

Attachment K

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
Linda Ridge	Deputy CAO	206-477-1365

Department//Division Plans

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

1. *King County Superior Court*

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 Superior Court is to serve the public by ensuring justice through accessible and effective forums for the fair, understandable, and timely resolution of legal matters.

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

King County Superior Court is a general jurisdiction trial court with responsibilities for the following legal matters occurring within King County:

- *Civil matters involving more than \$300, unlawful detainers, and injunctions;*
- *Felony criminal cases;*
- *Misdemeanor criminal cases not otherwise provided for by law;*
- *Family law, including dissolutions, child support, adoptions, parentage, and domestic-violence protection matters;*
- *Probate and guardianship matters;*
- *Juvenile offender matters;*
- *Juvenile dependencies, including abused and neglected children, children in need of services, at-risk youth, and trancies;*
- *Mental illness and involuntary commitment matters.*

Locations include:

*King County Courthouse
516 Third Avenue
Seattle, WA 98104*

*Maleng Regional Justice Center
401 Fourth Avenue North
Kent, WA 98032*

*Youth Service Center – Juvenile Court
1211 East Alder Street
Seattle, WA 98122-5593*

*Involuntary Treatment Act (ITA) Court
Ninth and Jefferson Building
908 Jefferson Street – 2nd Floor
Seattle, WA 98104-2433*

3. Demographics of current user population:

King County Superior Court does not collect specific demographic information on all court user populations. Limited demographic information is available from some of the court programs and departments. Our demographics are most likely consistent with those of county residents as our user population is all county residents with legal matters which fall within the jurisdiction of King County Superior Court.

4. Demographics of intended or priority populations:

All King County residents with legal matters which fall within the jurisdiction of King County Superior Court.

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

The court collects data as to types of events, types of languages being requested and costs associated with language needs. This information is used to assess trends and additional resource needs.

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

The Office of Interpreter Services for King County Superior Court will, on an annual basis, review demographic data regarding language needs of its community. The court will use the following sources for its review:

- Local/County/State census statistics
- County health department
- Public Defender's Office/Office of Assigned Counsel
- Prosecuting Attorney's Office
- Finance Manager for King County Superior Court (tracks invoices for language use and frequency)
- Local legal aid service providers

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

King County Superior Court has an established Language Assistance Plan (State LAP) in compliance with RCW 2.43.090. This document is currently being reviewed and the updated. It is anticipated that this revised document will complete the court’s internal review process and be effective within the next 90 days.

As part of the court’s State LAP data regarding language needs is collected. This data will be analyzed annually to determine whether the court’s allocation of language access resources is appropriate.

The King County Superior Court will make every effort to track requests for language access services by:

- Language preference (both spoken, written and signed)
- Case type (e.g. family law, criminal, housing, etc.)
- Proceeding type (e.g. trial, arraignment, initial appearance, etc.)
- Location of service request

Sources for tracking noted above in #6

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	<p>The Administrative Office of the Courts (AOC) is responsible for the pattern forms used in the state of Washington. AOC is also responsible for updating forms as the law requires revisions. Some of these AOC pattern forms are available in Spanish and other languages. Consequently, King County Superior Court has few translated local forms at this time and relies primarily on translated general state pattern forms provided by the AOC. It is the goal of King County Superior Court</p>	<p>Currently King County Superior Court does not have any translated website content.</p>	<p>It is the policy of King County Superior Court to provide at no cost to LEP individuals, timely and appropriate language assistance services in all court proceedings and operations, both civil and criminal, other than when it is the responsibility of other government bodies pursuant to state law. In all other instances, certified or qualified interpretation services will be provided free of charge to (a) LEP parties, witness or victims; (b) LEP parents, legal guardians, or custodians of minor children who are</p>

