the capacity to collect data on service recipient’s primary language.

Existing Language Access Policies, Service Levels & Tracking Methods

According to its plan, DCHS has developed, trained and implemented a Language Access Line Training Policy. The department’s Equity and Social Justice (ESJ) Communication and Education Goal Area Team is also currently drafting department procedures on the translation of materials.

Current State of Translated Materials and Interpretation Service Levels

Based on the information included in its plan, DCHS has a total of 53 documents translated in Spanish. The department does have documents that have been translated in other languages, however

Existing Gaps in Language Access Policies, Service Levels, & Tracking Methods

DCHS’s ESJ Community and Education team has identified many gaps in its existing language policies, service levels, and tracking methods, and has set the following priorities moving forward:

* Updating King County tools for public facing communication and education to align with the current population’s needs and demographics, as one in five county residents speak a language other than English at home or are of limited English speaking status.
* Making the DCHS homepage available in the six top tier languages by 2020.
* Promoting plain language and culturally competent language as a standard for all online communications and job announcements to make translation and outreach easier.
* Prioritizing language skills in hiring to increase staff ability to serve LES customers.
* Setting up an account for language interpretation services by phone and training at least one person in a public facing role to access the services.
* Training all employees on how to use the language access line.

Work Plan

2019

DCHS plans to translate many of its vital documents such as notices of eligibility, criteria, rights, denial, and loss of/decreases in benefits or services across the spectrum of priority languages. The department also plans to make its website’s homepage available in the six top-tier languages by 2020.

2020

DCHS will continue to translate vital documents, while working to improve collaboration and language related tools and resources for employees to provide more services to those who are LES. The department also plans to include more of the community’s voice in its policy making process.

Ensuring Quality & Continuous Improvement

DCHS does not have a system to measure the quality of language access services it provides at this time. However the department’s ESJ team is currently working on developing a system, according to its plan. DCHS also plans to designate DCHS Boards and other identified stakeholder groups to review draft language access tools and to provide input on the effectiveness of its language access services.

Total Department Budget for Language Access

The department has identified limited funds that will be utilized to work toward the goals set for 2019 and 2020.

**Attachment C**

[**Department of Public Defense**](https://mkcclegisearch.kingcounty.gov/View.ashx?M=F&ID=6782363&GUID=D54CA5CE-0DE9-49D4-8D96-33FF90D5006A)

Department Background

The Department of Public Defense (DPD) provides legal representation to indigent individuals of King County who are accused of crimes, subject to dependency and other juvenile proceedings, or facing involuntary commitment.

Demographics of Current User Populations

According to DPD, the following demographics were derived from DPD’s case assignment system, HOMER, from 2015 to present. As stated in the plan “They generally do not include in-custody clients.”

**Gender** - Male: 59%, Female: 23%. Unknown: 8%

**Race** - White: 33%, African American: 20%, Asian: 4%, Native American: 2%, Unknown: 41%

**Age** - 47.9 years (average)

**Language** - 96.8%: Unknown/Blank, 1.7%: Spanish, 0.4% Vietnamese

LES Data Collection & Analysis

Currently, DPD does not assess LES data in its department. Per DPD’s plan, it identifies the requirement of interpreter or translation services during financial screening of clients and client visits, or during review of client data received from the jail or the prosecutor.

Existing Language Access Policies, Service Levels & Tracking Methods

DPD is in the initial stages of developing policies, service levels and tracking methods.

Current State of Translated Materials and Interpretation Service Levels

According to its submitted plan, DPD offers some print material and pdfs of vital documents in Spanish only. Those documents include a “Know Your Rights” brochure, contempt of court bench warrant letter, family defense initial contact letter for both parents and children, and a next court date notification letter. DPD also offers Spanish translation of key portions of its website. Finally, DPD uses court provided and certified interpreters for court matters, including client meetings and forensic interviews, and a county approved phone interpreter service for other matters for all languages.

Existing Gaps in Language Access Policies, Service Levels, & Tracking Methods

DPD states in its plan that the department’s current demographic data is inconsistent and generally does not include in-custody clients. The department has identified standard client documents as types of vital documents and public communication translation materials that need to be completed in 2019 and is in the process of prioritizing those documents for translation. The U.S. Constitution requires DPD to provide effective representation to all of its clients, including LES persons. Superior Court provides interpreter services for court matters including client meetings and forensic science interviews. According to its plan, the addition of interpreter resources in 2017 increased the department’s ability to provide these services to clients. DPD believes that translation of client documents and development and translation of other resources will increase the department’s ability to effectively serve its clients. Currently, the department does not have dedicated funding or FTE authority for ESJ or translation work according to DPD’s plan.

Work Plan

2019

Print Material and Vital Docs – DPD identified developing policies, service levels, and tracking methods to guide its LES service provision, as well as identifying and developing client information and resource material as top priorities for its Spanish speaking population. For all other languages, DPD plans to translate documents based on client needs.

Websites, Email, Social Media Content – For its websites, emails, and social media content, DPD plans to develop policies, service levels, and tracking methods to guide its LES service provision. Another goal as stated by DPD is to review and update its website as required.

In-person, interpretation services – DPD plans to develop LES service levels and tracking methods, and encourage DPD employees who have direct client contact to utilize phone interpretation services to assist with its LES service provision.

2020

DPD plans to continue the work listed above.

Ensuring Quality & Continuous Improvement

DPD states in its language access plan that all materials that are translated by an external vendor are reviewed by a third party peer reviewer. This person is usually a staff person, or member of a community group. DPD uses court provided and certified interpreters for court matters, including client meetings and forensic interviews, and a county approved phone interpreter service for other matters. DPD does not currently have a system in place to handle language-access related complaints.

Total Department Budget for Language Access

According to DPD, the department did not allocate any of its budget specifically for language access service provision, but it does use operational funds as required to provide services.

**Attachment D**

[**King County District Court**](https://mkcclegisearch.kingcounty.gov/View.ashx?M=F&ID=6782364&GUID=1A86BCFB-24EE-47E2-88DB-5D211AC36008)

Department Background

King County District Court serves the public by providing an accessible forum for the fair, efficient, and understandable resolution of civil and criminal cases. Court services are provided County wide at locations in Shoreline, Redmond, Bellevue, Issaquah, Auburn, Kent, Burien, Vashon Island and Seattle.

