



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.

<p>Introduction</p> <p>From Ordinance 18665:</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>

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>
Patti Cole-Tindall	Chief of Technical Services	206-263-2878

Department//Division Plans

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

One plan for the entire department.

Language Access Plan for the King County Sheriff's Office

This Language Access Planning document is required by a new Immigration Ordinance 18665 for each department/agency division. Please consult with your department or agency's Language Access Liaison(s). This planning document will be attached to a Department cover page.

From Ordinance 18665: King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018.

Background Definitions:

"Public Communication Materials" are materials that are intended for broad distribution to inform or educate people served by King County. For the purpose of translation, Public Communication Materials refers only to printed media such as:

- Brochures
- Posters
- Booklets
- Pamphlets
- Billboards
- Advertisements in printed publications.

"Vital documents" are materials that provide essential information for accessing basic county services and benefits and for which serious consequences would result if the information were not provided. Departments will define their vital documents. Examples of vital documents include:

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

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

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

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

Section 1: Context and Current State

1. Division/agency mission and purpose:

MISSION -

The King County Sheriff's Office is a trusted partner in fighting crime and improving the quality of life for our residents and guests.

VISION -

The King County Sheriff's Office is a highly effective and respected law enforcement agency and criminal justice partner, both trusted and supported, helping King County to be the safest county in America.

GOALS -

Through community engagement and collaboration we will:

- Develop and sustain public trust, value and support.
- Reduce crime and improve the community's sense of security.
- Improve traffic safety by reducing impaired and unsafe driving behaviors and traffic collisions.
- Recruit, hire, train and promote the best people, reflective of the community we serve, to provide high quality, professional and responsive service.
- Provide facilities, equipment, and technology that support achievement of our mission.
- Prepare to respond to and resolve critical incidents and disasters.

OUR VALUES -

Leadership

- We are honest, respectful, effective and humble
- We have clear expectations
- Our managers model expectations and we lead by example from all levels

Integrity

- We are open, transparent and accountable to the public we serve
- We acknowledge that public trust matters – all the time
- Good faith performance errors are addressed through training
- Bad faith, criminal behavior, abuse of authority, and repeated or egregious acts are not tolerated

Service

- We are timely in our response and seek every opportunity to have positive impact on the people we serve.
- We are good stewards of taxpayer dollars, engage and collaborate, and strive to innovate.
- We focus on hot spot locations, high impact and repeat offenders, and visible presence when needed

Teamwork

- We recognize that relevant training and effective communications increase public and officer safety
- We fight crime constitutionally
- Our managers coach, mentor and develop a strong team culture

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

The Sheriff's Office is exceedingly proud to partner with the following cities and agencies to provide full-service police departments:

- Town of Beaux Arts Village
- City of Burien
- City of Carnation
- City of Covington
- City of Kenmore
- King County International Airport
- City of Maple Valley
- King County Metro Transit
- Muckleshoot Indian Tribe
- City of Newcastle
- City of Sammamish
- City of SeaTac
- City of Shoreline
- Town of Skykomish
- Sound Transit
- City of Woodinville

Additionally, the KCSO has three precincts to handle unincorporated King County to include Precinct 2, Northeast King County, Precinct 3, Southeast County and Precinct 4, Southwest county.

3. Demographics of current user population:

Consistent with County wide demographics

4. Demographics of intended or priority populations:

All residents of King County. Our goal is to better serve the LES population on the County by identifying gaps we have currently to may result from lack of language access.

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

Currently, the KCSO responds to and tracks interpretation/translation requests as they are needed.

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

The KCSO has Community Service Officers (CSOs) that are bi-lingual and very pro-active in the community they serve. We have one who is proficient in Vietnamese and one who is a Spanish speaker.

We use requests for an interpreter/translator as a source of community language needs.

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

The KCSO General Orders Manual (GOM) Section 16.04.000 – Using Interpreters provides direction to department members on the use of the Language Line to assist with translation mostly in the field. This policy really relates to the hearing impaired but also those who need an interpreter.

16.04.000 USING INTERPRETERS

16.04.005

INTRODUCTION: 09/09

Washington State law mandates when a law enforcement agency must provide sign language interpreters.

