ADMINISTRATIVE PROCEDURES

SECTION: 200 – General Administration	PROCEDURE #: 207-A
TITLE: Language Assistance	IMPLEMENTS POLICY #: 207
SPONSORING DEPARTMENT/DIV: County Administrative Office/Office of Access and Opportunity	
EFFECTIVE DATE: 11-17-2020	REVIEWED:

OBJECTIVE: To establish procedures for providing access, translation, interpretive services, and instructions in support of Washington County's Title VI Civil Rights Act of 1964 Compliance Plan and Language Assistance Policy.

DEFINITIONS:

Interpretation – The act of listening to a communication in one language (source language) and orally or through visually perceived sign language converting it to another language (target language) while retaining the same meaning. [1] There are two types of interpretation: consecutive and simultaneous. They are defined as:

> *Consecutive Interpretation* – An interpreter listens to a consecutive speech in the source language and then translates all the contents in the target language.
> *Simultaneous Interpretation* – An interpreter translates into the target language as quickly as possible while the speaker is still speaking in the source language.

People needing language assistance (also referred to as Limited English Proficiency) – A person who does not speak English as their primary language and has a limited ability to read, write, speak or understand English.[2]

Meaningful access – Language assistance that results in accurate, timely and effective communication at no cost to an individual needing such assistance. This meaningful access must not be significantly restricted, delayed or inferior as compared to programs or activities provided to English-proficient individuals.

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[1] https://www.justice.gov/sites/default/files/open/legacy/2012/05/07/language-access-plan.pdf
[2] **Washington County Title VI of the Civil Rights Act of 1964 Compliance Plan**, March 1, 2016, page 8

Qualified Translator or Interpreter – An in-house or contracted translator or interpreter who has demonstrated their competence to interpret or translate through certification or is authorized to do so by contract with the County or by employer designation.

Safe Harbor Language – Provisions of federal regulations whereby 1) a language other than English is preferred by individuals within a given geography and 2) the group of people relying on a particular non-English language exceeds 5 percent of that geography's total population or is greater than 1,000 individuals, whichever is less. As stated in federal regulations, "a 'safe harbor' means that if a [federal grant] recipient provides written translations under these circumstances, such action will be considered strong evidence of compliance with the recipient's written translation obligations" (67 C.F.R. 41463 (2002)).

Translation – The replacement of written text from one language (source language) into an equivalent written text in another language (target language).[3] An additional type of translation is sight translation, which is defined as an oral rendering of written text into spoken language by an interpreter without change in meaning based on a visual review of the original text or document.[4]

Vital Document[5] – Any document that is critical for ensuring meaningful access to major activities and programs by people in general and people needing language assistance specifically. These vital documents may include, but are not limited to:

- Written notice of rights, denial, loss or decrease in benefits or services,
- Claim or application forms (leases or housing rental agreements),
- Notices regarding the availability of language assistance services at no cost to the individual (preferred language cards) ,
- Public outreach or educational materials,
- Certain consent orders, decrees, memoranda of understanding or other types of pleadings or litigation materials (consent to medical treatment),
- Administrative complaint, release or waiver forms,
- Letters of findings,
- Letters or notices pertaining to statutes of limitations, referrals to other agencies decisions to decline to investigate a case, or case disclosures, and
- Notices of community meetings or other community outreach activities.

[4,5] https://www.justice.gov/sites/default/files/open/legacy/2012/05/07/language-access-plan.pdf
[6] Washington County Title VI of the Civil Rights Act of 1964 Compliance Plan, March 1, 2016, page 8

PROCEDURES:

1. <u>Identifying People Needing Assistance and the Non-English Languages They May Rely On</u>
Staff will try to promptly identify the language and communication needs of any person seeking services from the County. If necessary, staff will use the language selection card or language preference card (both are described below). In addition, when records are kept of interactions with customers, the non-English language used to communicate with the person will be included as part of the record.

