Language Access Plan Infographic

Did you know that more than 500,000 children and adults in Washington State speak a primary language other than English?1

DCYF is creating a Language Access Plan to help everyone get fair and timely access to programs and services in their language of preference.

Plan Objectives:



START A LANGUAGE ACCESS PROGRAM:

Assemble a Language Access Services Team to support our diverse community.



ENHANCE THE COMPLAINT PROCESS:

Develop a fair and straightforward agency-wide process for receiving and addressing concerns.



INCLUSIVE PHONE SERVICES:

Ensure phone messages on main lines are available in both English and Spanish.



EASY LANGUAGE ACCESS:

Simplify the process for obtaining an interpreter and translations.



VITAL DOCUMENTS:

Identify vital documents to ensure they are translated and available.



SPREAD THE WORD: SERVICES ARE FREE!

Promote the availability of free language assistance through social media, the DCYF website, newsletters and other forms of communications.



IMPROVE TECHNOLOGY RESOURCES:

Increase translated content on DCYF's website, making information on services accessible to all.



CONNECT WITH THE COMMUNITY:

Foster relationships with community partners to support language access and gather feedback.



DATA COLLECTION AND ANALYSIS:

Expand and improve data collection and analysis on languages spoken and community needs.



CONTINUAL PLAN IMPROVEMENT:

Identify and use best practices to continually enhance the effectiveness of language services.



Washington State Office of Financial Management, Forecasting and Research Division. (2016). Estimates of Population with Limited English Proficiency (LEP) for the State and Counties. Washington Data & Research. https://ofm.wa.gov/washington-data-research/population-demographics/population-estimates/limited-english-proficiency-population-estimates.

U.S. Census Bureau. (2020). LANGUAGE SPOKEN AT HOME. American Community Survey, ACS 5-Year Estimates Subject Tables, Table S1601. Retrieved from https://data.census.gov/table/ACSST5Y2020.S1601?q=s1601&g=040XX00US53.

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