Introduction

This appendix describes how Emergency Support Function 15 External Affairs will communicate statelevel vital information to individuals with Limited English Proficiency (LEP) during emergencies and disasters impacting the State of Washington. It is Appendix 1 to the ESF 15 narrative of the *Washington State Comprehensive Emergency Management Plan*, June 2016.

The communications plan in this appendix is based on guidance published by the U.S. Department of Homeland Security.¹ This guidance is designed to help recipients of its federal financial assistance determine how best to communicate with LEP populations within their jurisdiction under a variety of circumstances.

This plan does not relieve local emergency management organizations or other state agencies of their responsibility to communicate with LEP populations during times of emergency or disaster, nor does it redirect their responsibilities to ESF 15.

ESF 15 will work collaboratively with responding local, state and federal organizations to follow this plan or encourage development of a joint, incident-specific LEP communication plan. In addition, ESF 15 will encourage participating organizations to prepare and disseminate vital emergency information in a unified manner to LEP communities during emergencies and disasters.

Assumptions

This appendix and its requirements applies to ESF 15 operations during emergencies and disasters that are managed or co-managed by Military Department communications staff or its designee(s) at the following locations:

- Within the State Emergency Operations Center at Camp Murray;
- Within a Joint Information Center established with other responding organizations (e.g., other state or federal agencies, counties, other response organizations from the non-profit or public sectors, etc.); or
- Within a federal-state Initial Operating Facility or Joint Field Office established after a Presidential proclamation of emergency or major disaster.

Once activated for service, ESF 15 will take reasonable steps to ensure meaningful access to identified state-level vital information and services to LEP populations during emergencies and disasters.

The appropriate mix of language services – translations and interpretations – will be decided on a caseby-case basis based on LEP populations in the impacted areas and operational needs.

ESF 15 will use the services of certified translators and interpreters to the extent possible and practical during emergency response and disaster recovery operations. However, the criticality of information to be shared and the availability of certified translators or interpreters may impact when and how certified individuals will be used.

¹ Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons, U.S. Department of Homeland Security, Federal Register, April 18, 2011, pgs. 21755-21768. <u>https://www.gpo.gov/fdsys/pkg/FR-2011-04-18/pdf/2011-9336.pdf</u>.

LEP Communications Plan

Additional information on steps to take to communicate with LEP populations can be found in a resource notebook titled <u>Language Translation Resources</u>, and a job aid in Appendix 13 of the <u>State</u> <u>Emergency Operations Center Emergency Support Function 15 Section Book</u>, copies of which reside in the library of ESF 15 near Pod 2 in the State Emergency Operations Center.

1. Identify LEP populations within areas impacted by the emergency or disaster.

A number of data sources may be used by ESF 15 staff to determine the location of limited English proficient populations in areas impacted by emergencies and disasters.

<u>Primary data source</u>: State Office of Financial Management LEP data at <u>http://ofm.wa.gov/pop/subject/default.asp</u> (see table, Appendix #1A) is the primary source to help identify LEP groups in area impacted by the emergency or disaster.

<u>Secondary data source(s)</u>. The sources identified below may be used as necessary to clarify, confirm or expand knowledge of locations of LEP populations in areas impacted by emergencies and disasters:

- County data tables available from the Modern Language Association language map at https://apps.mla.org/map_data.
- Local health departments / districts that serve LEP populations (see http://www.doh.wa.gov/AboutUs/PublicHealthSystem/LocalHealthJurisdictions)
- County LEP data available from the State Department of Health's Washington Tracking Network health information portal, <u>www.doh.wa.gov/wtn</u> (under development as of July 2016).
- County data on Asian and Pacific Islander Populations, State Commission on Asian Pacific American Affairs at http://capaa.wa.gov/data/population.
- Statewide or local advocacy groups that provide services to LEP populations (to be identified).
- Other organizations and resources to be determined, given the scope, scale and location of a particular emergency or disaster.
- 2. Identify categories of vital state-level information that should be translated and / or interpreted for LEP communities during emergencies and disasters.