Demographics of Current User Populations

Per the District Court, its demographics of current users are consistent with county-wide demographics.

LES Data Collection & Analysis

According to the court, it uses a software system developed in 2004 to assist with obtaining interpreter services for users. However, the court states in its plan that the current system makes it challenging for staff to look at any related data.

Existing Language Access Policies, Service Levels & Tracking Methods

Existing software allows the court to track all interpreter assignments made daily.

Current State of Translated Materials and Interpretation Service Levels

The District Court offers numerous forms in the top 6 languages spoken in King County. Some of the forms offered are maintained by the Washington State Administrative Office of the Courts (AOC), while some are maintained by the District Court. All matters requiring a hearing in the District Court have in-person interpreter services. Forms used in court or generated at hearings are interpreted but rarely translated. Out-of-court interactions via telephone, e-mail, or front counter services are addressed either by employees of the court with the necessary language skills or through the use of language line to assist with the court staff according to the court’s plan.

Finally, the court’s current website does include some information that has been translated into Spanish. The court’s budget request for 2019-2020 to permit the entire website to be translated was not approved by the Executive’s budget team during initial budget discussions.

Existing Gaps in Language Access Policies, Service Levels, & Tracking Methods

Per the District Court’s language assistance plan, identifying gaps in existing language access policies, service levels, and tracking methods is an ongoing daily requirement of the court’s work. To close out 2018, the District Court devoted approximately $11,000 in remaining grant funds from the Office of ESJ to translate various court forms into commonly used languages according to its plan.

Work Plan

According to the District Court, since its budget request for 2019-2020 to the Executive budget team was not approved, it will continue with ad hoc work and use of AOC resources for 2019 and 2020.

Ensuring Quality & Continuous Improvement

The District Court states in its language assistance plan that it has a current system in place to measure the quality of the language access services it provides to users. The court hires certified interpreters who are also translators to draft documents. Those documents are then reviewed by the American Translator Association[[8]](#footnote-8) for accuracy.

District Court does not actively seek input from the various LES populations. For many years, concerns have been received by the court from various sources including participants, judges, court clerks, attorneys, advocates, and other interpreters. All complaints are referred to the AOC interpreter Commission and/or the Executive Committee of the court.

Total Department Budget for Language Access

The court states in its plan that it allocated $1,717,214 for interpretation service provision.

**Attachment E**

**Department of Natural Resources and Parks**

Wastewater Treatment Division: WTD has begun the process to identify materials requiring translation in the near future. In 2019, WTD will complete a definitive list of documents and other materials that need further translation, identify priority documents, and begin the translation process.

Parks and Recreation: For 2019, Parks and Recreation intends to complete an assessment of documents that need to be translated to Spanish, Vietnamese, and Somali based on frequency of use. The division plans to have those translations completed in 2020. The division also plans to assess priority translation needs for the King County Aquatic Center (KCAC) based on user groups and to identify priority documents for translation. For 2020, Parks and Recreation intends to translate all registration, sign up materials, brochures, flyers, and event signage for White Center Teen Program to Spanish, Vietnamese, and Somali. The division also plans to translate a percentage of KCAC rental agreements, flyers, door postings, and notices to other languages as assessed for KCAC needs.

Solid Waste Division: Solid Waste identifies translating all vital documents to Spanish as a high priority for 2019. Solid Waste indicates that 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. Solid Waste states it is a high priority to post all translated materials on its website in 2020.

Water and Land Resources Division: WLRD has identified a number of vital documents and public communication materials it plans to translate to Spanish and approximately 21 other languages for its Storm Water Services Section according to its plan. Translating the Storm Water Services Section’s website and other media content to Spanish and approximately 21 other languages to provide information regarding “direct services overview summaries” is a high priority for WLRD.

**Attachment F**

**Department of Permitting and Environmental Review** (Now a division in the Department of Local Services)

Department Background

The Department of Permitting and Environmental Review’s (DPER) mission is to serve, educate, and protect the community by shaping and implementing King County’s development and environmental regulations.

Demographics of Current User Populations

Non-Hispanic White: 228,392 70%

Black or African American: 14,851 5%

Asian and Pacific Islander: 40,799 13%

Native American and other: 3,413 1%

Hispanic or Latino\*: 25,395 8%

Two or more race: 12,152 4%

LES Data Collection & Analysis

At the time of the submittal of its plan, DPER did not assess LES data.

Existing Language Access Policies, Service Levels & Tracking Methods

DPER staff is able to call a language line to gain access to interpreters who are available to assist with customers who request language related services. Interpreters can also be scheduled to appear on site if requested in advance according to DPER’s plan.

Current State of Translated Materials and Interpretation Service Levels

Currently, DPER states that it offers two fire and one code enforcement pamphlet in Spanish. It also offers an “about us” webpage on its website in Spanish. For in-person, interpretation services, DPER employs “a couple” of staff, and offers its language service line upon request.

Existing Gaps in Language Access Policies, Service Levels, & Tracking Methods

As stated in its plan, DPER is working to identify the types of vital documents and public communication materials that need to be translated. The division is not able to identify any communities that is has not been able to serve effectively due to insufficient translation and interpretation resources. As stated in its plan, “We believe the communities have not been underserved because of the infrequent need for the interpreter services.”

Work Plan

2019

DEPR stated in its plan that its main priorities for 2019 is to identify the core documents that need to be translated for all languages.

2020

DEPR plans to translate “major parts” of its website.

Ensuring Quality & Continuous Improvement

DPER does not have a system currently in place to handle language-access related complaints.

Total Department Budget for Language Access

DPER has dedicated $500 of its budget to its language access service provision.

**Attachment G**

[**King County Elections**](https://mkcclegisearch.kingcounty.gov/View.ashx?M=F&ID=6782367&GUID=0353249A-D8AE-40CD-B9E4-0D2644B1A30C)

Department Background

King County Elections provides services to nearly 1.3 million registered voters across King County.

Demographics of Current User Populations

King County Election’s user population includes every King County resident who is eligible to vote (which means they must be a citizen, over eighteen years of age, and not under the supervision of the Department of Corrections). Elections also seeks to reach those who are not yet eligible to vote (for example, youth or immigrants) through voter education. According to Elections, while it does not have the data to do specific analysis, its interactive voter registration and turnout maps show that registration and turnout rates among communities of color and low-income populations is lower. Elections also confirms in its plan that there are usually lower turnout rates for voters who receive a non-English ballot (for example, 35% in the 2018 Primary Election, versus 43% overall). However, according to Elections, the Korean community turned out at 86% in the 2016 Presidential Election, 4 percentage points higher than the county overall.