2. <u>Assisting Individuals Responsively and Proactively</u>
Employees may take the following steps in assisting members of the public needing language translation or interpretation services in the field or at County facilities. In each instance, the language assistance would be offered at no cost to the individual being assisted.

<u>Language Selection Card</u>
All front desks, reception and intake areas where the public might engage with County staff should have a language selection card prominently displayed. A smaller version of this card should be stored in the glove compartment or similar area of all County vehicles. This card provides customers the opportunity to select their preferred communication language (see Attachment A). The back of the language card provides users step-by-step guidance to call that department's selected translation service and provide the appropriate billing account information to open a translation request. This guidance includes the following steps for when a community member relying on a language other than English is seeking assistance in the course of County business:

2.1   Politely direct them to the Language Selection Card.

2.2   Upon identifying the requested language, indicate that you are calling for assistance.

2.3   Contact one of the contracted vendors listed on the back of the Language Selection Card.

Contracted vendors are described in more detail in section 4.1

2.4   Record the instance where interpretation services was needed in one of two ways:
      2.4.1   In the Limited English Assistance Log on Horizons at
            https://horizons.co.washington.or.us/LEAP/Limited-English-Assistance-Log.cfm;
            or
      2.4.2   In a log that your department may already use to archive instances of language
            service requests.

2.5 Using either channel for recording instances of language assistance, please standardize the data being collected as follows:

2.5.1 Department

2.5.2 Your name

2.5.3 Date and time

2.5.4 Language requested

2.5.5 Location of resident

Note: only report general community location names as volunteered by the individual(s) seeking language assistance. For purposes of logging instances of language assistance, do NOT collect or request information that would identify this resident further, including but not limited to:

- Residential addresses
- National origin
- Religious beliefs

The Office of Access and Opportunity will gather these data annually as part of the County's overall language assistance efforts.

Language Preference Card

2.6 The County will provide Preferred Language Cards (see Attachment B) to people needing language assistance. Language Preference Cards will include the following information in English and each of the Safe Harbor languages:

"I speak *language*. I need language help. Please give me a qualified or certified interpreter in my spoken language. Please note this language in your permanent records. Title VI of the Civil Rights Act of 1964 requires all federally funded agencies to provide free language access services."

2.6.1 Language Preference Cards in each of the Safe Harbor languages should be available to be provided as needed at all areas where the public or clients or customers might engage with County staff. This will include:

front desks, reception and intake areas

places where clients receive services

Language Preference Cards will also be distributed to community partners to share with the people they serve who may need language assistance.

3. Assessing the Need for Translation of Vital Documents

The County's approach to making vital documents more accessible to those facing language barriers is outlined in Attachment C Translation Decision Flowchart. In cases where a member of the public has requested translation of a document, departments must take reasonable steps to do so at no cost to the requester. Even if no such request has been made, departments should follow

these procedures with respect to determining when and how extensively translation should be accomplished:

3.1   Using the Translation Decision Flow Chart (Attachment C)

3.1.1 Determine the geography to be targeted for communication. Examples include established areas such as countywide, urban unincorporated areas, a specific city or cities, rural areas, Community Participation Organizations, law enforcement patrol areas, library service areas and so forth. Examples might also be project-specific, such as properties immediately adjacent to a transportation improvement project, a school enrollment catchment area and so forth.

3.1.2 Determine what proportion of people in the targeted geography speak English "less than very well" as indicated in recent data from the U.S. Census Bureau, school districts and/or other sources. If more that 1,000 people or 5 percent of the people in a targeted geography rely on a non-English language to communicate, consider using the next two steps as a guide for further action.

