

Attachment G

Language Access Plan Cover Page

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

Introduction

From Ordinance 18665:

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

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

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

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

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

Liaisons

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

<i>Name</i>	<i>Title</i>	<i>Phone Number</i>
Giselle Zapata-García	Supervisor, Language Services & Community Engagement	(206)263-0104

Department//Division Plans

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

One – King County Elections

Language Access Plan for Divisions

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

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Background Definitions:

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

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

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

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

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

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

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

Section 1: Context and Current State

1. Division/agency mission and purpose:

King County Elections' mission is to "conduct fair, open and accurate elections." Our vision is "to be the leader in providing inclusive elections." Our first strategic priority is "Voter Access," which we define as actively identifying and working to remove barriers to voting at both the individual and community level.

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

King County Elections provides services to nearly 1.3 million registered voters all across King County. Because Washington State votes by mail, much of this is done by mail or online. However, we do provide in-person service at the Elections Headquarters in Renton, the Elections Annex at the King County Administration Building, and various other locations during an election.

3. Demographics of current user population:

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). That said, we also seek to reach those who are not yet eligible to vote (for example, youth or immigrants) through education.

4. Demographics of intended or priority populations:

While we don't have the data to do specific analysis, through our [interactive voter registration and turnout maps](#) it's clear that we have lower registration and turnout rates among communities of color and low-income populations. We also know that we generally have lower turnout rates for our voters who receive a non-English ballot (for example, 35% in the 2018 Primary Election, versus 43% overall). That said, the Korean community turned out at 86% in the 2016 Presidential Election, 4 percentage points higher than the county overall.

5. People who are not fluent speakers or writers of English are considered Limited English

Speaking (LES). Do you assess LES data in your division? Yes No

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

We started 2016 by bringing on a consultant who specialized in working with LES communities to put together a work plan that included extensive data gathering from community representatives. As part of that work plan, we also partnered with an epidemiologist from the Department of Public Health to analyze Census and American Community survey data to better understand our potential pool of limited-English speaking, eligible voters. We continue to have regular dialogue with LES representatives, especially through organizations who participate in our Voter Education Fund (VEF) grant program. We also regularly review census, 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. Per Ordinance 18086, we are also required to report to council periodically on our recommendations based on that data.

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

We have two main policies:

- For mandated languages (either from Section 203 of the Voting Rights Act or from County Code), we provide full service in those languages. This means that every piece of correspondence with the voter is translated (voter registration cards, ballots, voters' pamphlets, signature challenge letters, etc.). Our website, My Voter Information Application, signage, some advertising, and some social media are translated into those languages. It also means that our Language Services and Community Engagement team has staff for whom that is their primary language, as well as back-up staff on our Voter Services team.
- For non-mandated languages, we translate all "evergreen" materials (for example, our Guide to Voting in King County) into all of the County's tier languages. 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. It is something we are working with them on. The table below lays out the languages in which our Guide to Voting and Voter Registration forms are translated.

OSOS Reg Forms	KCE Guide to Voting	KC Tiers	Tier
Amharic	Amharic / አማርኛ 1	Amharic	2
Arabic / العربية	Arabic / العربية	Arabic	3
Bengali			
Burmese /			
Chinese / 中文	Chinese / 中文	Chinese	2
Farsi	Farsi / فارسی	Farsi	3
	French / Français	French	3
Hindi	Hindi / हिंदी	Hindi	3
Japanese / 日本人	Japanese / 日本人	Japanese	3
Khmer(Cambodian) /	Khmer/ ខ្មែរ	Cambodian	3
Korean /	Korean / 한국어	Korean	2
Laotian /	Laotian / ລາວ	Laotian	3
	Oromo	Oromo	3
Punjabi	Punjabi / ਪੰਜਾਬੀ	Punjabi	2
Russian / Русский	Russian / Русский	Russian	2
	Samoa / Samoa	Samoa	3
Somali / Soomaali	Somali / Soomaali	Somali	2
Spanish / Español	Spanish / Español	Spanish	1
Tagalog	Tagalog	Tagalog	3
Tigrinia	Tigrinya	Tigrinya	3
Ukrainian / Український	Ukrainian / Український	Ukrainian	2
Vietnamese / Tiếng Việt	Vietnamese / Tiếng Việt	Vietnamese	2

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 the following languages: 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	All	Most web content, all email, some social media content	Available through in-house staff
Chinese:	All	Most web content, all email, some social media content	Available through in-house staff
Korean:	All	Most web content, all email, some social media content	Available through in-house staff
Vietnamese:	All	Most web content, all email, some social media content	Available through in-house staff
All other languages:	Evergreen materials	None	Available through language line service