LES Data Collection & Analysis

According to its plan, Elections started its data collection efforts by bringing on a consultant who specialized in working with LES communities in 2016. The consultant created a work plan that included extensive data gathering from community representatives. As part of that work plan, Elections also partnered with an epidemiologist from the Department of Public Health to analyze Census and American Community Survey data to better understand its potential pool of limited-English speaking, eligible voters. According to its plan, Elections continues to have regular dialogue with LES representatives, especially through organizations who participate in the office’s Voter Education Fund (VEF) grant program. Elections staff regularly reviews census and other King County data (such as that included in the language tiers), and data from other government partners to understand how King County’s eligible voting population may be changing.

Existing Language Access Policies, Service Levels & Tracking Methods

Elections has two main policies:

For mandated languages (either from Section 203[[9]](#footnote-9) of the Voting Rights Act or from

County Code), Elections states that it provides full service in those languages (every piece of correspondence with the voter is translated. This includes voter registration cards, ballots, voters’ pamphlets, signature challenge letters, etc.).

For non-mandated languages, Elections states that it translates all “evergreen” materials (for example, Guide to Voting in King County) into all of the County’s tier languages. According to Elections, the exception to this is the voter registration form, which by law, is produced by the Secretary of State’s Office. It is currently provided in 19 languages, although several do not match-up with the county’s tier languages. Elections is working with the Secretary of State’s Office to correct this issue according to its plan.

Current State of Translated Materials and Interpretation Service Levels

According to its plan, Elections offers vital documents in Spanish, Chinese, Korean, and Vietnamese, as well as most of its web content, all email, and some social media content. For all other languages, Elections offers “evergreen materials” but does not offer any website, email, or social media translation. In-person, interpretation services are provided by in-house staff for all languages.

Existing Gaps in Language Access Policies, Service Levels, & Tracking Methods

Elections has identified several gaps it intends to address to enhance its language access services. Addressing these gaps will lead to full website translation for mandated languages, the alignment of state voter registration forms with the County’s tier languages, and periodic review for time-sensitive items.

Work Plan

2019

Elections plans to use 2019 to work towards its 2020 goals of translating all social media posts with key information such as deadlines, and translating its entire website.

2020

Elections plans to carry on the work it has been doing for years to serve the citizens of King County.

Ensuring Quality & Continuous Improvement

Elections does multiple proofs of all ballot and voter pamphlet drafts using both a vendor and short-term temporary staff to ensure high quality of its LES services, according to its plan. Elections also states that it works closely and consistently with language specific communities. Finally, the department states that it provides information in priority languages on how to contact Elections for any reason, but it does not have a formal system currently in place to handle language-access related complaints listed in its plan. Currently, concerns are sent to the Supervisor of Language Services & Community Engagement to determine next steps.

Total Department Budget for Language Access

At the time that the department’s plan was submitted, Elections had allocated $500,000 of its budget for translation, $430,000 for in-language outreach (half from Seattle Foundation), and $30,000 on ethnic media ad-buys.

**Attachment H**

[**King County Information Technology Department**](https://mkcclegisearch.kingcounty.gov/View.ashx?M=F&ID=6782368&GUID=9D69973C-2593-4666-9BD2-B008F51F2FB8)

Department Background

The King County Information Technology Department’s mission is to deliver smart Information Technology (IT) solutions that supports is customers. KCIT supports digital access to all King County services via its website.

Demographics of Current User Populations

According to KCIT, its web user demographics match the demographics of King County, except for those populations that do not have access to or effective interaction with the internet. KCIT’s intended or priority populations includes all populations, especially underserved communities.

LES Data Collection & Analysis

KCIT does currently assess LES data in its department according to its plan. The department’s current Web Platform enables all departments and agencies to post materials in any language. It also has a Spanish language portal for easier navigation and access to information that is maintained in Spanish.

Existing Language Access Policies, Service Levels & Tracking Methods

According to KCIT, departments and agencies are responsible for identifying their own individual priority content. KCIT is responsible for the Web Platform mechanism that serves translated content, evaluating content usage/popularity, and providing navigation to translated content. The department’s role is more supportive in nature.

Current State of Translated Materials and Interpretation Service Levels

According to its plan, KCIT’s Visual Design team is supporting many King County work programs in creating signs, brochures, and other public information in alternative languages. For websites, email, and social media content, KCIT offers a Spanish language portal which provides access to current information that is already translated into Spanish using Spanish navigational tools.[[10]](#footnote-10)

Existing Gaps in Language Access Policies, Service Levels, & Tracking Methods

Although KCIT has created a Spanish language portal and a feedback form to serve some residents, the department states in its plan that it knows that additional portals are needed for other languages. KCIT has initiated an interim internal multi-lingual expert team to help review critical signage and public notices that are requested by agencies throughout the county.

Work Plan

2019

According to its plan, KCIT has submitted a capital project request to upgrade its web platform. This project will modernize the platform that currently hosts KCIT’s main website (the existing platform will no-longer be supported in 2020). The project itself will not translate content, but by modernizing the platform, content translation will be facilitated once implemented. KCIT states that this project does not include resources for actual translation of content as that must be driven by departments and agencies.

Planning for language translation including potential portals for multiple high use languages will also take place in 2019 according to KCIT. This particular effort will establish a site experience to better serve non-English speaking communities by enabling people to navigate in their primary language.

2020

KCIT states it will continue to define and refine processes for ongoing translation efforts.

Ensuring Quality & Continuous Improvement

KCIT is currently developing a system to measure quality of services.

Total Department Budget for Language Access

KCIT does not allocate any of its budget to language access service provision.

**Attachment I**

[**King County Prosecuting Attorney's Office**](https://mkcclegisearch.kingcounty.gov/View.ashx?M=F&ID=6782369&GUID=BBBC390C-E732-4F71-95F4-80D0F7C4CA4D)

Department Background

The Prosecuting Attorney’s Office is responsible for the prosecution of all felonies and juvenile cases in King County and all misdemeanor cases generated in unincorporated areas of King County. The PAO also serves as legal counsel to the Metropolitan King County Council, the King County Executive, all executive agencies, the Superior and District Courts, the King County Sheriff’s Office, the King County Assessor, various independent boards and commissions, and some school districts. Under agreements with the State of Washington, the PAO also establishes and enforces child support obligations, and is an integral part of the mental health civil commitment process.