When the target audience is all Washington County residents, use the list of languages provided in Appendix A of the Washington County Language Assistance Policy (207). For geographies that are smaller than countywide, use data from the U.S. Census Bureau, school districts, the County's annual "Four-Factor" assessment and other official sources. To assist with these smaller geographies, use the mapping tool found on this page of Horizons (http://washco.maps.arcgis.com/apps/webappviewer/index.html?id=bedcae804b7a4cc98eb9ab017da14033)

3.1.3 Determine the level of importance of the content to be communicated and strongly consider translation whenever content is of greater importance. As a guide, the following four categories, should be used:

3.1.3.1 **Life Safety/Emergency** – Information that would facilitate the preservation of life safety or property in the context of an emergent event such as an earthquake, wildland or structural fire, episode of unhealthy air or water quality, and so forth. This category would also include information affecting an individual's access to County services vital to basic human needs such as shelter, health care or due process protections regarding incarceration, foreclosure of residential property and so forth.

3.1.3.2 **Prevention/Preparedness** – Information that would enable an individual or family to make choices or benefit from programs in a non-emergency context to avoid loss of life, injury or disease. Examples would include guidance about vaccinations, use of smoke detectors, treatment of addictions, retrofitting structures for earthquakes and so forth.

3.1.3.3 **Community Engagement/Governance** – Information that would facilitate the full participation of individuals in democratic processes and improved quality of life including access to content at public meetings, town halls, community surveys, voter registration and elections and so forth.

3.1.3.4 **Other Content** – All other information of relevance to the public but not described above.

3.1.4   Finally, determine the availability of resources needed to remove any language barriers. If the population of people relying on an particular non-English language in the targeted geography exceeds the thresholds in 3.1.2 and the importance of the content is among the top of the categories listed from 3.1.3.1 to 3.1.3.4, then departments are strongly encouraged to use what resources are available to follow one or a combination of approaches intended to ensure meaningful access to County services. These approaches include:

3.1.4.1 **Use of Universal Symbols or Pictures** – This approach would involve illustrations, diagrams or pictorial displays meant to convey the meaning of the relevant content using little to no English words. This approach is especially important for life safety or emergency-related content or signage. Wherever possible, follow discipline-specific standards for these symbols or illustrations that are regionally, nationally or internationally recognized by trade associations or government agencies.

3.1.4.2 **Full Translation** – This approach would involve the translation, including written, or oral via audio or video, of every word of a full document, the essential sections of a document, report or display into all the languages identified in 3.1.2 above. Departments should take care to gauge the education level of the targeted audience when choosing this approach, given that technical terms or discipline-specific phrases in County documents or reports may not be understandable even after translation is attempted.

3.1.4.3 **Summary Pages** – This approach would involve translating the executive summary or synopsis of the content into all the languages identified in 3.1.2 above. Again, education level of the target audience should be considered when creating these translations.

3.1.4.4 **Cover Pages** – This approach would list statements in the various languages identified in 3.1.2 above, each of which would offer to translate the full content at no charge to the individual being assisted. The Language Selection Card described in 2. above is an example of this approach.

4   Using Interpreters or Translators

Depending on the analysis using the steps outlined in Section 3 (above) or if a member of the public has requested interpretation or translation, it may be necessary to use the services of a qualified translator or interpreter. This could be a contracted vendor or an appropriate bilingual staff person. If there is no staff person with a bilingual designation available to provide interpretation or translation at the time of a request, then it is necessary to identify a contracted vendor to provide this service.

4.1 Contracted Vendor

When County departments need to use interpretation or translation services from a vendor, a contract and purchase order must first be in effect. Departments can find a list of current contracted vendors on Attachment E or by visiting Horizons at http://county/SupptSvcs/Purchasing/index.cfm Each vendor has different costs, billing systems, and

front-end procedures for obtaining interpretation and translation services. In some instances, specific vendors may have worked with specific County departments and the vendors may already have accounting codes and billing information for each department.

Departments and offices may use one or more contracted vendors, but each department must create a separate account for billing purposes. Department leads and, if possible other appropriate and relevant staff, should make the determination for the preferred vendor. That selection and specific account code could be included in the guidelines for that department's user instructions on the back of the Language Selection Card.

