



Island County

LANGUAGE ACCESS PLAN

Language Access Plan

What

Island County has prepared this Language Access Plan (LAP) for the purposes of defining the protocol and procedures taken by the county to ensure meaningful and universal access to Island County services, programs and activities on the part of persons who self-identify as having Limited English proficiency or preference for materials and services in a language other than English.

Language Assistance Procedures

Why


- The LEP individual or companion requests language access assistance.
- The most current language needs identified through current services show the following foreign or sign languages that are most frequently used in our county:
 - Tagalog
 - Spanish
 - Japanese
- Staff members who have subsequent contact will continue to assess the need for language assistance.

Language Assistance Procedures

When


Staff at the initial point of contact will conduct an assessment for the need for language assistance using the I Speak Chart and notify the individual of the right to an interpreter at no cost.

Appendix A



Island County Language Identification Guide

Your Right to an Interpreter Point to your language. An interpreter will be called.
The interpreter is provided at no cost to you.



| Language | Translation |
|----------|---|
| English | If you have difficulty understanding English or have a disability, free language assistance or other aids and services are available upon request. Please call: |
| Albanian | Nëse nuk e kuptoni gjuhën angleze ose keni aftësi të kufizuara, sipas kërkesës shërbimi gjuhësor or ndihma dhe shërbime të tjera do t'ju ofrohen pa pagesë. Ju lutemi telefononi: |
| Amharic | እንግሊዘኛ ቋንቋን መረዳት የሚቸገሩ ከሆነ ወይም የእኩል ጉዳት ካለብዎት ነፃ የቋንቋ እገዛ ወይም ሌሎች እርዳታዎች እና አገልግሎቶች በሚጠይቁበት ወቅት ይገኛሉ። እባክዎን ይደውሉ። |
| Arabic | إذا كنت تواجه صعوبة في فهم اللغة الإنجليزية أو كنت تعاني من إعاقة ما، تتوفر المساعدات اللغوية أو غيرها من المساعدات والخدمات مجانًا عند الطلب. يرجى الاتصال على الرقم: |
| Armenian | Եթե դուք դժվարությամբ եք հասկանում անգլերենը կամ ունեք հաշմանդամություն, անվճար լեզվական օգնություն կամ այլ օժանդակ միջոցներ եւ ծառայություններ հասանելի են ըստ պահանջի: Խնդրում ենք զանգահարել հետեւյալ հեռախոսահամարով՝ |
| Bengali | যদি আপনার ইংরেজি বুঝতে অসুবিধা হয় অথবা যদি আপনি বুঝতে অক্ষম হয়ে থাকেন, তাহলে অনুরোধের ভিত্তিতে বিনামূল্যে ভাষা সহায়তা অথবা অন্যান্য সাহায্য ও পরিষেবা উপলব্ধ আছে। অনুগ্রহ করে কল করুন: |



Your Right to an Interpreter

You have the right to an interpreter at no cost to you. Please point to your language. An interpreter will be called. Please wait.

| | | |
|---|---|---|
| <p><i>Albanian</i> Shqip Keni të drejtën për përkthyes falas gjatë vizitës mjekësore. Ju lutem tregoni me gisht gjuhën që flisni. Ju lutem prisni, do t'ju gjejmë një përkthyes për viziten mjekësore.</p> | <p><i>Amharic</i> አማርኛ ያለምንም ወጪ አስተርጓሚ የሚግኙት ሙብት አለዎት። የሚናገሩትን የሚርዱትን ቋንቋ በመጠቀም ያመልክቱ። አስተርጓሚ እስኪጠራ ድረስ እባክዎ ይታገሱ።</p> | <p><i>Arabic</i> عربي يحق لك الحصول على خدمات ترجمة فورية دون أي مقابل. يُرجى منك أن تُشير بإصبعك إلى لُغتك كي نستدعي المترجم المعني. . . يُرجى منك الإنتظار لحين استدعاء المترجم.</p> |
| <p><i>Armenian</i> Հայերեն Դուք իրավունք ունեք առանց արևել վճարի թարգմանիչ ունենալ: Խնդրում ենք մատնանշեք ձեր լեզուն և ձեր համար թարգմանիչ կկանչենք: Խնդրում ենք սպասեք:</p> | <p><i>Bengali</i> বাংলা আপনার অধিকার রয়েছে বিনামূল্যে একজন দোভাষী পাওয়ার। অনুগ্রহ করে আপনার ভাষা কোনটি তা দেখিয়ে দিন। একজন দোভাষীকে ডাকা হবে। অনুগ্রহ করে অপেক্ষা করুন।</p> | <p><i>Cape Verdean Creole</i> Criolu di Cabu Verdi Nhôs tem direito a um intérprete gratuito di nhôs língua. Mostra qual qui nhôs língua pa nô podi tchoma intérprete. Nhôs aguarda um momento, por favor.</p> |

Training, Monitoring, and Assessment

How

Island County will offer several language-access services while providing language-accessible service in a culturally sensitive manner; working with an interpreter; and interpretation best practices.

1. **Written Translation**
2. **Virtual Translation**
3. **Monitoring and Assessment**

Interpreting and Translation Services

Analysis of start-up and ongoing costs of adding service across Island County



Four Island County departments have access to interpreting and translation services. 18 Island County departments do not. We estimate that we will need at least 18 phones.

Cost for dual-handset portable phones

18 phones x \$85 each = \$1,530
The phones can also be leased.



Based on 2022 actual numbers, the Island County Sheriff's Office used 144 minutes and Human Services used 600 minutes of interpreting services. At a negotiated government rate of \$.74 a minute for the 20 top most popular languages spoken the chart below shows the costs.

| Island County Department | Minutes Used in 2022 for Interpreting Services | Cost @ \$.74 a Minute (for Top 20 Languages) |
|--------------------------|--|--|
| Sheriff's Office | 144 | \$106.56 |
| Human Services | 600 | \$444.00 |

Language Assistance Procedures

Interpretation Access

Telephonic Interpretation

TTY-Based Telecommunications



Island County
Language Access Plan

LAP Complaint Form

Complainant Name _____

Designee Name (if applicable): _____

Designee Relationship to Complainant (if applicable): _____

Please contact (mark one): Complainant Designee

Contact Address: _____

Phone: _____ Email: _____

Detailed description of specific complaint: (Include all known details such as date(s), location(s), circumstance(s), person(s) involved, witness(es), etc. Use additional paper, if necessary. Attach any other information you believe is pertinent.)

Complaint Process



Cost Analysis

Equipment Options

1. There is a dual handset IP phone **\$2,700**
2. Panasonic Portable Cordless **\$1,530**
3. An analog phone.

Telephonic Interpreting Service

1. LanguageLine Solutions
2. B & L Interpreting Service

Total 2022 usage through LanguageLine Solutions **\$550.56**