The sign language interpreters used by the department are experienced in interpreting in legal situations and can be used for victims, witnesses, and suspects. This policy is intended to assist department members when there is a need for a sign language interpreter and using the Language Line.

16.04.010

TYPES OF INTERPRETERS: 09/09

1. American Sign Language interpreters use the most common form of sign language to interpret for hearing and speech impaired persons.
2. Tactile interpreters use sign language directly into the hand of a sight and hearing impaired person.
3. Oral interpreters combine sign language with lip reading for those who are trained to lip read.
4. Specialized interpreters who work with developmentally disabled persons who have speech and/or hearing impairments.
5. Language Line interpreters.

16.04.015

WHEN TO CALL AN INTERPRETER: 10/94

1. A sign language interpreter shall be called when conducting a criminal investigation and:
 - a. A victim is Deaf, Deaf-Blind or hard of hearing.
 - b. A witness is Deaf, Deaf-Blind or hard of hearing.
2. A sign language interpreter shall be called when conducting a criminal investigation that involves interviewing a **minor child** whose parent, guardian, or custodian is Deaf, Deaf-Blind or hard of hearing.

The child may be a victim, witness or suspect.

3. A sign language interpreter shall be called when a Deaf, Deaf-Blind or hard of hearing person is arrested for an alleged violation of criminal law.

The interpreter shall be called as early as possible for any notification of constitutional rights, interrogations, or taking statements.

16.04.020

HOW TO CALL AN INTERPRETER: 10/94

1. A list of certified sign language interpreters, who are available for emergency situations and for appointments for interviews, is located in the Communications Center and at each major work site.
2. Patrol deputies should call the Communications Center for a field response by a sign language interpreter.
 - a. This request should be approved by a Supervisor.

- b. The type of interpreter need should be specified.
- 3. Requests for sign language interpreters made by other units/sections during normal business hours shall be arranged by the requesting investigator.
- This request should be approved by a supervisor.

16.04.025

WHO SHOULD NOT BE AN INTERPRETER: 10/94

- 1. Department members who have responsibilities other than solely interpreting, shall not be used as interpreters.
- 2. Deputies should not use friends or family members of the hearing impaired person for interpreting when there is a possibility of prosecution.
- If a friend or family member is used as an interpreter, the information gained should be verified by a certified sign language interpreter.

16.04.030

REPORTING: 10/94

- 1. When a deputy uses a sign language interpreter, the deputy shall send an Officer's Report, via the chain of command, to the Administrative Services Section Commander within five (5) working days.
- The O/R shall contain:
- a. Name of interpreter.
 - b. Date and time of service.
 - c. Incident number.
 - d. Amount of on-scene hours used.

Additionally, we have policy related to the usage of the Language Line which is a 24/7 translations service. (See attached Language Line Solutions Language Identification Card)

16.04.035

LANGUAGE LINE: 10/17

- 1. The Language Line provides telephone translation services in over one hundred (100) languages, twenty-four (24) hours a day, available to department members.
- 2. Members needing to use the language line should call 800-643-2255 and:
 - a. Request which language is needed.
 - b. When prompted give the account number 143012.
 - c. Give them your people soft number.
- 3. If a member is unable to make the call, the request for the use of the language line may be made through the Communications Center.

- 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	see attached list of forms	Facebook; Online reporting; UVisa page; Protection order notification brochures provided by SAVIN	As needed using Language Line; Shoreline CSO

Language 2: Cambodian		Facebook; Online reporting; UVisa page	As needed using Language Line
Language 3: Chinese		Facebook; Online reporting; UVisa page	As needed using Language Line
Language 4: Russian		Facebook; Online reporting; UVisa page	As needed using Language Line
Language 5: Vietnamese		Facebook; Online reporting; UVisa page	As needed using Language Line; Pct 4 CSO
Language 6: Korean		UVisa page	As needed using Language Line
Language 7: Lao		UVisa page	As needed using Language Line

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:
See list of forms - not translated -					

Section 2: Analysis/prioritization of future needs

1. Have you identified Key gaps existing language access policies, service levels, tracking methods?
The KCSO has detailed policy in our General Orders manual on the use of the Language Bank including the use of interpreters. Additionally, we have an outside resource through our Communication's Center for the Language Line which offers translation services on an ad hoc basis.