4.2 Activating Language Services from a Vendor
Some considerations to be aware of when using a contracted vendor:
- Use an established purchase order or set one up.
- Understand the vendor's process. Each vendor has a slightly different process that they may share with you when you contact them.
- Provide time for translation as most vendors will charge additional rush fees for a quick turnaround.
- Track the translation need (as described in 2.4).
- To better serve the County's understanding of translation requests, use the reporting form located on Horizons for each transaction.

See Attachment E for additional resources regarding the County's contracted translation services.

4.3 Interpretation During Meetings, Townhalls or Hearings
Guidance regarding meetings and hearings includes provision of a statement in written and digital meeting notices to inform people needing language assistance the steps for receiving that assistance at the meeting. This should include multiple ways (phone, email, online) for them to contact relevant meeting hosts to make this request. Additional guidance includes these suggestions:4.3.1   Several days prior to the event: Assess the potential for interpretation needed using the same steps in 3.1. This assessment should also inform whether to translate the meeting notification and/or other content to be provided at the event into any Safe Harbor Languages identified. Note that reasonable steps must be taken to provide language services at no cost upon request from a member of the public.
4.3.2   Several days prior to the event: If the determination is to pursue interpretation, consult with the interpretation vendor about either the Consecutive or Simultaneous approach.
4.3.2.1 Consecutive Interpretation: If Consecutive Interpretation is chosen, allow time during the agenda for interpreters "to have the floor" and complete their rendition of remarks.
4.3.2.2 Simultaneous Interpretation: If Simultaneous Interpretation (SI) is chosen there are different considerations based on whether the meeting in-person or in a virtual or online format.

4.3.2.2.1 SI In-Person: The use of SI equipment such as headsets and transmitters is preferred so that all participants can be in the same room and experience the meeting on roughly equal terms. SI equipment can be purchased by departments or leased from interpretation vendors. If headsets are not available, provide comfortable space in or near the meeting location for participants to clearly hear interpreters. In some cases, a video or audio relay may be available to link the meeting room to the room supported by interpretation. Consider arranging for audio or video recording of the event that captures the interpretation. Note that with either the Consecutive or Simultaneous approach, more than one interpreter will typically be needed to allow for breaks during events longer than an hour.

4.3.2.2.2 SI Virtual: When providing SI for a virtual or on-line meeting, it is necessary to ensure that the virtual meeting format can accommodate this need. It may be necessary to allow extra time to familiarize with any additional needs related to a particular virtual meeting platform. For example, additional interpreters may be needed to interpret oral or translate written questions or comments during the course of a virtual meeting.

4.3.3 Three to four business days before the event: Share meeting format (in-person or virtual) and materials (agendas, facilitator's script, presentation slides, etc.) with the interpretation vendor. This will allow the interpreters to research technical terms, ask questions about intended meanings, etc.

4.3.4 Two to one business day before the event: Consider setting up a meeting with the interpreters in person or by phone to go over the meeting agenda and other details. Provide the interpreters with background regarding the purpose of the event, the potential questions that could be raised by participants and others. In the same or a different setting, brief the facilitators and presenters scheduled for the meeting about the plan for interpretation. Coach presenters to use short, simple sentences whenever possible and to allow time for interpreters to keep pace with the flow of the presentation, especially if Consecutive Interpretation is used.

4.3.5 Two to one business day before the event: Confirm with the vendor, ask for the names of the interpreters (if you have not received them already), and be sure to provide the vendor with a contact name and phone number for interpreters to use for last minute concerns (like difficulty finding the meeting location). This is especially important if your meeting will be after hours or at a location where you can not be easily reached (like the PSB auditorium or Washington Street Conference Center)

4.3.6 Day of event: Test all audio equipment ahead of the published event start time, ideally in the very room for in-person or digital platform for virtual, where the event will take place. For in-person use of SI equipment, you may want to have extra batteries available as well. Should headset/transmitter equipment fail, re-arrange the seating in the venue so that those requiring interpretation can sit in a designated area within audible range of the interpreters. Make sure interpreters have access to water and other needed amenities.

