

Attachment H

**Language Access Plan Cover Page - KCIT**

*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> |
|-------------|---------------------------------------|---------------------|
| John Klein  | Strategic Technology Planning Manager | (206) 263-07903     |
|             |                                       |                     |

|  |  |  |
|--|--|--|
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Department//Division Plans**

*How many Division Plans are enclosed? (Please provide a number & list of divisions): There is one Language access plan for the Information Technology Department (KCIT).*

## Language Access Plan - KCIT

*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 Information Technology Department's (KCIT) mission is to deliver smart Information Technology (IT) solutions that support our customers.

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

KCIT supports digital access to all King County services via our Web site.

3. Demographics of current user population:

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.

4. Demographics of intended or priority populations:

Everyone, especially underserved communities.

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

Our 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.

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?

NA – applies to content supported by departments/agencies

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

NA – applies to content supported by departments/agencies

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       | Visual Design team is supporting many KC work programs in creating signs, brochures and other public information in alternative languages. | Kingcounty.gov/languages/Spanish portal.<br><br>This portal provides access to current information that is already translated into Spanish using Spanish navigational tools |                                    |
| Chinese:      | See above  | See plans for future portals/translation  |                                    |
| Language 3:   | See above  |   |                                    |
| Language 4:   | See above  |   |                                    |
| Language 5:   | See above  |   |                                    |
| Language 6:   | See above  |   |                                    |

|  |
|--|
|  |
|--|

**Vital Documents/Public Communication Materials Inventory**

| Vital Document/<br>PCM: | Ever been translated?<br>Y/N | Languages currently translated into: | Date English document was last revised: | Date translation was updated: | Additional languages needed to be translated into: |
|-------------------------|------------------------------|--------------------------------------|---|-------------------------------|--|
|                         |                              |                                      |   |                               |  |
|                         |                              |                                      |   |                               |  |
|                         |                              |                                      |   |                               |  |
|                         |                              |                                      |   |                               |  |
|                         |                              |                                      |   |                               |  |
|                         |                              |                                      |   |                               |  |
|                         |                              |                                      |   |                               |  |
|                         |                              |                                      |   |                               |  |
|                         |                              |                                      |   |                               |  |
|                         |                              |                                      |   |                               |  |
|                         |                              |                                      |   |                               |  |
|                         |                              |                                      |   |                               |  |
|                         |                              |                                      |   |                               |  |
|                         |                              |                                      |   |                               |  |
|                         |                              |                                      |   |                               |  |
|                         |                              |                                      |   |                               |  |
|                         |                              |                                      |   |                               |  |
|                         |                              |                                      |   |                               |  |
|                         |                              |                                      |   |                               |  |
|                         |                              |                                      |   |                               |  |
|                         |                              |                                      |   |                               |  |
|                         |                              |                                      |   |                               |  |

|  |  |  |  |  |  |
|--|--|--|--|--|--|
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

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

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

Yes. Have built initial Spanish language portal and feedback form to serve some residents and reveal value/usability metrics. We know that additional portals are needed. See workplan for how we plan to go about accomplishing this.

KCIT has initiated an interim internal multi-lingual expert team to help review critical signage and public notices that are requested by agencies Additional funding is needed if we will continue to use KCIT staff with multi-lingual expertise who are assigned in other duties.

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

Departments and Agencies identify their priority content. KCIT is responsible for the Web Platform (mechanism) that serves translated content, for evaluating content usage/popularity, and providing navigation to translated content.

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

So far, most LES communities have not been served well on the WEB.

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:

See section 3 for work plan. We have submitted a capital project and are planning on additional work within our operating budget.

The visual design team will work on a standard format and alternative language notification that can be used for public information in print and some digital for all KC work programs.

KCIT plans to develop a Chinese language portal and feedback form to the extent possible with available capacity.

We also plan to develop an online resource page for multi-language publications.

### 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.

KCIT has submitted a capital project request to upgrade our web platform. Initial stages of this project will perform planning and design activities around how the platform supports agencies and departments in meeting their language translation needs.

1. Kingcounty.gov upgrade

1. This project will modernize the platform that currently hosts our main website (the existing platform will no-longer be supported in 2020). The upgrade will allow the staff to more efficiently incorporate ADA compliant content so assistive technologies like screen readers and voice access can more easily be used, and to deliver content across the various languages for the members of the community we serve, and to make content easier to find and use. The project itself will not translate content, but by modernizing the platform, content translation will be facilitated once implemented.