Demographics of Current User Populations

According to the PAO, demographics and language needs vary depending on the active trials, cases, filings, investigations and language needs of victims and witnesses. The most frequently required languages, other than English for the period of August 2017 through March 2018 were in priority/frequency order: Spanish, American Sign Language, Vietnamese, Somali, Punjabi, Amharic and Chinese/Mandarin followed by smaller requests for Tigrinya, Marshallese, Samoan, Korean, Arabic, Russian, and Mongolian according to the PAO.

LES Data Collection & Analysis

The PAO does not currently assess LES data in its department. The office responds to and tracks interpretation/translation requests as needed.

Existing Language Access Policies, Service Levels & Tracking Methods

According to the PAO, its office currently provides all interpretation and translation services requested because it is legally mandated to do so. RCWs 2.42[[11]](#footnote-11) and 2.43[[12]](#footnote-12), and Washington State Courts General Rule 11.2 (establishes standards of conduct that interpreters must abide by in order to preserve the integrity and independence of the judicial system) provides the scope and certification requirements of interpreters in the judicial system, and the PAO incorporates this into its practice.

Current State of Translated Materials and Interpretation Service Levels

Print Materials and Vital Documents – According to the PAO, print materials and vital documents are provided as needed for individual cases and notifications for all Limited-English speaking persons, regardless of language spoken.

Websites, email, social media content – The PAO does not yet offer any translated material through its website, email, or social media content, according to its plan.

In-Person Interpretation Services – According to the PAO, in-person, interpretation services are provided as needed for individual cases and notifications for all Limited-English speaking persons, regardless of language spoken.

Existing Gaps in Language Access Policies, Service Levels, & Tracking Methods

The PAO states in its plan, “For the past 25 plus years, the PAO has responded to requests for interpretations/translations, as needed for legal and other official work, in any language needed. The Office has identified the need for:

* A formal analysis of needs/gaps
* Standardization of process, vendor agreements, and costs
* Identification and tracking of interpreter/translator requirements and certifications
* More detailed and sophisticated tracking
* Periodic review of interpretation/translation impacts and accuracy

The PAO has also identified an anecdotal list of vital documents and public communication translation materials that need to be completed, and will implement a formal plan, after analysis during the first half of 2019. While the PAO states that it has met its legal interpretation/translation needs for court related events and investigations as they have been encountered and requested, general information documents are only provided in English.

Work Plan

2019

The PAO states in its plan that it will undertake an extensive internal analysis to first determine interpretation/translation needs across all divisions, and then develop goals and plans on how to meet those needs. However, the Office has no additional funding to complete this work (a limited 2019-2020 budget request was not approved at the). The Office is also investigating an electronic auto translation of the PAO website into various languages.

2020

To be determined according to the PAO.

Ensuring Quality & Continuous Improvement

According to the PAO, its quality of language access services (translation, interpretation, and in-language outreach) is measured by the certification, registration, and qualification requirements as establish in the Revised Code of Washington and the Washington State Court General Rules. The PAO does not have a current system in place to handle language-access related complaints, but does handle complaints on a case-by-case basis.

Total Department Budget for Language Access

According to its plan, the PAO does not allocate any of its budget for language access provision.

**Attachment J**

[**Department of Seattle & King County Public Health**](https://mkcclegisearch.kingcounty.gov/View.ashx?M=F&ID=6782370&GUID=7CFAB5F2-31BD-4021-870A-F20203DB773E)

The Department of Public Health submitted 9 plans (Community Health Service Division, Environmental Health Service Division, Emergency Medical Service Division, Jail Health Service Division, Chronic Disease and Injury Prevention Unit, Prevention Division, Admin/Communications, Preparedness, and Compliance).

Community Health Service Division: CHS has identified vital documents and public communication materials that need to be translated in the county’s top six languages moving forward. CHS intends to update its website to ensure vital information related to Public Health services are available in Spanish. The division also intends to connect with Spanish, Somali, and Vietnamese speaking consumers through the use of email and text messages.

Environmental Health Services Division: EHS has identified vital documents and public communication materials that need to be translated in the county’s top six languages. EHS plans to identify ways to provide website translation in the county’s top 6 languages.

Emergency Medical Services Division: EMS has identified vital documents and public communication materials that need to be translated in the county’s top six languages. EMS plans to translate the EMS/Vulnerable Populations Strategic Initiative website to all of the county’s top 6 languages by 2020.

Jail Health Service Division: As taken from its plan, “JHS needs to perform a data analysis to determine to what extent language access issues impact inmate-patients’ access to care. We hope to undertake that work in 2019 and will determine what work may need to be done to most effectively assure that inmate-patients are able to access medical, dental and release planning services. As mentioned above, work to identify process improvements is on-going and there is an expectation that new tools will need to be translated into multiple languages. Those tools do not yet exist but JHS will utilize available translation services once appropriate languages have been identified. We are waiting on data from DAJD to confirm languages to include in 2019 and 2020 planning and goals.”

Chronic Disease and Injury Prevention Unit: As taken from its plan, “Prior to defining the appropriate 2020 improvement targets for our section, we need to determine the LEP individuals who are likely to request services or participate in our programs once language access barriers are removed as well as their translation/transcreation and/or interpretation needs. Therefore, in 2019, our objective is to work on the following:

* Establish tracking method(s) for language assistance needs/number & types of LA provided to assess language needs.
* Draft action plan to phase in priority languages and their respective LA needs.
* Establish APDE/CDIP/COO guidelines regarding written materials (e.g. language/audio/visual needs, literacy levels, etc.).
* Identify which materials/programs/languages should be initial focus (phased approach) as well as the appropriate methods (e.g. audio file versus print material).”

Prevention Division: Prevention has identified vital documents and public communication materials that need to be translated in the county’s top 6 languages as needed. Prevention has identified 3 webpages on its website that will be translated in Spanish, and will translate other webpages in the county’s other top languages as needed. The division also plans to translate some items on social media to Spanish.

Communications Division: Communications has identified vital documents and public communication materials that it intends to translate to the county’s top 6 languages. Communications plans to translate news releases/blogs on critical health information to all of the county’s top languages, as well as social media posts directing residents to critical health information. The division also intends to translate text for each page of its online public health materials in multiple languages.