ESF 15 will translate, and as necessary provide via interpretation for, state-level information considered vital to maintaining public health or life safety during emergency response and disaster recovery operations.

The following list of information related to public health and safety is presented as a guide – not an exhaustive or complete list – of vital emergency information likely to be translated or

interpreted for LEP communities. The need to maintain public health and life safety will dictate when appropriate information should be translated or interpreted.

The list contains a combination of information that is the responsibility of both local and state officials to develop, translate or interpret, and disseminate. ESF 15 will translate or interpret and disseminate vital state emergency information (or work with the appropriate state agency to do so) in a timely manner during emergencies and disasters. Likewise, ESF 15 will help local officials with translating or interpreting and disseminating vital local emergency information as necessary.

- a) Notices on evacuation or in-place sheltering (identify impacted area, time the notice applies, specific action to be taken, etc.). *Primarily the responsibility of local officials*.
- b) Notices on the location and hours of operations of facilities where evacuees and disaster survivors can obtain care or assistance (e.g., emergency medical care, overnight shelter for individuals; location and availability of food, water, showers; shelter, food and water for animals; etc.). Primarily the responsibility of local officials.
- c) Information on potential impacts of secondary hazards (e.g., earthquake aftershocks, flooding caused by dam failures, landslides, hazardous materials spills, etc.).
- d) Notices on family reunification process (how to connect disaster survivors with family, parents picking up kids at school, etc.).
- e) Notices on food safety (e.g., safe handling and disposal of potentially contaminated food products).
- f) Information to protect public health (e.g., air quality announcements; generator safety tips; how to avoid carbon monoxide poisoning; how to disinfect potentially contaminated wells; personal hygiene tips following a disaster; how to clean up safely after a disaster, and when and how to dispose of damaged household goods; where to go for health screening or prophylaxis to prevent spread of infections, diseases; how to handle of human remains safely and with respect, etc.).
- g) Emergency closure or detour notices for key state transportation corridors, rail lines and ferry routes (which routes, when, where, etc.).
- h) Emergency restricted hours / closure notices for state facilities where important services are provided directly to the public.
- i) Announcements of upcoming community meetings involving state officials.
- j) Announcements on reporting damages to local authorities for damage assessment purposes (e.g., what information is needed, how, when and where to report it, etc.). *Primarily the responsibility of local officials*.
- k) Announcements on availability of disaster recovery resources (e.g., programs available from FEMA, Small Business Administration, U.S. Department of Agriculture, etc.).
 Primarily the responsibility of appropriate agencies.

- I) Announcements related to disaster-related consumer protection issues (e.g., how to hire a contractor, insurance coverage and how to file claims and complaints, etc.).
- m) Notices of state curfew and curfew-related restrictions.
- n) Other information related to the health, safety or security of individuals impacted by the ongoing emergency or disaster.
- 3. Identify potential sources of translation and interpretation services.

As noted above, ESF 15 will use the services of certified translators and interpreters to the extent possible and practical during emergency response and disaster recovery operations. Currently, the Military Department and its Emergency Management Division has one staff member who is a certified translator for Spanish. However, this individual's availability may be limited by requirements that he respond elsewhere during emergency response and disaster recovery operations.

Beyond the individual identified above, translators and interpreters for ESF 15 may come from one or more of the following sources:

- a) Vendors identified in state master contracts (fee involved).
 - Written translation services (using vendors that provide service under Category 6 of the master contract): <u>https://fortress.wa.gov/ga/apps/ContractSearch/ContractSummary.aspx?c=043</u> <u>12</u>

Note: Not all vendors are able to provide service after normal business hours (M-F, 8a-5p); those that do may require additional set up, up to a month in advance, and may increase their charge for a rush job as a result.

- In-person interpretation services: <u>https://fortress.wa.gov/ga/apps/ContractSearch/ContractSummary.aspx?c=035</u> <u>14</u>.
- 3. Telephone-based interpretations: <u>https://fortress.wa.gov/ga/apps/ContractSearch/ContractSummary.aspx?c=056</u> <u>14</u>.