	<p>to increase the number of available translated forms, however, court forms are frequently being updated. These frequent translation updates can be time consuming to track and cost prohibitive to maintain.</p> <p>Forms currently available include:</p> <p>Available AOC Pattern forms</p> <p>Also:</p> <p><u>CRIMINAL</u></p> <ul style="list-style-type: none"> -Criminal Plea & Sentence -DPD Reporting Instructions -Court Ordered Legal - Financial Payment Instructions - Notice of Rights on Appeal and Rights Pursuant to RCW 10.73 - Notice to Defendants Sentenced to Supervision by the DOC - CCAP- Conditions of Conduct for Persons Ordered by the KCSC into the Community Center for Alternative Programs (CCAP) – Basic - CCAP- Conditions of Conduct for Persons Ordered by the KCSC into the Community Center for Alternative Programs (CCA) – Enhanced <p><u>FAMILY LAW</u></p> <ul style="list-style-type: none"> -Mediation Questionnaire -Parenting Evaluation Questionnaire -Domestic Violence Questionnaire <p><u>JUVENILE COURT</u></p> <ul style="list-style-type: none"> -Frequently Asked Questions 		<p>parties, witnesses, or victims; and (c) LEP legal guardians or custodian of adult parties, witnesses, or victims. It is also the policy of this court to provide sign language interpreting services at no cost to persons who are D/HH/DB as required under applicable state and federal statutes and regulations.</p>	
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	-King County Juvenile Justice Resource Booklet		
Language 2: Vietnamese	<p>Available AOC Pattern forms</p> <p>Also:</p> <p>KCSC Forms currently available include: CRIMINAL - Court Ordered Legal Financial Payment Instructions JUVENILE COURT -King County Juvenile Justice Resource Booklet</p>	Currently King County Superior Court does not have any translated website content.	Same as for Spanish
Language 3: Chinese (Mandarin & Cantonese)	<p>Available AOC Pattern forms</p>	Currently King County Superior Court does not have any translated website content.	Same as for Spanish
Language 4: Somali	<p>Available AOC Pattern forms</p> <p>Also:</p> <p>KCSC Forms currently available include: CRIMINAL - Court Ordered Legal Financial Payment Instructions JUVENILE COURT -King County Juvenile Justice Resource Booklet</p>	Currently King County Superior Court does not have any translated website content.	Same as for Spanish
Language 5: Amharic	<p>Available AOC Pattern forms</p>	Currently King County Superior Court does not have any translated website content.	Same as for Spanish

Section 2: Analysis/prioritization of future needs

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

No. The court continues to address added languages through securing qualified interpreters as these languages are brought to our attention.

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 following notice as part of the State LAP will be translated into the courts top languages:

You have the right to language access services at no cost to you. To request these services, please contact The Office of Interpreter Services at 206-477-1515 or scinterp@kingcounty.gov.

King County Superior Court relies on the State to provide and update pattern court forms, and the translation of those forms. It is the goal of King County Superior Court to increase the number of available translated forms; however, court forms are frequently being updated due to legislative and other changes. These frequent translation updates can be time consuming to track and cost prohibitive to keep current.

When translated forms are not available the court may:

- Provide sight translation of the form using bilingual staff
- Provide information regarding the content of the form using bilingual staff
- Have an in-person interpreter sight translate the form
- Refer LEP party to a community resource
- Use telephonic interpreting

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

Superior Court has provided interpreters in over 165 different languages to ensure meaningful access to the court by our court customers. In many instances this will require securing qualified interpreters from other states and sometimes from outside the United States; arranging transportation and lodging. We also use Language Line, a telephone interpreter agency, to provide timely customer service to our non-English speaking court customers in all areas of the courthouse and way-finding kiosks in the Seattle & Kent courthouses which are translated into six different frequently requested languages.

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:

The 2019-2020 budget for the court has already been submitted. A supplemental budget add of \$300,000 was requested in the Court's budget submittal to address interpreter expenditures which exceeded the status quo budgeted amount. The current budget for interpreter needs is 1.1 million dollars. Written translations currently must be addressed within the approved budget and are completed on as-needed basis; however, cost to translate all forms would require substantial and ongoing financial support.



