

Attachment C

Language Access Plan Cover Page

This cover page should be completed and attached to all completed division plans. This cover page should be filled out by the Department Liaison(s) for Language Access and approved by the department director.

Introduction

From Ordinance 18665:

King County and all its contractors shall provide free interpretation and translation services as required by this chapter to limited-English-proficient persons. When a limited-English-proficient person seeks or receives benefits or services from a local agency, office or contractor, the agency, office or contractor shall make reasonable efforts provide prompt interpretation services in all interactions with the person, whether the interaction is done remotely or in person. King County agencies and offices shall either employ sufficient qualified bilingual employees or contract with remote language services to provide interpretation services in languages spoken by limited-English proficient county residents.

2. The agency, office or contractor shall meet its obligation to provide prompt interpretation services for purposes of this subdivision by ensuring that limited-English proficient persons do not have to wait unreasonably longer to receive assistance than persons who do not require interpretation services. King County agencies shall provide support to contractors to meet the requirements of this section.

3. Where an application or form administered by King County requires completion in English by a limited-English-proficient person for submission to a local, state or federal authority, King County or its contractor shall make reasonable efforts to provide oral interpretation of the application or form as well as acknowledgement by the limited-English-proficient person that the form was translated and completed by an interpreter. King County agencies shall provide support to contractors to meet the requirements of this section.

B. King County agencies and offices shall develop language assistance plans that identify which of its vital documents and public communication materials need to be translated into languages for use by limited-English-proficient persons. The plans should also include identification of agency or office plans for providing translation of webpages, automated telephonic greetings, automated telephonic voice messages and informational signage. The threshold for the translation of vital documents and public communication materials shall be based on the top six languages identified by the tier map of limited-English-proficient persons maintained by the office of equity and social justice and the county demographer.

SECTION 7. The executive shall submit the language assistance plans required in section 6 of this ordinance and a motion that accepts the plans to the county council by September 30, 2018. The language assistance plans called for in this section shall be transmitted in the form of a paper original and an electronic copy to the clerk of the council, who shall distribute electronic copies to all councilmembers and the lead staff for the committee of the whole, the law and justice committee, the health, housing and human services committee or their successors.

Liaisons

Please provide the name of the Department//Division Liaison(s) who will oversee the implementation of the language access plan.

Name	Title	Phone Number
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Gwendolyn Clemens	Director of Administrative Services and Operations	206-263-9686
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Department//Division Plans

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

One plan is enclosed for the department.

Language Access Plan for Divisions

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

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

Background Definitions:

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

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

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

- Emergency messages and alerts
- Application forms
- Consent forms
- Complaint forms
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits or services

- Notices of availability of free language assistance
- Summary explanations of department's direct services

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

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

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

Section 1: Context and Current State

1. Division/agency mission and purpose:

The Department of Public Defense provides superior legal representation to indigent individuals of King County who are accused of crimes, subject to dependency and other juvenile proceedings, or facing involuntary commitment. Our multi-disciplinary teams empower our clients, defend constitutional rights, and advocate for systemic improvements that affirm the dignity of every person.

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

King County

3. Demographics of current user population:

These demographics were derived from DPD's case assignment system HOMER data from 2015 to present. They generally do not include in-custody clients. As noted in section 2, question 1 this is clearly a gap for the department.

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

4. Demographics of intended or priority populations:

DPD's policies and guidelines are currently under development. Intended or priority populations will be identified based on a variety of data including the department's data, phone interpreter usage, and court data.

5. People who are not fluent speakers or writers of English are considered Limited English Speaking (LES). Do you assess LES data in your division? Yes No

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

When the State's power is brought to bear against an indigent individual to deprive them of the right to parent their child through dependency and termination actions, to involuntarily commit them to a mental hospital via Civil Commitment actions, to incarcerate them in a jail or prison, or to mandate restrictions on their liberty through criminal proceedings, they are likely to become a client of a DPD attorney. During financial screening, client visits, conversations or review of client data received from the jail or the prosecutor, DPD identifies the requirement of interpreter or translation services.

A variety of data including the department's data, phone interpreter usage, and court data will be used for initial prioritization of languages for the language access plan.