Preparedness: Preparedness has identified vital documents and public communication materials that it intends to translate (emerging public health emergencies, safety precautions, information for health and safety for people living outdoors or homeless, etc.). Preparedness intends to post links to bioterrorism material and other things to its website in multiple languages.

Compliance: Compliance has identified vital documents and public communications materials that it plans to translate to the county’s top languages. Compliance has identified vital documents and public communication materials to translate and offer in the county’s top languages on its website.

**Attachment K**

**King County Superior Court**

Department Background

The mission of the King County Superior Court is to serve the public by ensuring justice through accessible and effective forums for the fair, understandable, and timely resolution of legal matters. King County Superior Court is a general jurisdiction trial court with responsibilities for the following legal matters occurring within King County:

* Civil matters involving more than $300, unlawful detainers, and injunctions;
* Felony criminal cases;
* Misdemeanor criminal cases not otherwise provided for by law;
* Family law, including dissolutions, child support, adoptions, parentage, and domestic-violence protection matters;
* Probate and guardianship matters;
* Juvenile offender matters;
* Juvenile dependencies, including abused and neglected children, children in need of services, at-risk youth, and truancies;
* Mental illness and involuntary commitment matters.

Demographics of Current User Populations

According to its plan, Superior Court does not collect specific demographic information on all court user populations. Limited demographic information is available from some of the court programs and departments. The court’s demographics are most likely consistent with those of county residents as its user population is all county residents with legal matters which fall within the jurisdiction of King County Superior Court.

LES Data Collection & Analysis

According to its plan, Superior court collects data as to types of languages being requested and costs associated with language needs. This information is used to assess trends and additional resource needs according to the court.

The Office of Interpreter Services for King County Superior Court will, on an annual basis, review demographic data regarding language needs of its community. The court uses the following sources for its review:

* Local/County/State census statistics
* County health department
* Public Defender’s Office/Office of Assigned Counsel
* Prosecuting Attorney’s Office
* Finance Manager for King County Superior Court (tracks invoices for language use and frequency)
* Local legal aid service providers

Existing Language Access Policies, Service Levels & Tracking Methods

According to the court, it has an established Language Assistance Plan (State LAP) in compliance with RCW 2.43.090.[[13]](#footnote-13) The document was currently being reviewed and updated at the time the court submitted its language assistance plan as required by Ordinance 18665.

Current State of Translated Materials and Interpretation Service Levels

According to its plan, the Court has few translated local forms and relies primarily on translated general state forms provided by the Administrative Office of the Courts. Currently, the Superior Court does not have any translated website content, but it does provide in-person, interpretation services in all court proceedings and operations according to its plan.

Existing Gaps in Language Access Policies, Service Levels, & Tracking Methods

According to its plan, the court has not identified any gaps in its existing language access policies, service levels, and tracking methods, and it continues to secure qualified interpreters as requests for new languages are brought to its attention. The Court has provided interpreters in over 165 different languages to ensure meaningful access to the court by its customers as stated in its plan.

Work Plan

2019

Superior Court has an established judicial committee structure to determine work plan items for the court, according to its plan. Through these committees there are ongoing discussions regarding interpreter projects and available funding sources according to the court.

2020

Superior Court provided the same information as presented for 2019.

Ensuring Quality & Continuous Improvement

According to the court, all court translations are performed by court certified/registered interpreters in an effort to ensure high quality language access service provision. Completed translations are then reviewed by another court certified/registered interpreter prior to release, according to the court. The court states in its plan that all of the court’s interpreters are carefully vetted and appointed in such a manner to ensure effective levels of communication between the interpreters and those requesting language access services. Finally, the revised draft of the court’s state language assistance plan contains a complaint process for LES individuals to utilize. The plan was not effective at the time of the submission of the court’s language assistance plan required by Ordinance 18665.

Total Department Budget for Language Access

Translation and Interpretation are both covered by $1.1 million interpretation budget.

**Attachment L**

[**King County Department of Assessments**](https://mkcclegisearch.kingcounty.gov/View.ashx?M=F&ID=6782372&GUID=D4B34C61-E849-4252-8953-2F96A11FBC2D) **(DOA)**

Department Background

The King County Department of Assessments is led by an independently elected Assessor who oversees a staff of 213 employees, including certified residential and commercial appraisers who regularly evaluate parcels to establish property values throughout the County. The department’s primary goal is to work collaboratively with all partners to produce property assessments that are fair, accurate, uniform, equitable, and understandable.

Demographics of Current User Populations

According to DOA, its user population includes all citizens who pay property taxes in King County, matching the demographic makeup of the county as a whole.

LES Data Collection & Analysis

DOA does not currently asses LES data, but it does use Census data and school data to gather information about the LES communities that the department serves, according to its plan.

Existing Language Access Policies, Service Levels & Tracking Methods

DOA does not have any existing language access policies and does not currently track services provided to LES persons according to its plan.

Current State of Translated Materials and Interpretation Service Levels

According to its submitted plan, DOA displays signs translated in the top 6 languages which informs its clients that interpretive services are available. The department uses a combination of internal staff and the County’s language line for interpretation, while staff out in the field uses an IPad translation program to assist LES persons. At this time, the department only offers print materials in English. All of the content on its website is presented in English, as well as its email communications and social media content.

Existing Gaps in Language Access Policies, Service Levels, & Tracking Methods

DOA states in its language assistant plan that it is has begun the process of identifying the vital documents and public communication materials that need to be translated to better serve its LES users. The department states it is not aware of any communities it has not been able to effectively serve due to insufficient translation and interpretation resources.

Work Plan

DOA did not develop a two-year sequencing of resource deployment to advance its business/agency goals and objectives. However, DOA did state in its plan that the process of evaluating its current translation and interpretation service levels has made the department aware of the need to appoint a work group to develop an action plan to determine which documents and materials need to be translated and how much it would cost, as well what accountability and continuous improvement steps are required. Once this work is completed, DOA will submit a work plan for 2019 and 2020.

Ensuring Quality & Continuous Improvement

DOA confirmed that it is does not have a current system in place to measure the quality of translation and interpretive services it provides to its users. However, the department did state that the work plan it is currently completing will include methods for surveying priority populations on the effectiveness of its language access efforts.

