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# Language Access Services: Our Plan

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*Ensuring fair and timely access to services for all*



Washington State Department of  
**CHILDREN, YOUTH & FAMILIES**





# Today we will:

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1. Introduce who we are
2. Review Language Access Services and Plan
3. Hear from you

Juvenile  
Rehabilitation

Office of Tribal  
Relations

Licensing

Early Learning

Child Welfare

Partnerships,  
Prevention, and  
Services



Washington State Department of  
**CHILDREN, YOUTH & FAMILIES**

# Language Access Services

## What is it, and Why Should We Care?

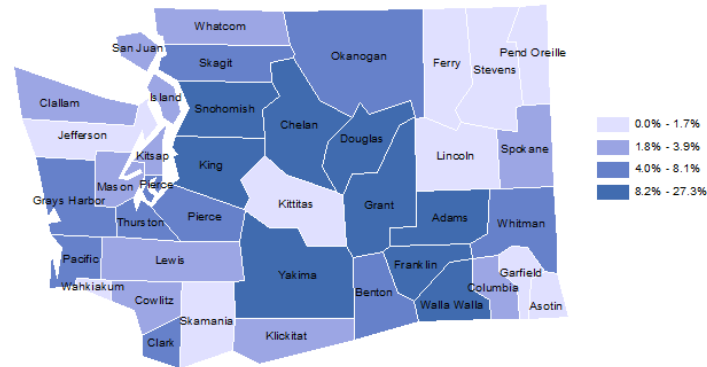
**What** are language access services?

**Why** should we care about language access?

Did you know that over 500,000 children and adults in Washington state speak a primary language other than English?\*

Percent in households where English is spoken less than "very well"

Population Age 5 and Above, 2021



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# SHARE IN CHAT

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What does Language Access mean to you?  
What does Language Access look like in your community?

# What is a Language Access Plan?

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- Living document
- Commitment to meaningful, timely, equitable access to all DCYF programs and services
- Required by federal law



# Expand Our Language Access Program

- Increasing our Language Access Services Team to support our diverse communities
  - Total of 10 staff by Summer 2024
- We're here for you





# Connect With the Community

- Develop rapport with subject matter experts (government entities, immigrant advocacy groups, community-based organizations)
- Make updates to Plan through input of personal, lived experiences provided by communities







## Data Collection & Analysis

- Hire dedicated staff for data analysis and reporting
- Identify existing and needed data
- Identify highest-demand languages by division, which can guide priorities in translation
- Develop means of collecting client feedback about language access immediately following DCYF interaction

# Spread the Word: Services are Free!



- Develop and distribute notice that services are available and free to all, and how to request services, translated into 15 languages
- Include multilingual footer on Internet site
- Ensure entry points and front desks have “I speak” cards and posters

# Enable Easy Language Access

- Centralizing information on translation and interpreter (both spoken and Sign Language) services while simplifying the process to receive them
- Exploring opportunities for DCYF staff that are bi/multilingual
- Work with DCYF staff to create procedures for language access needs



# Improving Your Experience



**Provide Inclusive Phone Services**



**Improve Technology Resources**



**Identify and Translate Vital Documents**

# Enhance the Complaint Process

- Take ownership of all complaints and concerns related to language access
- Develop agency-wide complaint and investigative process
- Add webpage with complaint form and process



# Continual Plan Improvement

- Create a method for making changes and updates to the Plan
- Develop staff and client surveys
- Identify best practices for services, and where lack of services exist
- Monitor changing needs, complaints, and feedback data
- Ensure service contracts include quality assurance and cultural competency





## How Can You Help?

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- Please take the survey
- Share the survey with your community:  
we want all voices represented!



Internal DCYF



Community, Clients,  
and Partners



# How To Contact Us



Email us at

[dcyf.languageaccess@dcyf.wa.gov](mailto:dcyf.languageaccess@dcyf.wa.gov)

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# QUESTIONS FOR US?

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Internal DCYF

Is there anything we can clarify?  
Is there anything we are missing?  
What suggestions do you have?



Community, Clients,  
and Partners