4.3.7   During the event: Provide support to both meeting presenters and interpreters as required. Monitor the performance of audio equipment and adjust as needed. For virtual events, be sure to have an agreed upon way to communicate with interpreter(s) since you will not be in the same physical location. Consider recording both the English and interpreted audio feeds. Remind participants and interpreters of the need for breaks. Note issues with respect to interpretation that may arise as the meeting unfolds.

4.3.8   After the event: De-brief with the presenters, participants and interpreters as time allows to better understand any interpretation issues that may have surfaced. Follow up as appropriate to remedy any misunderstandings among meeting participants. Note improvements that could be made for the next meeting or event. Consider disseminating interpreted audio and/or video of the event to interested/affected people needing language assistance and to the public at large.

4.4   Translation and Interpretation by County Staff

Currently the County has many staff with bilingual or multilingual skills. Bilingual staff whose skills have been assessed and who have interpretation or translation as part of their job duties may provide these services. If certified staff are providing language services as part of their job duties, their position description/classification should be updated to reflect that role.
The bilingual pay policy and designation form can be found here:
https://www.co.washington.or.us/Support_Services/HR/Policies/HRPolicies/index.cfm

4.5   Interpretation by a Friend or Family Member

County staff will generally discourage the use of family members, including children, or other informal interpreters for people seeking language assistance. However, if people seeking language assistance prefer to use an interpreter of their choosing they may be permitted to do so, at their own expense, in place of or as a supplement to the free language services provided by the County. Exceptions to this guidance may be made at the discretion of departments based on the level of content importance, privacy, conflict of interest, availability of contracted resources and other aspects unique to the situation. If people seeking language assistance opt to use, at their own expense, and interpreter of their choosing, the County may still provide a certified interpreter. In these instances where an informal interpreter is requested, staff should consider doing the following:

4.5.1   Inform the person seeking assistance that a County-provided interpreter can be made available at no charge.

4.5.2   Document, in the person's file or another appropriate place, the offer of a County-provided interpreter and the person's refusal and/or preference to use a family member or friend as an interpreter.

4.5.3   Explain to the person seeking assistance that when a family member or friend serves as an interpreter, issues can arise including confidentiality, privacy or conflict of interest. If

it becomes apparent that the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services should be provided instead.

4.6 Interpretation by Other Clients/Patients/Residents

As a general matter, the customers, patients, residents should not be used to interpret in order to ensure confidentiality of information and accurate communication, unless staff determine at their discretion that circumstances warrant such a use.

5 Web-based Content

Washington County's website is currently using the Google Translate widget to allow users to select from among the countywide Safe Harbor languages on web pages published to the County's main website.

5.1 To prompt translation of any page on the County's main website, follow this procedure:

5.1.1 Look to the header or footer of each County web page for the "Select Language" logo.

5.1.2 Select a target language.

5.1.3 Observe the translation of text within the main content area. Note that graphics and images using text will NOT be translated.

5.1.4 Issues with translation quality can be directed to the Information Technology Services Division's ServiceIT portal or by calling 503-846-4000. ITS will assess the issue and communicate with Google as appropriate.

6 Goals and Performance Metrics for Vital Document Translation:

The County Administrative Office, Office of Access and Opportunity will conduct an annual "Four Factor" assessment of language assistance needs including changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, key users/stakeholders will regularly assess the efficacy of these procedures, including but not limited to working with contracted vendors for language services, equipment used for language assistance, complaints filed by customers and feedback from customers and community organizations.

7 Quality Assurance

All products, materials and services will be regularly reviewed for quality assurance. This process will vary depending on the products and services being reviewed but will include both an internal and external process where appropriate and relevant.