The department does not currently have a system in place to handle language-access related complaints. DOA does not provide information to LES individuals advising them or the right to file a complaint if they did not get the service the sought due to language barriers.

Total Department Budget for Language Access

According to its plan, DOA does not allocate any of its budget for language access services.

**Attachment M**

**Department of Human Resources**

DHR stated in its updated plan that the agency will edit its webpage and advertise the availability of language assistance in all of the County’s top languages, especially for assistance with job applications. DHR stated that it does not have existing funds to work towards some of its translation and interpretation goals for 2019.

**Attachment N**

[**Executive's Office**](https://mkcclegisearch.kingcounty.gov/View.ashx?M=F&ID=6782374&GUID=34790EF4-314F-4B9D-B646-9390438BA4A6)

Department Background

The Executive’s 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. In its effort to comply with Ordinance 18665, the Executive’s Office submitted three language assistance plans (Executive’s Office, Office of Labor Relations, and Office of Performance, Strategy, and Budget). Those plans are analyzed below.

**Executive’s Office**

Demographics of Current User Populations

According to its language assistance plan, the demographics of the Executive’s Office is as varied as the diversity of King County’s population. The Office intends to place a greater focus on the increasing numbers of residents and customers who are limited English-speaking.

LES Data Collection & Analysis

According to the Executive, the Executive’s Office does not assess LES data, but the Office does currently assist LES customers/residents and has been working to increase the number of tools and resources available to support LES persons.

Existing Language Access Policies, Service Levels & Tracking Methods

According to the Executive Office’s plan, several staff in the Office are trained on using a real-time interpretation line for communicating with LES or non-English speaking constituents. These requests are resolved but are not currently tracked, according to the Executive. The executive also provides multilingual Signage (e.g. language signs at reception areas) and service locator signs in the Administration Building. Interpretation is also 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 according to the Executive’s Office.

Current State of Translated Materials and Interpretation Service Levels

The Executive’s Office currently has contracted translators and staff with translation skills in its office.

Existing Gaps in Language Access Policies, Service Levels, & Tracking Methods

According to the Executive, a key gap is the 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 webpages and to compile existing translated documents into portal pages for each of the top six languages, with input from Customer Service and OESJ staff. Additional resources would be necessary to complete a survey to assess community needs and current gaps in service according to the Executive.

Work Plan

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.

Ensuring Quality & Continuous Improvement

The Executive's Office states that it does have a system in place to measure the quality of its language access services. For translation services, the Office uses native speakers on staff or in the community to measure service quality. To measure its interpretation services quality, the Office gathers feedback from residents/customers, according to the Executive Office’s language assistance plan that was submitted.

The Executive Office also states in its plan that it consults with priority populations on the effectiveness of its language access effort by working collaboratively with representatives of different communities on the planning of events and outreach activities. Executive Office staff also does post-event follow-up to assist with making improvements for future events.

According to the Executive, the office has a system to handle language-access related complaints, however, the system has its limitations. While the Office’s current feedback form is only offered in English, the Office states that it features signage in building lobbies that informs users of free phone interpretation options for them to leave feedback regarding the Office’s language access services.

Total Department Budget for Language Access

According to its plan, the Executive’s Office spends money within its budget as needed for translation, interpretation, and in-language outreach.

**Office of Labor Relations**

Department Background

The Office of Labor Relations (OLR) partners with King County agencies, unions, and employees through collaborative negotiation, creative problem solving, and professional advice with a focus on employee engagement.

Demographics of Current User Populations

As stated in OLR’s plan, its demographics of current user populations consists of “current union represented employees.”

LES Data Collection & Analysis

According to its plan, OLR does not currently assess LES data in its office. Furthermore, the Office does not use any tools to gather information about the LES communities that it serves since it believes that, “County employees are expected to have a working level of English.”

Existing Language Access Policies, Service Levels & Tracking Methods

While not a policy, OLR states that it provides interpretation/translation for complicated or stressful disciplinary situations at the request of the Union or an employee.

Current State of Translated Materials and Interpretation Service Levels

According OLR it has no outward or public facing documents. The Office’s negotiated contracts and other agreements are offered in English only.

Existing Gaps in Language Access Policies, Service Levels, & Tracking Methods

In its plan, OLR states, “At this time there isn’t a need to translate our documents. So we have no goals to meet.”

Work Plan

OLR states in its language assistance plan that it has no specific work plan for 2019-2020.

Ensuring Quality & Continuous Improvement

OLR has not identified any quality or continuous improvement measures.

Total Department Budget for Language Access

OLR has not identified a department budget for language access service provision.

**Performance, Strategy, and Budget**

Department Background

As stated in its plan, The Office of Performance, Strategy, and Budget (PSB) provides sound data and tools to improve King County performance.

Demographics of Current User Populations

According to PSB, it “produces a county-wide budget, as well as a variety of internally focused services.”

LES Data Collection & Analysis

PSB does not currently assess LES data according to its plan.

Existing Language Access Policies, Service Levels & Tracking Methods

PSB does not have any existing language access policies, service levels, or tracking methods according to its plan.

Current State of Translated Materials and Interpretation Service Levels

According to its plan, PSB offers its Budget in Brief in Spanish, Vietnamese, Chinese, Russian, Somali, Korean, Ukrainian, Amharic, and Punjabi.

Existing Gaps in Language Access Policies, Service Levels, & Tracking Methods

According to PSB, the Office has not identified any gaps in its existing language access policies, service levels, or tracking methods. Therefore, PSB stated it will not have any vital documents that will need to be translated in 2019.

Work Plan

PSB does not have an existing work plan for the biennium.

Ensuring Quality & Continuous Improvement

As stated in its plan, “PSB does not have a system in place re: the provision of language access services.”

Total Department Budget for Language Access

According to PSB, the Office has incurred unbudgeted translation costs as a result of offering the County’s Budget in Brief in multiple languages.

**Attachment O**

[**Department of Transportation**](https://mkcclegisearch.kingcounty.gov/View.ashx?M=F&ID=6782376&GUID=2AEBD6B0-33B3-410B-9DCD-7D9DAC9F7EAA)

The Department of Transportation submitted four plans (Airport Division, Fleet Division, Roads Services Division, and Marine Division. Metro, which was once part of DOT, submitted a stand-alone plan as a new department. Fleet and Airport are now a part of the Department of Executive Services, and Marine is now a division of Metro. Finally, Roads Services is a division within the Department of Local Services.