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

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

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	Financial screening information and division contact information translated. Know Your Rights Brochure Contempt of Court: <ul style="list-style-type: none"> • Bench Warrant Letter Family Defense: <ul style="list-style-type: none"> • Initial Contact letter – Parent • Initial Contact Letter – Child • Next Court Date Letter 	Key website portions translated	The department uses: <ul style="list-style-type: none"> • Court provided and certified interpreters for court matters including client meetings and forensic interviews; and • A county approved phone interpreter service for other matters.
Language 2:	The department currently only translates materials into Spanish.		The department uses: <ul style="list-style-type: none"> • Court provided and certified interpreters for court matters including client meetings and forensic interviews; and • A county approved phone interpreter service for other matters.
Language 3:			

Language 4:			
Language 5:			
Language 6:			

Vital Documents/Public Communication Materials Inventory

Vital Document/ PCM:	Ever been translated? Y/N	Languages currently translated into:	Date English document was last revised:	Date translation was updated:	Additional languages needed to be translated into:
Know Your Rights brochure	Y	Spanish	2017	2017	TBD
Website	Y	Spanish	2016	2016	TBD
Financial Screening Information	Y	Spanish	2017	2017	TBD
ADULT Statement of Rights.docx	N				
Bench Warrant Letter.doc	Y	Spanish	2018	2018	TBD
CARBON CHANGES 2018.doc	N				
MINOR Statement of Rights.docx	N				

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:
NEW 2017 COC carbon template-Updated 8.30.17.doc	N				
new ROI NDD.docx	N				
ROI County SCRAP Division.docx	N				
<u>1.01 Initial Contact Letter - Parent (Dep).doc</u>	Y	Spanish	2018	2018	TBD
<u>1.02 Initial Contact Letter - Child (Dep).doc</u>	Y	Spanish	2018	2018	TBD
<u>1.03 Next Court Date Letter (Dep).doc</u>	Y	Spanish	2018	2018	TBD
<u>1.04 Re-Screening Letter (Dep).doc</u>	N				
<u>1.05 Termination Screening Letter (Dep).doc</u>	N				
<u>1.06 Privilege Letter (Dep).doc</u>	N				
<u>1.07 Transfer Letter - Internal (Dep).doc</u>	N				
<u>1.08 Transfer Letter - External (Dep).doc</u>	N				
<u>1.09 Close Letter - General (Dep).doc</u>	N				
<u>1.10 Close Letter - Termination (Dep).doc</u>	N				
<u>1.11 Close Letter - Termination Appeal (Dep).doc</u>	N				
<u>2.01 Initial Contact Letter - ARY (BECCA).doc</u>	N				
<u>2.02 Initial Contact Letter - CHINS (BECCA).doc</u>	N				
<u>2.03 Initial Contact Letter - Truancy (BECCA).doc</u>	N				
<u>2.04 Next Court Date Letter (BECCA).doc</u>	N				
<u>2.05 Bench Warrant Letter (BECCA).doc</u>	N				
<u>2.06 Truancy Records Request (BECCA).doc</u>	N				

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:
<u>2.07 Transfer Letter - Internal (BECCA).doc</u>	N				
<u>2.08 Close Letter - Dismissal (BECCA).doc</u>	N				
<u>2.09 Close Letter - Truancy (BECCA).doc</u>	N				
<u>3.01 Initial Contact Letter (COC).doc</u>	N				
<u>3.01 Initial Contact Letter (COC).doc</u>	N				
<u>3.02 Bench Warrant Letter (COC).doc</u>	N				
<u>3.03 Next Court Date Letter (COC).doc</u>	N				
<u>3.04 Re-Screening Letter (COC).doc</u>	N				
<u>3.05 All Purpose Letter (COC).doc</u>	N				
<u>3.06 Transfer Letter - External (COC).doc</u>	N				
<u>3.07 Transfer Letter - Internal (COC).doc</u>	N				
<u>3.07 Transfer Letter - Internal (COC).doc</u>	N				
<u>3.08 Close Letter - Dismissal (COC).doc</u>	N				
<u>3.09 Close Letter - General (COC).doc</u>	N				
<u>4.01 Initial Contact Letter (Juv).doc</u>	N				
<u>4.02 Bench Warrant Letter (Juv).doc</u>	N				
<u>4.03 Next Court Date Letter (Juv).doc</u>	N				
<u>4.04 Deferred Review (Juv).doc</u>	N				
<u>4.05 Restitution Hearing (Juv).doc</u>	N				
<u>4.06 Restitution Order (Juv).doc</u>	N				

