



Starting a Language Access Program in Three Steps

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Hello!

- Proud Taiwanese
- Social design
- Multicultural communication
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Language Access means...

Persons with limited English proficiency must be afforded a **meaningful opportunity** to participate in programs that receive Federal funds. Policies and practices may not deny or have the effect of denying persons with limited English proficiency equal access to Federally-funded programs for which such persons qualify.

- [Title VI of the Civil Rights Act of 1964](#)

Language Access Strategy





Understand the Audience



22%

of Seattle residents speak languages other than English.

8%

of Seattle residents speak English "less than very well."

150+

languages are spoken in Seattle schools.



Top-tier Languages

- Tier 1 - Should include: Traditional Chinese*, Spanish, Vietnamese, Somali, Amharic, Korean, Tagalog
- Tier 2 - If feasible, include: Tigrinya, Oromo, Japanese, Russian
- Tier 3 - Consider including: Arabic, Khmer, Thai, Laotian

*There are two primary Chinese writing systems: Traditional and Simplified Chinese. The two systems are mutually intelligible. Considering the composition of Seattle's Chinese language users and their English proficiency, we recommend translating into Traditional Chinese for written materials. For oral interpretation, we should include both Cantonese and Mandarin.

[City of Seattle Top Tier Languages 2020 Report](#)



Create Cultural Change

*Language access
is a continual
and dynamic
process.*

*We should offer
it in a culturally
responsive way.*





Need an urgent translation?

Ordering a translation is easy. Take three simple steps and we will take care of the rest.

1 Select a service

2 Select languages

3 Upload content

Translation & Community Review i

from
\$ 0.35
per word

To submit a PDF, please
contact the team first. i

Select

Subject



Deadline

Next →

Your order

- Translation & Community Review
- Languages
- Source content

Get an estimate



Centralized Translation Systems

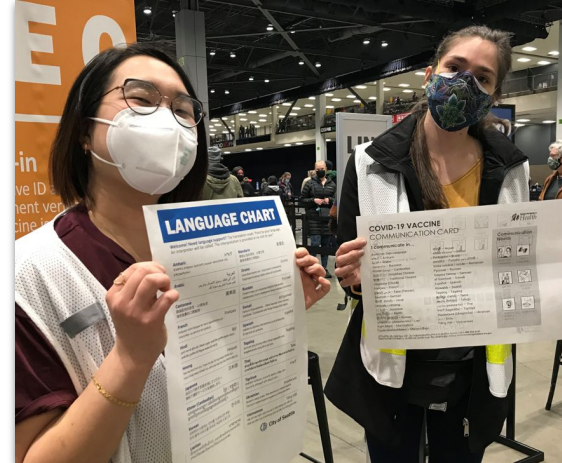
- Community Translator Network
 - Work with 50+ Community Translators
 - Cover 20+ languages
 - Directly invest in immigrant communities
- Internal Language Access Hub
 - Hire linguists internally as full time employees
 - Retain institutional knowledge





Success Stories

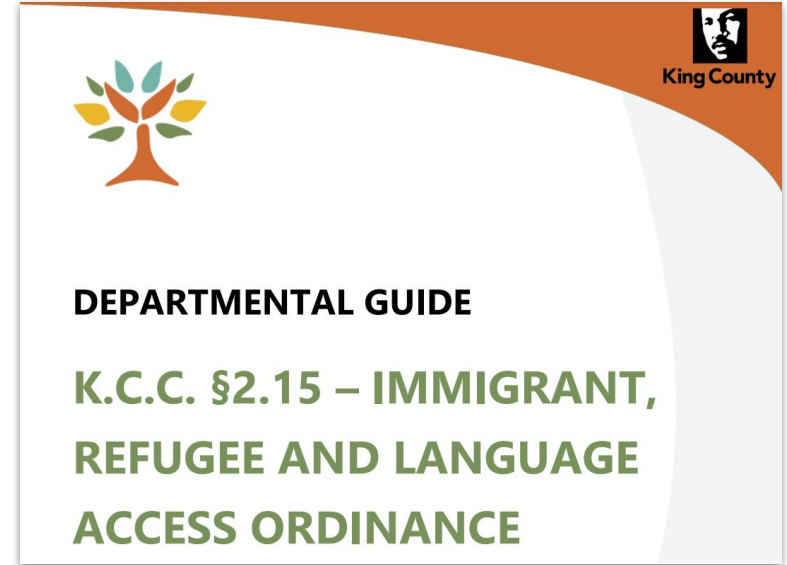
- “Since the Washington State Employment Security Department added a simple languages tab to the top of their [landing page](#) on Unemployment Insurance, views of info in languages other than English have increased 400%.”
- After getting a language access complaint, the operations team quickly responded by adding in-person interpretation services to the Luman field mass vaccination site.





Policy Examples

- Seattle [Executive Order 2017-10: Language Access](#)
- KING COUNTY CODE 2.15 Immigrant, Refugees and Language Access [Ordinance](#)
- San Francisco Language Access Compliance [Report](#)





Juliana Taylorkanara (center), 42, originally from Sierra Leone, participates in a naturalization ceremony at the Wisconsin State Fair Park in Milwaukee, Wisconsin. “It’s a wonderful day, becoming a US citizen. It’s a blessing. **Every version of America is beautiful**, I can say. Everything. The loving, the caring, the constant help, everything. It means a lot to me.”



Questions?