Note: Vendors on this contract are available on a 24-hour, 7-days-a-week basis.

 Sign-language interpretation: <u>https://fortress.wa.gov/ga/apps/ContractSearch/ContractSummary.aspx?c=081</u> <u>14</u>.

The Department of Social and Health Services' Office of the Deaf and Hard of Hearing administers state-wide contracts for sign language interpreter services. A list of independent contractors, and their hours of availability (some available 24-hours, 7 days-a-week), is found here:

https://www.dshs.wa.gov/altsa/odhh/contractor-wa-state.

 b) Individuals identified in the Department of Social and Health Services list of Certified/Authorized Interpreters and Translators – <u>https://fortress.wa.gov/dshs/dshsltc/MyReports/Search.aspx</u> (fee involved).

Contact individual translator / interpreter on availability after normal business hours.

c) Individuals identified in the Washington State Courts Interpreter Program list: <u>http://www.courts.wa.gov/programs_orgs/pos_interpret/</u> (fee involved).

Contact individual interpreter on availability after normal business hours.

d) Individuals identified in the Washington State Coalition for Language Access list: <u>http://www.wascla.org/directory/</u> (fee involved).

Contact individual translator / interpreter on availability after normal business hours.

e) Department of Labor and Industries Spanish Translation Pool.

Note: Availability may be limited to normal business hours. Contact Lisa Heaton, (360) 902-5411, <u>lisa.heaton@lni.wa.gov</u>, regarding availability and scheduling.

f) Translation and interpretation resources available through the Federal Emergency Management Agency.

Note: FEMA resources are available only after a Presidential declaration of emergency or major disaster. Contact assigned FEMA public affairs officer or FEMA RX Public Affairs Officer Ryan Ike, (425) 487-4767 / (425) 213-9496, to determine availability.

4. Identify methods to disseminate translated state vital information to LEP communities during emergencies and disasters.

ESF 15 will use a variety of methods to communicate vital state-level emergency information with LEP populations in areas impacted by an emergency or disaster. Specific methods of communication will be determined on a case-by-case basis. At a minimum, communications with LEP populations will be through:

- Ethnic news media (see list Ethnic Media, Appendix 1B).
- Traditional news media (see list Statewide Media, Appendix 1C).
- Social media platforms, specifically Twitter (through @waEMD) and Facebook (through WashEMD). ESF 15 will use social media platforms to disseminate state vital information as well as retweet (Twitter) or share (Facebook) translated information posted by local emergency management organizations and other groups involved in the incident.

ESF 15 may engage and request assistance from one or more of the following organizations to help with reaching out to and communicating with LEP populations. Requests might seek assistance in developing an incident or location-specific LEP communication plan; additional information on location of LEP populations in the impacted area and the best ways to reach

them; assistance with translations and interpretations or locations of local service providers; and assistance in disseminating state vital information. A list of the types of organizations that ESF 15 may consult in its work is below (the list should not be considered definitive or complete at this time).

- State ethnic commissions (e.g., Commission on Hispanic Affairs, Commission on Asian Pacific American Affairs, etc.)
- Local emergency management organizations, fire districts, and public health departments
- Local community groups
- Local or statewide social service organizations
- Local churches
- Other local or state private, non-profit service organizations (e.g., American Red Cross, Salvation Army, etc.)

Additional methods of disseminating vital state emergency information may be used when State ESF 15 staff is deployed to the field. Typically, this occurs when local, state or federal emergency management officials make such a request. Such methods may include:

- Using interpreters at public meetings, press conferences and other in-person engagements with the public that involve state emergency officials. This allows non-English speaking and deaf populations a better opportunity to understand the information being shared and participate in the proceedings.
- Posting state information on a multi-lingual trap line. A trap line is a series of incidentspecific bulletin boards placed throughout the incident area to help keep residents and visitors informed of the ongoing situation. The wildfire service uses trap lines to post various incident-related information at a wide range of venues where the public congregates. Venues where an incident bulletin board might be placed include local government offices, grocery stores, laundromats, libraries, community centers, post offices, YMCA/YWCAs, social service offices, parks and other appropriate public venues in the impacted communities.
- 5. Define how ESF 15 can assist local emergency management organizations, upon request, so the local organizations can effectively communicate with their LEP populations within impacted areas.