Section 3: Work plan

- Given each department's limited resources, please develop a two year sequencing of resource deployment (by languages and methods/channels) to advance business/agency goals and objectives. [Superior Court has an established judicial committee structure to determine work plan items for the court. Through these committees there are ongoing discussions regarding interpreter projects and available funding sources.](#)

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:
Language 2 Vietnamese	<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 3 Chinese (Mandarin & Cantonese)	<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 Somali	<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 	<ul style="list-style-type: none"> Priority designation 	<ul style="list-style-type: none"> Priority designation

	List of needs:	List of needs:	List of needs:
	Highest priority	Mid-level priority	Lower priority

2019 plan to work towards 2020 goals:

Superior Court has an established judicial committee structure to determine work plan items for the court. Through these committees there are ongoing discussions regarding interpreter projects and available funding sources.

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:	<ul style="list-style-type: none"> Priority designation List of needs:	<ul style="list-style-type: none"> Priority designation List of needs:
Language 2	<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 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

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> See Attached page; chart format not working properly.	<input checked="" type="checkbox"/> No <i>Do you need technical assistance?</i> See Attached page; chart format not working properly.
<i>Interpretation</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> See Attached page; chart format not working properly.	<input type="checkbox"/> No <i>Do you need technical assistance?</i> See Attached page; chart format not working properly.
<i>In-Language Outreach</i>	<input type="checkbox"/> Yes <i>Please describe how you measure quality:</i> See Attached page; chart format not working properly.	<input type="checkbox"/> No <i>Do you need technical assistance?</i> See Attached page; chart format not working properly.

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

King County Superior Court will continue its developed methods of community outreach which have been successful in the past. For instance, the Office of Interpreter Service has established connections with community agencies such as: Consejo Counseling & Referral Service, Asian Counseling & Referral Service, Api-Chaya – Southeast Asian Women’s Organization/Asian Pacific Islander Women’s Organization, and ADWAS – Abused Deaf Women’s Advocacy Society. In addition, the Courts and Community judges committee routinely sponsors cultural events and seeks input for community agencies.

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

Much of court business is done through court hearings and trials. These events require the use on an interpreter for LEP court users to proceeds. Adequate available resources will result in fewer court delays.

<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> See Attached page; chart format not working properly.
We display information on how to file a complaint.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Other <i>Please describe.</i> See Attached page; chart format not working properly.

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

[See Attached page;](#) chart format not working properly.

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	Covered by interpretation budget
Interpretation	1.1 Million
In-Language Outreach	None, however resources may be secured for a project specific need.
Ethnic Media Ad-Buys	None, however resources may be secured for a project specific need.

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

Paul L. Sherfey – Chief Administrative Officer, Superior Court 9/13/18

Division Director *Date*

Rachael DeVillar – Court Operations Director, Superior Court 9/13/18

Division Staff *Title* *Date*

Martha Cohen – Office of Interpreter Services Program Manager, Superior Court 9/13/18

Division Staff *Title* *Date*

Immigrant and Refugee Policy & Strategy Analyst *Date*

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.

	Do you have a system to measure quality of Services?	
SERVICE:	YES:	NO:
Translation	All translations are performed by court certified/registered interpreters. These interpreters are carefully vetted to determine their level of skill and ability in the translation of materials. Completed translations are reviewed by another court certified/registered interpreter prior to release.	
Interpretation	<p>The Office of Interpreter Services is responsible for securing the assistance of an interpreter at the King County Superior Court in accordance with requirements set forth in RCW 2.43.030(1) (b) and (2).</p> <p>The Administrative Office of the Courts has an extensive process for qualifying interpreters to be Certified or Registered. In addition to using interpreters who have obtained the highest level of qualification, judges question interpreters to qualify them for the court proceeding.</p> <p>All interpreters are carefully vetted and appointed in such a manner that ensures that the interpreter and LEP participant can effectively communicate.</p>	
In-Language Outreach	Any outreach efforts done by the court which require interpretation would be done by a	

	court certified/registered interpreter who we are familiar with and assured of their level of skill.	
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Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.

COMPLAINTS	YES	No	OTHER
We provide information to LES individuals advising them of the right to file a complaint if they did not get the information or services they sought due to language barriers.			X – Our new revised State LAP contains a complaint process. It is anticipated that this document will in effective in the next 90 days.
We display information on how to file a complaint			X – Our new revised LAP, once approved will be posted on the courts webpage.

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

Currently complaints are handled by the Office of Interpreters Services Manager, Court Operations Director or Deputy CAO. This process is formalized in the new State LAP.