

# Language Access Plan Staff Infographic

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

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:



### IMPROVE THE LANGUAGE ACCESS PROGRAM:

Expand the Language Access Services Team to support our diverse community.



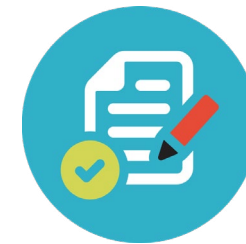
### IDENTIFY LEADERSHIP AND STAFF ROLES:

Identify dual/multilingual DCYF staff and how they can support language access.



### 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.



### DCYF STAFF TRAINING ON LANGUAGE ACCESS ISSUES:

Ensure that staff are trained and up to date on how to support communities and their language access needs.



### ENHANCE THE COMPLAINT PROCESS:

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



### IMPROVE TECHNOLOGY RESOURCES:

Increase translated content on DCYF's website and information on how to obtain DCYF services.



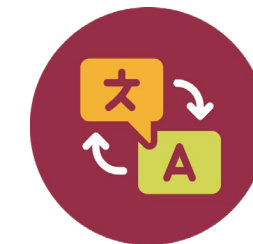
### ENGAGE WITH THE COMMUNITY ON LANGUAGE ACCESS NEEDS:

Build relationships with community partners to promote language access and provide feedback.



### EXPAND AND IMPROVE DATA COLLECTION AND ANALYSIS:

Improve data collection and analysis regarding languages spoken and community needs.



### CONTINUAL PLAN IMPROVEMENT:

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



### IMPROVE STAFF ENGAGEMENT:

Create an internal DCYF Community of Practice around language access issues.

<sup>1</sup>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>.



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