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:
<u>4.08 Subject to Call (Juv).doc</u>	N				
<u>4.09 Transfer Letter - Internal (Juv).doc</u>	N				
<u>4.10 Transfer Letter - External (Juv).doc</u>	N				
<u>4.11 Close Letter - Dispo with SEAL (Juv).doc</u>	N				
<u>4.12 Close Letter - General (Juv).doc</u>	N				
<u>4.13 Close Letter - Dismissed with SEAL (Juv).doc</u>	N				
<u>5.01 Initial Contact Letter - OC (Felony).doc</u>	N				
<u>5.02 Initial Contact Letter - IC (Felony).doc</u>	N				
<u>5.03 Bench Warrant Letter (Felony).doc</u>	N				
<u>5.04 Next Court Date Letter (Felony).doc</u>	N				
<u>5.05 Restitution Hearing (Felony).doc</u>	N				
<u>5.06 Restitution Order (Felony).doc</u>	N				
<u>5.07 Probation Review Letter (Felony).doc</u>	N				
<u>5.08 Transfer Letter - Internal (Felony).doc</u>	N				
<u>5.09 Transfer Letter - External (Felony).doc</u>	N				
<u>5.10 Close Letter - General (Felony).doc</u>	N				
<u>5.11 Close Letter Possible REST (Felony).doc</u>	N				
<u>6.01 Initial Contact Letter (MISD).doc</u>	N				
<u>6.02 Next Court Date Letter (MISD).doc</u>	N				
<u>6.03 Bench Warrant Letter (MISD) Court Note.doc.docx</u>	N				

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:
<u>6.03 Bench Warrant Letter (MISD).doc</u>	N				
<u>6.04 Transfer Letter - Internal (MISD).doc</u>	N				
<u>6.05 Transfer Letter (MISD).doc</u>	N				
<u>6.06 Close Letter - Screening Info (MISD).doc</u>	N				
<u>6.07 Close Letter - General (MISD).doc</u>	N				
<u>7.01 Initial Contact Letter (SMC).doc</u>	N				
<u>7.02 Next Court Date Letter (SMC).doc</u>	N				
<u>7.03 Bench Warrant Letter (SMC).doc</u>	N				
<u>7.04 Transfer Letter - Internal (SMC).doc</u>	N				
<u>7.05 Transfer Letter - External (SMC).doc</u>	N				
<u>7.06 Close Letter - Screening Info. (SMC).doc</u>	N				
<u>7.07 Close Letter - General (SMC).doc</u>	N				

Section 2: Analysis/prioritization of future needs

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

DPD is currently developing language access policies, service levels and tracking methods. The department's current demographic data is inconsistent and generally does not include in-custody clients.
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

DPD identified standard client documents in 2018. The department is in the process of prioritizing the documents for translation.

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

DPD is constitutionally required to provide effective representation to all clients, including LES clients. Superior Court provides interpreter services for court matters including client meetings and forensic interviews. The addition of interpreter resources in 2017 increased the department's ability to provide these services to clients. Translation of client documents and development and translation of other resources will increase the department's ability to effectively serve our clients.

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:

One of the department's ESJ teams is prioritizing client documents for translation and operational funds will be used for the translation. However, the department does not have dedicated funding or FTE authority for ESJ or translation work.

Section 3: Work plan

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

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

	<p>HIGH Develop policies, service levels and tracking methods</p> <p>HIGH Routine client documents will be translated</p> <p>HIGH Client information and resource materials will be identified, developed, and translated.</p> <p>HIGH Develop measures of success that will inform the effectiveness of translated materials.</p>	<p>HIGH Develop policies, service levels and tracking methods</p> <p>HIGH Website will be reviewed and updated as required</p>	<p>HIGH Develop service levels and tracking methods</p> <p>HIGH Phone interpretation services will be actively “marketed” to DPD employees with direct client contact</p>
Language 2	<ul style="list-style-type: none"> • Priority designation List of needs: <p>HIGH Identify other languages for translation based on client needs.</p>	<ul style="list-style-type: none"> • Priority designation List of needs: <p>HIGH Identify other languages for translation based on client needs.</p>	<ul style="list-style-type: none"> • Priority designation List of needs: <p>HIGH Phone interpretation services will be actively “marketed” to DPD employees with direct client contact</p>
Language 3	<ul style="list-style-type: none"> • Priority designation List of needs: 	<ul style="list-style-type: none"> • Priority designation List of needs: • 	<ul style="list-style-type: none"> • Priority designation List of needs:
Language 4	<ul style="list-style-type: none"> • Priority designation List of needs: 	<ul style="list-style-type: none"> • Priority designation List of needs: 	<ul style="list-style-type: none"> • Priority designation List of needs:

Language 5	<ul style="list-style-type: none"> • Priority designation List of needs:	<ul style="list-style-type: none"> • Priority designation List of needs:	<ul style="list-style-type: none"> • Priority designation List of needs:
Language 6	<ul style="list-style-type: none"> • Priority designation List of needs:	<ul style="list-style-type: none"> • Priority designation List of needs:	<ul style="list-style-type: none"> • Priority designation List of needs:
	Highest priority	Mid-level priority	Lower priority

2019 plan to work towards 2020 goals:

2019 plan	2019 plan		
Language:	Print materials and .pdfs of vital docs	Websites, email, social media content	In-person, interpretation services
Spanish	<ul style="list-style-type: none"> • Priority designation List of needs: HIGH Develop policies, service levels and tracking methods HIGH Translate high priority routine client documents will be translated HIGH Client information and resource materials will be identified and some development completed.	<ul style="list-style-type: none"> • Priority designation List of needs: HIGH Develop policies, service levels and tracking methods HIGH Website will be reviewed and updated as required	<ul style="list-style-type: none"> • Priority designation List of needs: HIGH Develop service levels and tracking methods HIGH Phone interpretation services will be actively “marketed” to DPD employees with direct client contact

2019 plan	2019 plan		
Language:	Print materials and .pdfs of vital docs	Websites, email, social media content	In-person, interpretation services
	<p>HIGH Develop measures of success that will inform the effectiveness of translated materials.</p>		
Language 2	<ul style="list-style-type: none"> • Priority designation List of needs: <p>HIGH Identify other languages for translation based on client needs.</p>	<ul style="list-style-type: none"> • Priority designation List of needs: <p>HIGH Identify other languages for translation based on client needs.</p>	<ul style="list-style-type: none"> • Priority designation List of needs: <p>HIGH Phone interpretation services will be actively “marketed” to DPD employees with direct client contact</p>
Language 3	<ul style="list-style-type: none"> • Priority designation List of needs: 	<ul style="list-style-type: none"> • Priority designation List of needs: 	<ul style="list-style-type: none"> • Priority designation List of needs:
Language 4	<ul style="list-style-type: none"> • Priority designation List of needs: 	<ul style="list-style-type: none"> • Priority designation List of needs: 	<ul style="list-style-type: none"> • Priority designation List of needs:
Language 5	<ul style="list-style-type: none"> • Priority designation List of needs: 	<ul style="list-style-type: none"> • Priority designation List of needs: 	<ul style="list-style-type: none"> • Priority designation List of needs:

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

Section Four: Ensuring Quality & Continuous Improvement

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

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

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

Service	Do you have a system to measure quality of services? Please answer Yes or No for each service listed.	
Translation	<input checked="" type="checkbox"/> Yes Please describe how you measure quality: We have all materials that are translated by an external vendor reviewed by a 3rd party peer reviewer. This is usually an internal staff person or could be a member of a community group.	<input type="checkbox"/> No Do you need technical assistance? 37T37T
Interpretation	<input checked="" type="checkbox"/> Yes Please describe how you measure quality: 37T37T We use court provided and certified interpreters for court matters including client meetings and forensic interviews; and a county approved phone interpreter service for other matters.	<input type="checkbox"/> No Do you need technical assistance? 37T37T

In-Language Outreach	<input type="checkbox"/> Yes Please describe how you measure quality: 37T37T	<input checked="" type="checkbox"/> No Do you need technical assistance? 37T37T

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

This topic will be addressed in the development of department policy and guidelines.

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

This topic will be addressed in the development of department policy and guidelines.

Complaints	Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.		
We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or service they sought due to language barriers.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Other Please describe.
We display information on how to file a complaint.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Other Please describe. 37T37T

Please describe how your division handles complaints regarding the provision of language access services. This topic will be included in policies and guidelines.

37T37T

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

Language Access Services	Total Budget Allocated
Translation	None. We are using operational funds as required.
Interpretation	None. We are using operational funds as required.
In-Language Outreach	None.
Ethnic Media Ad-Buys	None.

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

Division Director Date

Division Staff Title Date

Division Staff Title Date

Immigrant and Refugee Policy & Strategy Analyst Date