As noted above, this plan does not relieve local emergency management organizations of their responsibility to communicate with LEP populations during times of emergency or disaster, nor does it redirect their responsibilities to ESF 15. However, this appendix recognizes that many counties have limited resources to communicate with LEP individuals; the need to communicate becomes acute during emergency response and disaster recovery operations.

Local emergency management organizations that have exhausted local resources and need assistance during emergencies can request help of the state through the Logistics Section of the State Emergency Operations Section. Generally, the Logistics Section will attempt to fill the request. If Logistics is unsuccessful, the request may be sent to ESF 15 for processing.

ESF 15's ability to assist local emergency managers with translations, especially after-hours, is limited. As noted above, the Military Department's staff resources for translation are limited to one individual, a certified translator who speaks and writes Spanish. Availability of this individual to help local emergency managers may be limited due to a variety of circumstances during emergency operations.

Current resources ESF 15 could draw upon to help local emergency managers, and the availability of some resources, are listed above in Section 3, *Identify potential sources of translation and interpretation services*. Note that some translation services under state master contract #4312 are not available outside of normal business hours. Interpretation services by phone are available on a 24-hour basis through state master contract #5614.

Other actions ESF 15 could take upon request of local emergency managers are sharing its ethnic media list, disseminating local messages via media, and using the Military Department's social media accounts to amplify local emergency messages.

6. Describe the process to update this appendix / plan.

The appendix and plan will be formally reviewed and updated at least once every five years, on the same cycle the ESF 15 narrative is reviewed and updated. The Military Department communication staff will manage the review and update process. As appropriate, external organizations will be invited to participate in the review process. These groups include (but are not limited to):

- State ethnic commissions.
- State agencies.
- Local emergency management organizations.
- Statewide community and social service groups.

In addition, changes will be made to the appendix on an as-needed basis between formal reviews to reflect best practices, lessons learned, update LEP population data, media lists, sources of translators and interpreters, etc.

This appendix will be revised and expanded to include communicating with individuals with disabilities and access and functional needs by the end of 2017.

Washington Office of Financial Management, Forecasting Division November 2014

Original data tables available at http://ofm.wa.gov/pop/subject/default.asp

County	Primary Language	Estimate of Language Speakers	OFM County Population Estimate 2015	Percent of County Population
Adams	Spanish	10,833	19,410	55.8%
Benton	Spanish	19,008	188,590	10.1%
Chelan	Spanish	17,845	75,030	23.8%
Clark	Rumanian	737	451,820	0.2%
	Russian	6,873		1.5%
	Spanish	19,212		4.3%
	Ukrainian	1,768		0.4%
	Vietnamese	2,014		0.4%
Cowlitz	Spanish	4,051	104,280	3.9%
Douglas	Spanish	8,812	39,990	22.0%
Franklin	Spanish	39,157	87,150	44.9%
Grant	Spanish	30,595	93,930	32.6%
Grays Harbor	Spanish	3,514	73,110	4.8%
King	Amharic	2,665	2,052,800	0.1%
	Arabic	2,830		0.1%
	Burmese	720		0.0%
	Cambodian	3,177		0.2%
	Chinese-Cantonese	6,267		0.3%
	Chinese-Mandarin	7,533		0.4%
	Farsi	1,334		0.1%
	French	1,043		0.1%
	Hebrew, Modern	607		0.0%
	Hindi	2,371		0.1%
	Japanese	1,774		0.1%
	Korean	4,924		0.2%
	Lao	1,553		0.1%
	Marshallese	1,271		0.1%
	Nepali	1,178		0.1%
	Oromo	1,033		0.1%
	Punjabi	4,120		0.2%
	Rumanian	1,021		0.0%

Appendix 1A Estimates of Populations with Limited English Proficiency (LEP), by County

