Language Access Plan Staff Infographic

Did you know that more than 500,000 children 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:



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.



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.



Washington State Department of CHILDREN, YOUTH & FAMILIES

¹Washington 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.

DCYF does not discriminate and provides equal access to its programs and services for all persons without regard to race, color, gender, religion, creed, marital status, national origin, citizenship or immigration status, age, sexual orientation or gender identity, veteran or military status, status as a breastfeeding mother, and the presence of any physical, sensory, or mental disability or use of a dog guide or service animal. If you would like free copies of this publication in an alternative format or language, please contact DCYF Constituent Relations at 1-800-723-4831 or email **communications@dcyf.wa.gov**. DCYF PUBLICATION ADM_0022B (01-2024)

Did you know that more than 500,000 children and adults in Washington State speak a primary





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.



IMPROVE STAFF ENGAGEMENT: Create an internal DCYF Community of Practice around language access issues.