

ATTACHMENT I

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>
Leesa Manion	Chief of Staff	206-477-1207
Jo Anne Fox	Director of Budget and Finance	206-263-9696

Department//Division Plans

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

One plan for the Office. The PAO will determine, after the planned analysis, whether separate plans are needed for the divisions.

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 mission of the King County Prosecuting Attorney's Office is to do justice. We exercise the power given to us by the people with fairness and humility. We serve our community, support victims and families, and hold individuals accountable. We develop innovative and collaborative solutions for King County and the State of Washington.

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

2. Geographic reach of primary services/facilities/programs: King County
3. Demographics of current user population: Demographics and language needs vary considerably depending on the active trials, cases, filings, investigations and language needs of victims and witnesses. The most frequently required languages, other than English, for the period of August 2017 through March 2018 were, in priority/frequency order: Spanish, American Sign Language, Vietnamese, Somali, Punjabi, Amharic and Chinese/Mandarin, followed by smaller requests for Tigrinya, Marshallese, Samoan, Korean, Arabic, Russian, Mongolian, etc.

Language needs/services are determined by requests that come in from attorneys and staff pertaining to their current legal work. The PAO strives to accommodate speakers of all languages who need PAO services.

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

Language needs/services are determined by requests that come in from attorneys and staff pertaining to their current legal work. The PAO strives to accommodate speakers of all languages who need PAO services.

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 PAO 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?

Currently, requests related to interpreter/translator needs provide the primary resource for PAO information. The PAO's current interpreter services coordinator also serves on the advisory boards of multiple refugee resettlement and service organizations.

7. Existing language access policies, service levels, tracking methods: At present, the policy has been to provide all interpretation and translation requested because it is legally mandated. RCWs 2.42 and 2.43, and Washington State Courts General Rule 11.2 have provided the scope and certification requirements, as pertained to the Courts, which the PAO incorporates into its practice. The current interpreter services coordinator has also worked with the Ethics Commission of the Washington State Interpretation Commission, and also participates on implementing background checks for interpreters used in Washington.

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	As needed for individual cases and notifications	None, yet.	As needed for individual cases and notifications
Vietnamese:	As needed for individual cases and notifications	None, yet.	As needed for individual cases and notifications
Somali:	As needed for individual cases and notifications	None, yet.	As needed for individual cases and notifications
Amharic:	As needed for individual cases and notifications	None, yet.	As needed for individual cases and notifications
Chinese/Mandarin:	As needed for individual cases and notifications	None, yet.	As needed for individual cases and notifications
All others:	As needed for individual cases and notifications	None, yet.	As needed for individual cases and notifications

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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:
Truancy Program/prevention materials	On an ad hoc or requested basis	Any language requested	Varies	N/A	8-10, including top 2 tiers
Diversion notices	On an ad hoc or requested basis	Any language requested	Varies	N/A	8-10, including top 2 tiers
Victim/Witness notifications	On an ad hoc or requested basis	Any language requested	Varies	N/A	8-10, including top 2 tiers
Protection order documents	same	same	same	same	same
Child Support/mediation documents	same	same	same	same	same
Victims' rights documents	same	same	same	same	same
Restitution materials/documents	same	same	same	same	same
Civil foreclosure notices	same	same	same	same	same
Investigative documents – body wires, jail calls, etc.	same	same	same	same	same

Basic directions/ hours etc. to all locations	same	same	same	same	same
Teen and Kids Court materials	same	same	same	same	same
Children's Justice Center materials	same	same	same	same	same
Official letters, as needed/requested	same	same	same	same	same

Section 2: Analysis/prioritization of future needs

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

For the past 25+ years, the PAO has responded to requests for interpretations/translations, as needed for legal and other official work, in any language needed.

The Office has identified the need for:

- a formal analysis of needs/gaps
- standardization of process, vendor agreements and costs
- identification and tracking of interpreter/translator requirements and certifications
- more detailed and sophisticated tracking
- periodic review of interpretation/translation impacts and accuracy

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

The PAO has an initial anecdotal list at this time. The Office will implement a formal plan, after analysis, during the 1st half of 2019.

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

In general, the PAO has met its legal interpretation/translation needs for actual court-related events and investigations as they have been encountered and requested. General information documents are still in English only, except for individual needs as encountered. Without formal translations of important documents and notifications available and public, there are some impacts to nearly all communities related to understanding legal processes, notifications and available resources.

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:

Not yet. The PAO will undertake an extensive internal analysis, beginning in 2019, to first determine interpretation/translation needs across all divisions, and then to develop goals and plans on how to meet those needs. The PAO has no additional funding at this time for the analysis/planning process, or for the actual translations needed. (A limited 2019-2020 budget request was not approved.) The Office is also investigating an electronic auto translation of the PAO website into various languages.

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: 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
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
Amharic	<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/Mandarin	<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 others	<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

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: Notification documents PAO services available Victim Rights	<ul style="list-style-type: none"> Priority designation List of needs: website	<ul style="list-style-type: none"> Priority designation List of needs: Court hearings Investigations Communications with victims/witnesses
Vietnamese	<ul style="list-style-type: none"> Priority designation List of needs: Notification documents PAO services available Victim Rights	<ul style="list-style-type: none"> Priority designation List of needs: website	<ul style="list-style-type: none"> Priority designation List of needs: Court hearings Investigations Communications with victims/witnesses
Somali	<ul style="list-style-type: none"> Priority designation List of needs: Notification documents PAO services available Victim Rights	<ul style="list-style-type: none"> Priority designation List of needs: website	<ul style="list-style-type: none"> Priority designation List of needs: Court hearings Investigations Communications with victims/witnesses
Amharic	<ul style="list-style-type: none"> Priority designation List of needs: Notification documents PAO services available Victim Rights	<ul style="list-style-type: none"> Priority designation List of needs: website	<ul style="list-style-type: none"> Priority designation List of needs: Court hearings Investigations Communications with victims/witnesses
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All others	<ul style="list-style-type: none"> Priority designation List of needs: Notification documents PAO services available Victim Rights	<ul style="list-style-type: none"> Priority designation List of needs: website	<ul style="list-style-type: none"> Priority designation List of needs: Court hearings Investigations Communications with victims/witnesses

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>	
<i>Translation</i>	<input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Certifications, registrations, qualifications as indicated by RCW and GR	<input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i>
<i>Interpretation</i>	<input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Certifications, registrations, qualifications as indicated by RCW and GR	<input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i>
<i>In-Language Outreach</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i>	<input type="checkbox"/> No <i>Do you need technical assistance?</i>

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

Through existing and developing relationships with communities and immigrant organizations. Potentially, deploy a survey of past victims/witnesses to determine their level of understanding the legal processes, documents and notifications, based on the translated documents.

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

- Potential survey, as described above
- Increase in appearance at scheduled meetings/court hearings, after notification with translated documents
- Responses to information, questions from translated documents, website, etc.
- Questions from individuals and their communities related to website information

<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 checked="" type="checkbox"/> No	<input type="checkbox"/> Other <i>Please describe.</i>
We display information on how to file a complaint.	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Other <i>Please describe.</i>

Please describe how your division handles complaints regarding the provision of language access services.
Ad hoc on a case-by-case basis.

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.

Leesa Manion *Sept. 11, 2018*
Chief of Staff *Date*

Jo Anne Fox *Director of Finance and Budget* *Sept. 11, 2018*
Division Staff *Title* *Date*

Division Staff *Title* *Date*

Immigrant and Refugee Policy & Strategy Analyst *Date*