County	Primary Language	Estimate of Language Speakers	OFM County Population Estimate 2015	Percent of County Population
	Russian	5,697		0.3%
King (cont.)	Samoan	2,091		0.1%
	Somali	9,275		0.5%
	Spanish	76,534		3.7%
	Swahili	722		0.0%
	Tagalog	5,738		0.3%
	Tamil	1,191		0.1%
	Telugu	1,641		0.1%
	Tigrinya	1,506		0.1%
	Turkish	642		0.0%
	Ukrainian	4,479		0.2%
	Urdu	1,428		0.1%
	Vietnamese	18,682		0.9%
Kitsap	Spanish	1,824	258,200	0.7%
	Tagalog	869		0.3%
Kittitas	Spanish	8,936	42,670	20.9%
Klickitat	Spanish	1,440	21,000	6.9%
Lewis	Spanish	3,696	76,660	4.8%
Mason	Spanish	2,696	62,200	4.3%
Okanogan	Spanish	5,484	41,860	13.1%
Pacific	Spanish	1,147	21,210	5.4%
Pierce	Cambodian	2,700	830,120	0.3%
	Korean	1,603		0.2%
	Russian	2,218		0.3%
	Samoan	2,203		0.3%
	Spanish	26,173		3.2%
	Tagalog	1,361		0.2%
	Ukrainian	901		0.1%
	Vietnamese	3,349		0.4%
San Juan	Spanish	364	16,180	2.2%
Skagit	Spanish	15,458	120,620	12.8%
Skamania	Spanish	237	11,430	2.1%
Snohomish	Arabic	1,604	757,600	0.2%
	Cambodian	955		0.1%
	Chinese-Mandarin	1,114		0.1%

County	Primary Language	Estimate of Language Speakers	OFM County Population Estimate 2015	Percent of County Population
	Korean	2,520		0.3%
	Punjabi	929		0.1%
Snohomish (cont.)	Russian	3,072		0.4%
	Spanish	34,456		4.5%
	Tagalog	1,327		0.2%
	Ukrainian	2,401		0.3%
	Vietnamese	4,905		0.6%
Spokane	Marshallese	1,899	488,310	0.4%
	Russian	2,707		0.6%
	Spanish	2,335		0.5%
Thurston	Spanish	3,763	267,410	1.4%
	Vietnamese	1,312		0.5%
Walla Walla	Spanish	7,590	60,650	12.5%
Whatcom	Punjabi	841	209,790	0.4%
	Russian	1,095		0.5%
	Spanish	6,200		3.0%
Yakima	Spanish	98,226	249,970	39.3%

Appendix 1A Estimates of Populations with Limited English Proficiency (LEP), by County

Note: This list should be considered a work in progress.

African AmericanSeattle Mediummonica@theskanner.com; christen@theskanner.com; christen@theskanner.comAfrican- AmericanThe SkannerPortland, Seattlemonica@theskanner.com; christen@theskanner.comAfrican- AmericanAfrican Forum NewsSeattleSeattleAmericanThe FactsSeattlewww.nwfacts.comAsian AsianAsian American TV (AATTV), ch 44.3Seattleinfo@aattv.comAsianCrossings TVSeattleinfo@crossingstv.comAsianSeattle South AsianSeattleinfo@southasiannewspaper comAsian PacificInternational Examiner, Travis QuezonSeattleeditor@iexaminer.org; news@iexaminer.orgChineseSeattle Chinese Post Radio SeattleSeattlecrsradio@gmail.comChineseChinese Seattle NewsSeattleSeattle SeattleSeattleChineseNews@gmail comChinese / EnglishSeattle Chinese TimesSeattleSeattleSeattle		Ethnic Media - As of July 15, 2016				
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Spanish	KNTS 1680 AM - Radio Luz	Seattle	info@radioluzseattle.com	(206) 443-8200
Spanish	KRCW 96.5 FM	Pasco		
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Spanish	KMMG 96.7 FM	Tri-Cities	Abierta Lunes a Viernes	(509) 543-3334
Spanish	KZUS 92.3 FM - LaZeta Radio	Moses		
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