


**Section 1: Context and Current State**

1. Department mission and purpose: *The Department of Executive Services (DES) prides itself on Delivering Excellent Service through its eight divisions and offices: Airport Division (King County International Airport or KCIA), Business Resource Center (BRC), Facilities Management Division (FMD), Finance and Business Operations Division (FBOD), Fleet Services Division (Fleet), Office of Emergency Management (OEM), Office of Risk Management Services (ORMS), and Records and Licensing Services Division (RALS). These agencies deliver a variety of services to internal and external (public) customers.*
2. Geographic reach of primary services/facilities/programs: *DES agencies serve all 2.2 million King County residents, as well as visitors to the region. DES agencies also reach across the entire physical geography of King County.*
3. Demographics of current user population: *Since DES agencies serve the entire population of King County in one way or another, as well as communities beyond, department demographics reflect those of the region as a whole. According to the 2014 American Community Survey by the U.S. Census, of the nearly two million residents of King County that year, there are an estimated 52,300 Spanish speakers; 31,700 Chinese (Mandarin and Cantonese) speakers; 20,700 Vietnamese; 10,600 Korean; 8,500 Tagalog; 7,000 Russian; 6,300 Cushite (Somali and Tigrinya); and 6,000 Amharic.*
4. Demographics of intended or priority populations: *The intended populations are the same as indicated in number 3 above. However, some agencies have specific user populations with language access needs that exceed their proportion in the general population. For example, RALS Licensing Section has a higher proportion of Amharic/East African languages and Hindi speakers than would be indicated by general population demographics.*
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 *There is no formal assessment of LES customers of DES at this time.*
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? *DES primarily uses maps and data supplied by OESJ. Some of the department's data systems*

capture demographic and outcome data in various forms. The department occasionally uses data from other sources such as U.S. Census maps, school data, data from other county departments, and engagement information gathered from stakeholders and community input.

7. Existing language access policies, service levels, tracking methods: *DES agencies have trained key personnel on Voiance, the language access line. DES uses the roster of approved vendors developed by FBOD for translation and interpreter services. DES has not yet implemented standard work related to language access. In 2020, the department's communications team will draft policy and procedures related to translation of materials and language accessibility.*
  
8. Current state of translated materials and interpretation service levels. *Regional Animal Services of King County (RASKC), part of RALS, has translated key service materials and webpages into the top languages (Chinese, Russian, Somali, Spanish, and Vietnamese). Risk Management has translated its Claim for Damages forms into the top five languages as well. All divisions have access to Voiance for live interpretation services.*

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	RASKC General Services, Pet Adoption, and Pet License brochures  ORMS Claim for Damages form	RASKC service pages  Condado de King Facebook page as needed for outreach to Spanish speaking residents  OEM database and reference tool for key phrases in multiple languages in partnership with other local jurisdictions  KCIA newsletter (upon request)	All DES agencies have access to Voiance, the county's phone-based interpretation service, and key personnel in each division have been trained on its use
Vietnamese	ORMS Claim for Damages form	RASKC service pages	
Chinese	ORMS Claim for Damages form  RASKC pet license brochure	RASKC service pages	
Russian	ORMS Claim for Damages form	RASKC service pages	

Somali	ORMS Claim for Damages form	RASKC service pages	
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**Vital Documents/Public Communication Materials Inventory**

*Developing an inventory of the eight divisions' vital documents is underway.*

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

1. Have you identified key gaps existing language access policies, service levels, tracking methods? *Gaps have been identified, particularly with respect to OEM and a state legislative mandate regarding emergency communications. DES is exploring options to address those gaps.*
  
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. *RASKC, OEM, and Airport have identified some specific gaps, but the total backlog is not known at this time. However, based on community requests and/or patterns of use, DES has translated key documents and will continue to do so as needed.*
  
3. What communities have you not been able to serve effectively because of insufficient translation and interpretation resources? *DES does not track these metrics. When requests for translation or interpretation are received, DES agencies respond with appropriate resources, for example animal control officers in the field using Volance. Requests for translation and interpretation are reviewed to determine whether additional materials are needed and how to appropriately resource these needs.*
  
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:

*By the end of 2018, DES had translated key service pages for RASKC and made Claim for Damages forms available in five languages. In addition, OEM began work on a mandate from the state legislature to provide translations of emergency messages - this work is ongoing into 2019.*

### 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.

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	RASKC pet license form: COMPLETE	H: ORMS-Claims site H: Inquest site H: Airport noise reporting H: OEM Hazards pages M: FMD Incident Report H: FBOD Property Tax	H: Training of additional authorized Voiance users
Vietnamese	M: RASKC pet license form	H: ORMS-Claims site H: Inquest site H: Airport noise reporting H: OEM Hazards pages L: FMD Incident Report H: FBOD Property Tax	H: Training of additional authorized Voiance users
Chinese	RASKC pet license form: COMPLETE	H: ORMS-Claims site L: Inquest site L: Airport noise reporting H: OEM Hazards pages L: FMD Incident Report H: FBOD Property Tax	H: Training of additional authorized Voiance users
Russian	M: RASKC pet license form	H: ORMS-Claims site L: Inquest site L: Airport noise reporting H: OEM Hazards pages L: FMD Incident Report H: FBOD Property Tax	H: Training of additional authorized Voiance users
Somali	M: RASKC pet license form	H ORMS-Claims site H: Inquest site L: Airport noise reporting H: OEM Hazards pages L: FMD Incident Report H: FBOD Property Tax	H: Training of additional authorized Voiance users

**Section Four: Ensuring Quality & Continuous Improvement**

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

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

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

Service	Do you have a system to measure quality of services? Please answer Yes or No for each service listed.	
Translation	<input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Contracted translators use their own internal quality assurance/quality control processes; DES runs translations through a second contractor for quality assurance/quality control as needed.	<input type="checkbox"/> No <i>Do you need technical assistance?</i>
Interpretation	<input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Interpretation services are provided through Voiance. Users and target audiences have not advised DES of any QA/QC issues.	<input type="checkbox"/> No <i>Do you need technical assistance?</i>
In-Language Outreach	<input checked="" type="checkbox"/> Yes <i>Please describe how you measure quality:</i> Users and target audiences have not advised DES of any QA/QC issues.	<input type="checkbox"/> No <i>Do you need technical assistance?</i>

2. Please describe how priority populations / populations of concern will be consulted on the effectiveness of language access effort: *DES is working to create its first public outreach and engagement guide, integrating guidance from Office of Equity and Social Justice and other best practices. Some of this work will be done in the context of community engagement guidelines being developed with the assistance of project consultants. DES will establish a team to guide divisions, offices, and programs in this work. Designated staff and identified stakeholder groups will review a draft and provide input.*
3. Measures of success that will inform the degree that language access innovations are helping advance toward agency and program objectives: *Continuous improvement toward ensuring all vital documents*

are translated into top tier languages; quantify number of downloads/views of translated documents on department webpages; HR data showing an increased number of bi- or multi-lingual staff, particularly in positions that directly serve customers; quantify number of staff trained to use Voiance; quantify number of calls to Voiance.

Complaints	Do you have a system to handle language-access related complaints? Please answer Yes or No for each type of complaint.		
DES provides 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 checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Other <i>Please describe.</i>
DES displays information on how to file a complaint online and at public service counters.	<input checked="" type="checkbox"/> Yes	<input 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.*

Complaints about DES' divisions service provision are tracked in the county's Constituent Resource Management (CRM) system. This system, a module in the Microsoft Office 365 software suite managed by KCIT, is available to all departments to track customer service issues.

**Section Five: Total Department Budget for Language Access**  
*DES does not specifically budget for these expenses.*

<i>Language Access Services</i>	<i>Actual Expenditure 2017-2019</i>
Translation	Funded as needed
Interpretation	\$4,548.11
In-Language Outreach	Funded as needed
Ethnic Media Ad-Buys	Funded as needed

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

Catherine Whalen 10-25-19  
Department Director Date

Division Staff Title Date

Division Staff Title Date

Samuelove J. Makhlavi - Immigrant + Refugee Program Mgr. 10/25/19  
Immigrant and Refugee Policy & Strategy Analyst Date