This upgrade impacts every county agency and department. Upon approval, the project will work with agencies and departments to assist them in the migration of their content. One of the Project Sponsors, will lead county-wide communications to assure that all agencies and departments are engaged and participate.

2. The targeted timeframe for the majority of this work is 2019 if the project is approved.

2. Language Web Portals

1. Planning for language translation including potential portals for multiple high use languages will occur over the next 6-12 months. Planning will inform how operational resources will utilize the new Kingcounty.gov platform to accomplish departmental language needs.
2. A Spanish language portal has already been developed and launched - see the existing Spanish portal at <https://kingcounty.gov/languages/spanish.aspx>;
3. This effort will establish a site experience to better serve our non-English communities, enabling people to navigate in the language they know and to create new channels of communication. It includes components for each of the top languages:
  1. A portal for the most-used human-translated content published across the King County website.
  2. Web enhancements to support multiple languages (language-specific search landing page and language-specific feedback form).
4. This effort includes budget for language-specific user validation and (potentially) for exploration of new translation technology



5. Also included is time needed to define and refine processes for ongoing translation efforts so we can learn about the best approaches for translation methods. Exploration will include professional human translation, machine assisted and/or sourced translation, crowdsourced translation and/or audit/verification.
  1. As voice access to web content and services becomes available, we will also include interpretation opportunities that are primarily automated, which agencies and departments can utilize based on their needs and capabilities. This is not an initial goal but will be possible as business practices evolve to utilize voice access.
6. This project does NOT include resources for actual translation of content as that must be driven by departments and agencies. IT also does not include any funds for software that could automate a translation workflow.

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

As mentioned above, the majority of the kingcounty.gov upgrade project is targeted for 2019. Planning for internal operational IT efforts that will utilize the new platform will occur over the next 6 months and will begin to implement priority needs once the new platform is in place.

|   |
|---|
| <b><u>Section Four: Ensuring Quality &amp; Continuous Improvement</u></b> |
|---|

|  |
|--|
| <i>The purpose of this section is to measure and ensure high quality language access services.</i> |
|--|

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. |
|---------|---|

|                             |  |   |
|-----------------------------|--|---|
| <i>Translation</i>          | <input checked="" type="checkbox"/> Yes<br><i>Please describe how you measure quality:</i><br>A.<br>Will be included in requirements of initiative   | <input type="checkbox"/> No<br><br><i>Do you need technical assistance?</i><br>A.<br>Will be included in requirements of initiative |
| <i>Interpretation</i>       | <input checked="" type="checkbox"/> Yes<br><i>Please describe how you measure quality:</i><br><i>The Quality of any voice assisted access to or interaction with our web-site will be addressed as part of the effort</i>                        | <input type="checkbox"/> No<br><br><i>Do you need technical assistance?</i><br>A.<br>Will be included in requirements of initiative |
| <i>In-Language Outreach</i> | <input checked="" type="checkbox"/> Yes<br><i>Please describe how you measure quality:</i><br>A.<br>Will be included in requirements of initiative<br><i>Will be determined as a component of any portal/search/voice access in any language</i> | <input type="checkbox"/> No<br><br><i>Do you need technical assistance?</i><br>A.<br>Will be included in requirements of initiative |

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

TBD

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

TBD

|  |   |                             |   |
|--|---|-----------------------------|---|
| <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 | <input type="checkbox"/> Yes  | <input type="checkbox"/> No | <input checked="" type="checkbox"/> Other<br><br><i>Please describe.</i><br>A.<br>Will be included in |

|  |                              |                             |  |
|--|------------------------------|-----------------------------|--|
| information or service they sought due to language barriers. |                              |                             | requirements of initiative   |
| We display information on how to file a complaint.           | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input checked="" type="checkbox"/> Other<br><i>Please describe.</i><br>A.<br>Will be included in requirements of initiative |


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

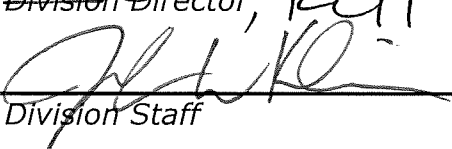
A.  
Will be included in requirements of initiative

**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                     | NA                            |
| Interpretation                  | NA                            |
| In-Language Outreach            | NA                            |
| Ethnic Media Ad-Buys            | NA                            |

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

  
 Division Director, KCIT 9/10/2018  
Date

  
 Division Staff Strategic Planning Mgr. 9/14/18  
Title Date

Division Staff Title Date

Immigrant and Refugee Policy & Strategy Analyst Date

2/10/2018

11