Airport Division: The Airport Division has identified its Master Plan Fact Sheet, Airport Strategic Plan, Economic Impact Study, Adopted Master Plan, Environmental Impact Study, Parental/Family Tour Permission Form, Noise Complaint Form, among others as vital documents and public communication materials that need to be translated to Spanish, Somali, and Vietnamese. The Airport has identified the need to translate its website to Spanish, Somali, and Vietnamese.

Fleet Division: Fleet identifies its “Witness Cards and Notice to Involved Parties” as vital documents that need to be translated to Spanish, Vietnamese, Somali, Amharic and Ukrainian in 2019. In 2020 Fleet adds its auction terms, disclaimer, and payment information to the list of vital documents that need to be translated. Fleet identifies its auction terms, disclaimer, and payment information as items that it intends to offer on its website in 2020.

Road Services Division: Roads is now a division of the Department of Local services. DLS’s plan is attached.

Marine Division: Marine is now a division of Metro Transit, Metro’s plan is attached.

**Additional Plans**

The following Plans were submitted shortly after the Executive’s transmittal to Council and would need to be added to the proposed motion by amendment.

**King County Metro Transit**

As stated in Metro’s plan, “A primary tool for tracing language access policies and service levels has been the “Access to King County Metro Transit Service for People with Limited English Proficiency, Four factor Analysis and Implementation Plan.” This report was prepared to meet the Title VI Program report to the Federal Transit Administration. This report, which is being updated in 2019 as part of the triennial Title VI Program Report Metro must provide to the Federal Transit Administration, tracks access to transportation service for low income and limited English speaking populations using public transportation services. The plan outlines guidelines for Printed materials, language line assistance, new signage and public outreach. A universal Interpreter symbol appears on all marketing and informational materials indicating a language line with multiple languages available.”

**Legislative Branch**

Department Background

The Legislative Branch includes the County Council, the Clerk of the Council, the County Auditor, the Office of Citizens Complaints, the Board of Tax Appeals and Equalization, King County Television, the Office of the Hearing Examiner, and the Office of Law Enforcement Oversight. The Legislative Branch’s language assistance plan was developed by the Council Chair’s Office, Council Chief of Staff and the Legislative Branch Equity and Social Justice Team.

Demographics of Intended or Priority Populations

In 2018 there were an estimated 2.2 million people in King County. In 2010 47% of children in the county were kids-of-color. In South King County, 55% of the population under age 18 are kids of color. More than a quarter of King County residents speak a language other than English at home and about half of those report that they do not speak English well, or at all. King County residents speak 170+ different languages, with top languages being Spanish, Chinese, Vietnamese, Somali, Amharic, Tagalog, and Korean.

LES Data Collection & Analysis

The Legislative Branch does not currently assess LES data.

Existing Language Access Policies, Service Levels & Tracking Methods

The Legislative Branch does not have any existing policies or tracking methods. When interpretation or translation is requested, the legislative branch does its best to be responsive.

Current State of Translated Materials and Interpretation Service Levels

Currently interpretation and translation is ad hoc and not standardized.

Existing Gaps in Language Access Policies, Service Levels, & Tracking Methods

The Legislative Branch ESJ Team’s Language Access subcommittee intends to pilot several issue areas in 2019 to identify these gaps and propose solutions to them by the beginning of 2020.

Work Plan

The goal for 2019 is to pilot the Legislative Branch’s language access work through several high-profile issues for communities that do not speak English or are limited English proficient. Through these pilots, staff intends to track best practices for the constituents the Legislative Branch serves and begin developing policies that would be responsive to their needs, as well as understanding in real time what documents should be accessible and in which languages. Given the different needs of districts and individual agencies, and the anticipated response from communities who do not generally fall into the top tiers of languages spoken in the County, the hope is that this process of working with the constituent will allow the Legislative Branch to be more flexible and responsive.

In addition, the Legislative Branch Equity and Social Justice (ESJ) team has created a Language Access subcommittee, with the intent of meeting regularly to execute and explore the following ideas (including but not limited to):

1. Work with the communications team to identify a list of public-facing documents that should be translated according to the policy proposed for 2019-2020:

* *In the first two years of its language access work, the Legislative branch will identify public-facing documents that are county-wide in scope and translate to Chinese (simplified and traditional), Vietnamese and Spanish. With additional assessment, each district office or independent agency has the right to add languages for translation of documents specific to their needs. Further, each district office and independent agency may also decide on an additional separate, individual language access strategy as needed.*

1. Examine possible technology alternatives for community members who attend meetings in Chambers and need interpretation. This may include using interpretation headsets.
2. Explore additional open contracts with language line and other large party vendors for staff to have access to quality interpretation and translation in a timely manner. Also explore contracting with local community-based organizations for third party review and contextual review of translations. In addition, create a list of trusted language vendors for staff use.
3. Within pre-identified issue areas, work to identify interpretation and translation strategies with the ESJ and Communications teams. Track top languages requested and develop ethnic media strategies for the Council. Work with agencies within the legislative branch to ensure consistency and coordination. i.e. If the issue is expected to also come before the Hearing Examiner’s office, make sure that the documents available use the same common terms and qualified court experienced translators.
4. Create a shared database for feedback from staff and constituents about quality of interpretation/translation when using a vendor.
5. Explore possibilities for telephonic greetings.
6. Work with KCTV to craft emergency messages in advance for the station in case of emergency.

Ensuring Quality & Continuous Improvement

The Legislative Branch does not currently have a system in place to measure the quality of language access services being provided, nor does it have a system in place to handle language-access related complaints. If a complaint were to be received, it would be forwarded to the Legislative Branch Director of Operations.

Total Department Budget for Language Access

The Legislative Branch, after completion of its planned pilots through 2020 to build on its language access plan, will determine the appropriate budget to allocate to achieve its language access goals. The department has already committed to funding the interpretation/translation needs of its planned pilots in 2019-2020.

**UPDATE FROM APRIL 15, 2019 COW MEETING**

At the April 15 meeting, Council staff stated that the Executive had not yet submitted language assistance plans for King County Sheriff’s Office, Department of Executive Services, Department of Local Services, and Department of Judicial Administration. Since then, staff has received plans for each of those agencies.