Attachment A
Language Selection Card

Attachment B

Language Preference Card

Attachment C
Translation Decision Visual Guide

Attachment D
Interpretation Decision Visual Guide

Attachment E
Language Services Vendors

Interpretation Services Available

Arabic العربية أشر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجاناً.	**Laotian** ພາສາລາວ ຊີ້ໃສ່ພາສາຂອງທ່ານ. ຈະໂທຫານາຍແປພາສາມາແປໃຫ້. ການແປນີ້ແມ່ນບໍ່ມີຄ່າໃຊ້ຈ່າຍຫຍັງສໍາລັບທ່ານ.
Chinese (Cantonese & Mandarin)	**Nepali** नेपाली आफ्नो भाषालाई संकेत गर्नुहोस्। दोभाषेलाई बोलाइनेछ। दोभाषे तपाईंलाई कुनै शुल्क बिना उपलब्ध गराइनेछ।
English Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.	Indica'i limba dumneavoastra. Va fi solicitat un interpret. Interpretul va este oferit gratuit.
Farsi/Persian فارسي زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.	YKa>KTe s:3lK, Ha KOTOpOM BlrOBOp Te. BaM Bl3OByT nepeBOA4 Ka. Ycnyr nepeBOA4 Ka npeAOcTaBns:IOTcs: 6ecnnaTHO.
German **Deutsch** Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird gerufen. Der Dolmetscher wird Ihnen kostenlos bereitgestellt.	**Somali** **Af-Soomaali** Farta ku fiiqluqadaada. Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.
Hindi 3fP 3fP	**Spanish** **Español** Senale su idioma y llamaremos a un interprete. El servicio es gratuito.
Hmong **Hmoob** Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.	**Tagalog/Filipino** **Tagalog** Ituro sa iyong wika. May tatawagang tagapagsalin. Ang serbisyo ng tagapagsalin ay ibinibigay nang libre.
Japanese s*i ī	**Telugu** తెలుగు మీ భాషకి సంబంధించి ఒక గమనిక. అనువాదకులు ఒకరిని పిలిపించడం జరుగుతుంది. ఆ అనువాదకునిని ఎలాంటి ఖర్చు లేకుండా మీకు అందించడం జరుగుతుంది.
Khmer/Cambodian n n ......E:n	BKa>KT MOBy, s:KOIO B rOBOp Te. yAe B Kn KaHO nepeKnaAa4a. nOcnyr nepeKnaAa4a HaAaIOT cs: 6e3KOWTOBHO.
Korean	Hay chf vao ngon ngo, cua quy vi. Mọt thong dich vien se dlJQc gQi den, quy vi se khong phai tra tien cho thong dich vien.

3 EASY STEPS TO USING LANGUAGE SERVICES

FOR LANGUAGE ASSISTANCE for a person with limited English proficiency please contact one of the language services providers under contract with the County. A current list can be found here https://horizons.co.washington.or.us/SupptSvcs/Purchasing/index.cfm

DEPARTMENT/DIVISION PREFERRED LANGUAGE SERVICE PROVIDERS

_____

_____

_____

_____

_____

RECORD THE TRANSACTION ON HORIZONS

In the right column, under Programs select Limited English Assistance Log and complete the form with this information:
- Date
- Language
- Mode
- Department
- Division (optional)
- Community (optional, only if volunteered by the person seeking language services)

Attachment B: Language Preference Card

Preferred Language Card

I speak Spanish

I need language help. Please give me a qualified or certified interpreter in my spoken language. Please note this language in your permanent records

Thank you!

Title VI of the Civil Rights Act of 1964 requires all federally funded agencies to provide free language access services.

Preferred Language Card (Spanish 2020)

Tarjeta de Idioma Preferido

Hablo español

Necesito ayuda de idiomas. Favor de darme un interprete calificado o certificado en espanol y registre mi idioma en el expediente permanente.

¡Gracias!

PreferidoEl Titulo VI de la Ley de Derechos Civiles de 1964 requiere que todas las agencias financiadas por el gobierno federal brinden servicios gratis de acceso a idiomas.

Attachment C: Translation Decision Visual Guide

When to translate?

How much to translate?

Step 1

What is the targeted geography?