9. Vital Documents/Public Communication Materials Inventory

Vital Document/PCM:	Ever been translated? Y/N	Languages currently translated into:	Date English document was last revised:	Date translation was updated:	Additional languages needed to be translated into:
Guide to Voting in King County	Y	Amharic, Arabic, Chinese, Farsi, French, Hindi, Japanese, Khmer (Cambodian), Korean, Laotian, Oromo, Punjabi, Russian, Samoan, Somali, Spanish, Tagalog, Tigrinya, Ukrainian, Vietnamese	2016	2016	None
Voter Registration Form	Y	Amharic, Arabic, Bengali, Burmese, Chinese, Farsi, Hindi, Japanese, Khmer (Cambodian), Korean, Laotian, Punjabi, Russian, Somali, Spanish, Tagalog, Tigrinya, Ukrainian, Vietnamese	2/2016	12/2014	None
Ballot	Y	Chinese, Korean, Spanish, Vietnamese	2018	2018	None
Voters' Pamphlet	Y	Chinese, Korean, Spanish, Vietnamese	2018	2018	None
Voter Registration Card	Y	Chinese, Korean, Spanish, Vietnamese	2018	2018	None
Signature Challenge Letter/Email	Y	Chinese, Korean, Spanish, Vietnamese	2018	2018	None
Signature Update Letter	Y	Chinese, Korean, Spanish, Vietnamese	2018	2018	None
Return-Too-Late Letter	Y	Chinese, Korean, Spanish, Vietnamese	2018	2018	None
Ballot Drop Box Wrap	Y	Chinese, Korean, Spanish, Vietnamese	2018	2018	None
Voter Center Signage	Y	Chinese, Korean, Spanish, Vietnamese	2018	2018	None
Social Media Posts	Y	Chinese, Korean, Spanish, Vietnamese	2018	2018	None
Advertising	Y	Chinese, Korean, Spanish, Vietnamese	2018	2018	None
Elections Calendar	Y	Chinese, Korean, Spanish, Vietnamese	2017	2018	None

Section 2: Analysis/prioritization of future needs

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

Yes, we have several gaps we intend to address:

- **Full website translation for mandated languages.** While all key service-related pages are translated, there are still parts of our website that are not translated into our four non-English mandated languages.
- **Alignment in voter registration forms.** While the voter registration form is produced at the state-level, they have frequently added languages in previous years and we have asked them to consider adding the King County Tier languages not currently provided.
- **Periodic review for time-sensitive items.** Occasionally we have a need to proof something unexpected and very quickly. If it isn't one of our four primary language or if we have a team member on vacation, that can prove challenging. It would be tremendously helpful to be able to access other county staff to do a quick review.

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

There are none and no backlog.

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

None have been identified.

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 intend to continue the work we have been doing with existing funds. We requested and received supplemental budget authority for the new requirements (translation in Spanish, Korean and outreach) in Ordinance 18086 in 2016. That request plus funding for the Voter Education Fund became part of our on-going budget in the 2017-2018 budget process.

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	Priority designation: Highest List of needs: None (continue current state)	Priority designation: Medium List of needs: <ul style="list-style-type: none"> • Translate all social media posts with key information (e.g. deadlines) • Full website translation 	Priority designation: Highest List of needs: None (continue current state)
Chinese	Priority designation: Highest List of needs: None (continue current state)	Priority designation: Medium List of needs: <ul style="list-style-type: none"> • Translate all social media posts with key information (e.g. deadlines) • Full website translation 	Priority designation: Highest List of needs: None (continue current state)
Korean	Priority designation: Highest List of needs: None (continue current state)	Priority designation: Medium List of needs: <ul style="list-style-type: none"> • Translate all social media posts with key information (e.g. deadlines) • Full website translation 	Priority designation: Highest List of needs: None (continue current state)
Vietnamese	Priority designation: Highest List of needs: None (continue current state)	Priority designation: Medium List of needs: <ul style="list-style-type: none"> • Translate all social media posts with key information (e.g. deadlines) • Full website translation 	Priority designation: Highest List of needs: None (continue current state)

<p>All other tier languages</p>	<p>Priority designation: Low List of needs:</p> <ul style="list-style-type: none"> Key reference tools (e.g. returning citizen info, what data is public information) 	<ul style="list-style-type: none"> Priority designation: Low <p>List of needs: none</p>	<ul style="list-style-type: none"> Priority designation: Low <p>List of needs: n/a</p>
	<p>Highest priority</p>	<p>Mid-level priority</p>	<p>Lower priority</p>

2019 plan to work towards 2020 goals: Expect work above to be accomplished in 2019.

Section Four: Ensuring Quality & Continuous Improvement

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

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

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

<i>Service</i>	<i>Do you have a system to measure quality of services? Please answer Yes or No for each service listed.</i>	
<i>Translation</i>	<input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> We do multiple proofs of all ballot and voters' pamphlet drafts using both a vendor and short-term-temporary staff. [Comments]	<input type="checkbox"/> No <i>Do you need technical assistance?</i> [Comments]
<i>Interpretation</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i>	<input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> [Comments] We generally don't provide interpretation as we have bilingual staff that have been tested to ensure language competency.
<i>In-Language Outreach</i>	<input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> [Comments] Work closely and consistently with language specific communities.	<input type="checkbox"/> No <i>Do you need technical assistance?</i> [Comments]

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

Feedback from community leaders through the Voter Education Fund (VEF).

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

Number of voters requesting their materials in the priority languages and voter turnout for those communities.

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

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

[Comments]
 Concerns are sent to the Supervisor of Language Services & Community Engagement to determine next steps.

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	\$500,000
Interpretation	-
In-Language Outreach	\$430,000 (half from Seattle Foundation)*
Ethnic Media Ad-Buys	\$30,000

*Not just for in-language outreach, available for organizations serving any under-represented communities, but many LES-focused organizations are included. Staff accounted for in the "Translation" budget above also provide regular outreach as part of their body of work.

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



September 12, 2018

Division Director

Date

Division Staff

Title

Date

Division Staff

Title

Date

Immigrant and Refugee Policy & Strategy Analyst

Date