King County Sherriff’s Office: KCSO states in its plan that it has identified the need for a thorough analysis of its needs/gaps related to translation. KCSO also states, “We have a number of vital documents that are currently translated into Spanish. We will use this as a guide to translate the same forms into the 5 other languages as identified in the ordinance on the top languages identified by the tier map of limited-English proficient persons maintained by the office of equity and social justice and the county demographer.” Finally, KCSO states that the agency does not have dedicated resources for this work and that any efforts to translate all of its vital forms into the County’s top 6 languages would require a funding source.

Department of Executive Services: DES has identified gaps in its existing language access policies and is exploring options to address those gaps. The agency has also identified the vital documents and public communication materials that need to be translated. Based on community requests and/or patterns of use, DES has translated key documents and will continue to do so as needed. By the end of 2018, DES states that it had translated key service pages for Regional Animal Services of King County (RASKC) and made claim for Damages forms available in five languages. In addition, the Office of Emergency Management began work on a mandate from the state legislature to provide translation of emergency messages. This work is ongoing. DES’s language assistance work is funded as needed.

Department of Local Services: DLS states in its plan, “With the reorganization of the Department of Transportation to the new Department of Local Services there has not yet been an opportunity to do a gap analysis. The gap analysis is slated to begin September 1, 2019 with the newly formed Department’s ESJ Committee. This gap analysis will identify other key documents within our department and associated resourcing needs.” DLS also states, “Funding for translation and interpretation comes from existing communications and outreach budget, specific project funding options like grants or other, associated budgets. As part of the next biennium budget planning process, the gap analysis being conducted by the department’s new, ESJ committee will identify known shortfalls and plan for future resources in the 2021-2022 budget.”

Department of Judicial Administration: DJA is currently completing an inventory of its vital documents and public communication materials that need to be translated and expects for the inventory to be completed by the end of 2019. DJA plans on completing translation of its vital documents and public communication materials by the end of 2020. Additionally, DJA has not identified any ongoing funds for its translation and interpretation goals.

To date, the Executive has submitted language assistance plans for all of the Executive agencies that identify which of their vital documents and public communications need to be translated into languages for use by limited-English-proficient persons, and which include identification of agency or office plans for providing translation of webpages, automated telephone greetings, automated telephone voice messages and informational signage, thus meeting the requirements laid out in Ordinance 18665.

**AMENDMENT:**

Amendment 1 will be distributed at the meeting and attaches the revised and/or completed Language Assistance Plans for the following agencies:

King County Sheriff’s Office

Department of Executive Services

Department of Local Services

Department of Judicial Administration

Department of Human Resources (updated)

**ATTACHMENTS**

1. Proposed Motion 2018-0561 (and its attachments)
2. Amendment 1 (and its attachments)(to be distributed at the meeting)
3. Transmittal Letter

**INVITED**

1. Kelli Carroll, Director of Special Projects, Executive’s Office
2. Hanne Makhani, Immigrant and Refugee Program Manager, Office of Equity and Social Justice

1. Ordinance 18665, adopted February 26, 2018. [↑](#footnote-ref-1)
2. Vital documents are defined in Ordinance 18665 as “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.” [↑](#footnote-ref-2)
3. Public communication materials are defined in Ordinance 18665 as “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, and advertisements in printed publications.” [↑](#footnote-ref-3)
4. The tiers are based on relative numbers of King County residents speaking each language. Sources for data include, US Census Bureau, “American Community Survey” data for King County WA, language spoken at home, 2012-2016 Public Use Micro Sample (PUMS) data number of persons age 5+ reporting a home language other than English and do not speak English “very well”; WA State Office of Financial Management, Limited English Proficiency students in King County 2016; King County District Courts 2017 data, King County Women, Infants and Children CIMS 2017 and 2018; and King County Public Health Clinic visits 2017 and 2018. [↑](#footnote-ref-4)
5. Ordinance 18791, adopted September 17, 2018. [↑](#footnote-ref-5)
6. Ordinance 18793, adopted September 24, 2018. [↑](#footnote-ref-6)
7. Ordinance 18777, adopted August 20, 2018. [↑](#footnote-ref-7)
8. Founded in 1959, the American Translators Association (ATA) “is the largest professional association of translators and interpreters in the U.S. with over 10,000 members in more than 100 countries. ATA’s primary goals include fostering and supporting the professional development of translators and interpreters and promoting the translation and interpreting professions. ATA also offers a certification exam that allows translators to demonstrate that they meet certain standards of the translation profession.” <https://atanet.org/aboutus/index.php>. Accessed April 8, 2019. [↑](#footnote-ref-8)
9. Section 203 provides, “Whenever any State or political subdivision [covered by the section] provides registration or voting notices, forms, instructions, assistance, or other materials or information relating to the electoral process, including ballots, it shall provide them in the language of the applicable minority group as well as in the English language.” The law covers those localities where there are more than 10,000 or over 5 percent of the total voting age citizens in a single political subdivision (usually a county, but a township or municipality in some states) who are members of a single language minority group, have depressed literacy rates, and do not speak English very well. Political subdivisions also may be covered through a separate determination for Indian Reservations. Determinations are based on data from the most recent Census. [↑](#footnote-ref-9)
10. Spanish language portal located at Kingcounty.gov/languages/Spanish. [↑](#footnote-ref-10)
11. RCW 2.42.010 states, “It is hereby declared to be the policy of this state to secure the constitutional rights of deaf persons and of other persons who, because of impairment of hearing or speech, are unable to readily understand or communicate the spoken English language, and who consequently cannot be fully protected in legal proceedings unless qualified interpreters are available to assist them. It is the intent of the legislature in the passage of this chapter to provide for the appointment of such interpreters.” [↑](#footnote-ref-11)
12. RCW 2.43.010 states, “It is hereby declared to be the policy of this state to secure the rights, constitutional or otherwise, or persons who, because of a non-English speaking cultural background, are unable to readily understand or communicate in the English language, and who consequently cannot be fully protected in legal proceedings unless qualified interpreters are available to assist them. It is the intent of the legislature in the passage of this chapter to provide for the use and procedure for the appointment of such interpreters.” [↑](#footnote-ref-12)
13. Requires each trial court organized under Titles 2,3, and 35 of RCW to develop a written language assistance plan to provide a framework for the provision of interpreter services for non-English-speaking person accessing the court system in both civil and criminal matters. [↑](#footnote-ref-13)