The KCSO has identified the need for a thorough analysis of our needs/gaps related to our translation efforts.

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

We have 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.

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

While we do not have all of our forms translated into the top 6 languages, we do have a 24/7 resource available through our communication center. This can increase the response time and may result in a delay 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:

We do not have dedicated resources for this work. We would have to use current operations funds to address any requests for translation on an ad hoc basis. Any efforts to translate all of our vital forms into the top 6 languages would require a funding source to pay for the translation and planning work associated with the translation.

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. Depending on available resources (staffing and budget), any deployment will be on as needed basis.

Intended state by 2020	2020 improvement targets		
Language:	Print materials and .pdfs of vital docs	Websites, email, social media content	In-person, interpretation services
Spanish	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD
Chinese	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD
Vietnamese	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD
Russian	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD
Somali	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD
Ukrainian	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD
All other languages	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD
	Highest priority	Mid-level priority	Lower priority

2019 plan to work towards 2020 goals:

2019 plan	2019 plan		
Language:	Print materials and .pdfs of vital docs	Websites, email, social media content	In-person, interpretation services
Spanish	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD
Chinese	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD
Vietnamese	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD
Russian	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD
Somali	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD
Ukrainian	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD	<ul style="list-style-type: none"> Priority designation List of needs: TBD
	Highest priority	Mid-level priority	Lower priority

Section Four: Ensuring Quality & Continuous Improvement

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

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

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

target population, you can ask them to review your translated materials for cultural relevancy and quality assurance.

Service	<i>Do you have a system to measure quality of services? Please answer Yes or No for each service listed.</i>	
Translation	<input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Language translation/interpretation is made available upon request. We have a contract with Language Line through our Communication's Center to address immediate needs for translation.	<input type="checkbox"/> No <i>Do you need technical assistance?</i> Language translation/interpretation is made available upon request. We have a contract with Language Line through our Communication's Center to address immediate needs for translation.
	The Spanish translator we used for our forms is state certified in WA and Ca and also federally certified. She was referred to us by the Superior Court back in 2016.	
Interpretation	<input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Language translation/interpretation is made available upon request. We have a contract with Language Line through our Communication's Center to address immediate needs for translation.	<input type="checkbox"/> No <i>Do you need technical assistance?</i> Language translation/interpretation is made available upon request. We have a contract with Language Line through our Communication's Center to address immediate needs for translation.
In-Language Outreach	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Language translation/interpretation is made available upon request. We have a contract with Language Line through our Communication's Center to address immediate needs for translation.	<input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> Language translation/interpretation is made available upon request. We have a contract with Language Line through our Communication's Center to address immediate needs for translation.

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

We are in the process of hiring a Community Engagement Specialist who will develop a user group consisting of residents from the community. This group can be a resource to determine the effectiveness of the KCSO language access efforts.

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

Potential measures could consist of users of the services of the KCSO are able to access the information they need in the primary language in a timely manner; users will have broader access to a wide range of materials in the primary language.

<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 have our normal complaint process which allows for anyone to complain about any issue.	<input type="checkbox"/> No	<input type="checkbox"/> Other <i>Please describe.</i>
We display information on how to file a complaint.	<input checked="" type="checkbox"/> Yes We have information at our precincts and on the KCSO internet website regarding the filing of complaints.	<input type="checkbox"/> No	<input type="checkbox"/> Other <i>Please describe.</i> Language translation/interpretation is made available upon request. We have a contract with Language Line through our Communication's Center to address immediate needs for translation.

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

Language translation/interpretation is made available upon request. We have a contract with Language Line through our Communication's Center to address immediate needs for translation.

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	0
Interpretation	0
In-Language Outreach	0
Ethnic Media Ad-Buys	0

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

Patti Cole-Tindall

Chief of Technical Services

Division Director *Date*

Division Staff *Title* *Date*

Division Staff *Title* *Date*

Immigrant and Refugee Policy & Strategy Analyst *Date*