- Countywide
- Urban unincorp-orated areas
- Specific city/cities
- Rural area
- Community Participation Organization(s)
- Library service area(s)
- SO Patrol Area(s)
- Project-specific area

Step 2

What is the proportion of people relying on a non-English language in the targeted geography?

If more than 1,000 or 5% of people in the targeted geography "speak English less than very well," consider translating/ interpreting using next two steps as a guide.

Step 3

What level of importance is the content?

- Life safety/ emergency
- Prevention/ preparedness
- Community engagement/ governance
- Other content

Step 4

What resources are available?

If a) non-English language need in targeted geography exceeds thresholds in Step 2, and b) the importance of content is high...

then use what resources are available to follow one or a combination of the following options.

Symbols & pictures
- Illustrations or diagrams to convey meaning of content.
- Limited use of any language.
- Especially important for life safety/emergency related content.
- Moderate- to high-resource impact.

Full translation
- Every word of content is translated (written, audio or video) into identified lang. (steps 1 & 2), consider audience education level.
- Important to ensure due process.
- Moderate- to high-resource impact.

Summary pages
- A summary of the content is translated into all the languages identified by steps 1 & 2, but consider the education level of targeted audience.
- Include statements offering to translate the full document upon request.
- Low- to moderate-resource impact.

Cover page
- Statements describing the main topic/concept of the underlying content & offering to translate upon request are translated into all the languages identified by steps 1 & 2.
- This list of statements would appear as a single sheet, poster, graphic, etc.
- Low- to moderate-resource impact.

More effort ↑

Less effort ↓

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Attachment D: Interpretation Decision Visual Guide

When to provide interpretation?

What mode of interpretation?

Step 1

Does the meeting relate to a specific geography?

- Countywide
- Urban unincorp-orated areas
- Specific city/cities
- Rural area
- Community Participation Organization(s)
- Library service area(s)
- SO Patrol Area(s)
- Project-specific area

Step 2

What is the proportion of people relying on a non-English language in the targeted geography?

If more than 1,000 or 5% of people in the targeted geography "speak English less than very well," consider translating/interpreting using next two steps as a guide.

Step 3

What level of importance is the content?

- Life safety/ emergency
- Prevention/ preparedness
- Community engagement/ governance
- Other content

Step 4

What resources are available?

If a) non-English language need in related geography exceeds thresholds in Step 2, and b) the importance of content is high...

then use what resources are available to follow one or a combination of the following options.

Simultaneous w/ headsets
- Allows all participants to be in the same room and experience the meeting on roughly equal terms
- Allows event to proceed without perceived delay
- Requires use/lease of equipment and testing prior to event
- Potential for equipment failure
- Best mode for in-person meetings and presentations that have larger numbers of participants, such as public meetings

Simultaneous w/ designated area
- Separates participants receiving interpretation from others participants, creating an unequal dynamic
- Allows event to proceed without perceived delay, some cross-talk may be audible
- Used for large gatherings when physical space accommodates a designated area

Consecutive
- Allows all participants to be in the same room and experience the meeting on roughly equal terms
- Requires all participants to be patient as more time is needed to complete interpretation as the meeting unfolds
- Best for one-on-one or very small group interactions, such as client meetings

Preferred

Acceptable

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Attachment E: Language Services Vendor

INTERPRETING/TRANSLATION MATRIX

Contractor	Phone	City State Zip	HIPAA Compliant*	Email/Websites	PO Number	Language	Summary Information	Pricing Sheet
Certified Languages International	Bill Reed: 503-484-2319	4800 SW Macadam Ave., Suite 400 Portland, OR 97239	Yes	billr@certifiedlanguages.com	169896	Nearly all Languages	Telephone interpreting, both on demand and scheduled.	Click for Pricing
Cervera-Juanes, Rita	503-927-5318	918 NE Sunrise Ln. Hillsboro, OR 97124	No	rita pcj@yahoo.com	170236	Spanish	Interpreting services for degraded media specific to the Sheriff's Office.	Click for Pricing
Conta, Mark	503-703-2989	5119 Worth Way Caldwell, ID 83607 (Is in Hillsboro area most weeks)	No	markconta@gmail.com	178097	Spanish	On-site interpreting services	Click for Pricing
Cyphers, Yesenia	503-806-7303	221 NE 76th Ave, Hillsboro, OR, 97124	No	iwishiwasafary@aol.com	169631	Spanish	On-site interpreting services.	Click for Pricing
Galvan, Rosa	503-887-9217	1617 NW 209th, Aloha, OR	No	rosa.galvan9@gmail.com	169632	Spanish	On-site interpreting services.	Click for Pricing
Gaucha Translations LLC	503-929-8476	7710 SW 184th Ave. Aloha, OR 97007	Yes	gaucha@gauchatranslations.com	181262	Spanish	Written translation services. *(See attachments to PO for marketing and pricing information per State Price Agreement)*	Call Translator for Pricing Pricing per State Price Agreement #DASPS-3270-19
Kale, Neela	503-523-8902	12625 SW Colony Ln., Apt. 34, Beaverton, OR 97005	No	neelakale@gmail.com	169985	Spanish	Written translation services.	Click for Pricing
Language Line Services, Local Rep: Richard Cummings 1888-898-1471	**Translation** email: translation@languageline.com & copy Rick Cummings at: rcummings@languageline.com **Telephone Interpreting:** 1-866-874-3972 **Video Interpreting:** call Rick Cummings at 1-888-898-1471	Language Line Services One Lower Ragsdale Drv. Bldg 2, Monterey, CA 93940	Yes	customercare@languageline.com	171745	Nearly all Languages	Written translation, telephone and video interpreting services.	Click for Pricing

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Leone, Nancy	503-939-6441	840 NW Pebble Beach Way, Beaverton, OR 97006	No	Born2talk@comcast.net	169812	Spanish	On-site interpreting services.	Click for Pricing
Linguava Interpreters, Inc.	503-265-8515 Robin Fouche	7931 NE Halsey Su. 305 Portland OR 97213	Yes	clientrelations@linguava.com	169550	Nearly all languages including American Sign Language	Written translation services as well as telephone, video, and on-site interpreting services.	Click for Pricing
Mylingo LLC	503-515-9418 Leticia Munoz	6598 NE Cherry Drive #301 Hillsboro, OR 97124	No	mylingointerpreters@gmail.com	178331	Nearly all Languages	Written translation services as well as telephone and on-site interpreting services.	Click for Pricing
Oregon Certified Interpreter Network, Carlos Nunez	503-213-3191		Yes	scheduler@oregoncertified.com	169618	Nearly all Languages	Written translation services as well as telephone and on-site interpreting services. PLEASE NOTE: Medical rates are charged based off the time scheduled, the minimum or the actual hours interpreting, whichever is MORE.	Click for Pricing
Passport To Languages, Inc., Erik Lawson	503-297-2707	6443 SW Beaverton Hillsdale Hwy, Su. 390	Yes	erik@passporttolanguages.com	169542	Nearly all languages including American Sign	Includes written translation as well as telephone, onsite and video	Click for Pricing
Telelanguage, Inc.,	1-800-514-9237	514 SW 6th Ave., 4th Floor, Portland OR 97204	Yes	tbernal@telelanguage.com	169635	Nearly all languages including American Sign Language. County Customer no. is #1385, each dept. assigned a code.	Includes written translation as well as telephone and onsite interpreting services.	Click for Pricing
TRANSLAT, Inc.	971-249-2520 Martin Conta	4130 SW 117th Ave, Stu A #243 Beaverton, OR 97005	No	info@trans-lat.com	178330	Spanish Language	On-site interpreting services and written translation services.	Click for pricing
Valdivia, Jorge	503-579-9677	14335 SW Beefbend Road; #S6 Tigard, OR 97224	No	jcv7777@gmail.com	169704	Spanish	Written, spanish translation services.	Click for Pricing