ESF #15: External Affairs

ESF Coordinating Agency: Washington Military Department

Primary Agencies:

- Governor's Office
- Washington Military Department

Support Agencies:

The following state government agencies provide support to ESF 15:
- Department of Agriculture
- Commission on Asian and Pacific American Affairs
- *Office of the Attorney General*
- Department of Commerce
- State Board for Community and Technical Colleges
- Consolidated Technical Services (WaTech)
- Department of Corrections
- Department of Ecology
- Department of Employment Security
- Department of Enterprise Services
- Department of Fish and Wildlife
- State Gambling Commission
- Department of Health
- Commission on Hispanic Affairs
- Governor's Office of Indian Affairs
- *Office of the Insurance Commissioner*
- Department of Labor and Industries
- Department of Licensing
- State Liquor and Cannabis Board
- Washington State Lottery
- Washington National Guard
- *Department of Natural Resources*
- State Parks and Recreation Commission
- Department of Retirement Systems
- Department of Revenue
- *Office of the Secretary of State*
- Department of Social and Health Services
- Washington State Patrol
- *Office of Superintendent of Public Instruction*
- Department of Transportation

- Utilities and Transportation Commission
- Department of Veterans Affairs

Note: Agencies listed in *italic* text are led by a separately elected state official.

The following non-state government agencies provide support to ESF 15:
- American Red Cross
- Federal Emergency Management Agency

I. Introduction

A. Purpose

The purpose of Emergency Support Function 15 – External Affairs (ESF 15) is to communicate accurate, accessible, and timely information to the public and various stakeholders during emergencies and declared disasters. ESF 15 provides information about the incident, state response activities, and available recovery programs. It also addresses information on state activities and programs that is incorrect or that could potentially undermine confidence in state emergency efforts.

B. Scope

ESF 15 supports the external affairs priorities of state incident management before, during, and after a natural, technological, or human-caused emergency or disaster.

ESF 15 is responsible for developing and disseminating messages to the media, public, and business community; and conducting intergovernmental and international affairs.

The actual or perceived magnitude and severity of an emergency or disaster determines the scale, scope, and location of ESF 15 activities. A significant external affairs response may involve city, county, tribal, state, and federal agencies, as well as non-governmental organizations and the private sector operating within a construct known as the Joint Information System.

C. Policies

The Governor's Communications Director is the Emergency Public Information Officer for the State of Washington, as provided for in Section IV – Responsibilities of the Basic Plan.

The Military Department is the coordinating agency for ESF 15 as provided for in Section IV – Responsibilities of the Basic Plan. As the coordinating agency, the department is responsible for developing and maintaining operating plans and procedures, job descriptions, job aids, and a variety of resource materials to guide ESF 15 operations.

Military Department staff, in collaboration with the Governor's Communications Director and state agency communication directors, develops and maintains a cadre of trained state agency professionals to staff ESF 15 operations in the State EOC, as well as a Joint Information Center, if established.

The Military Department's Communications Director or Deputy Communications Director assumes initial leadership of ESF 15 upon activation, and typically maintains it after consultation with the Governor's Communications Director. One of these individuals, or a trained state agency communications director, serves as the ESF 15 Lead on a rotating basis through all phases of the state's emergency response and disaster recovery efforts.

ESF 15 activities support the messaging efforts of the Governor's Communications Director, and implement strategic messaging for the emergency or disaster developed in collaboration with the State Disaster Manager and/or the Governor's Communications Director.

ESF 15 messaging will focus on the extent of the emergency or disaster, state government response and recovery activities, and details of available disaster assistance programs. Messaging activities will include outreach to limited English proficient populations, and to those with disabilities and functional and access needs within the affected areas.

ESF 15 uses the Joint Information System construct to facilitate the development, coordination, and dissemination of accurate and timely emergency public information with other participating organizations through all phases of an emergency response and disaster recovery.

State agencies should collaborate with ESF 15 in the development and/or dissemination of their public information to ensure consistent messaging by the state government throughout emergency response and disaster recovery operations.

In some situations, such as a pandemic outbreak, oil spill, or wildfire, state agencies other than the Military Department have the lead for both the state emergency response and for disseminating emergency public information. As appropriate, communication directors of appropriate agencies or public information officers of deployed Incident Management Teams assume leadership of emergency public information activities. If a lead state response agency operates its emergency public information activities outside of the State Emergency Operations Center, ESF 15 assumes a supporting role to that agency.

Depending on the size, scope, and/or complexity of an incident, availability of resources, and following consultation with the State Disaster Manager and the Governor's Communications Director, the ESF 15 Lead will help establish a Joint Information Center either in or near the State EOC, or on or near the scene of an emergency or disaster.

State planning recognizes that local and tribal governments have the primary responsibility for providing emergency public information to their communities. Nothing in this ESF diminishes or usurps these local and tribal responsibilities.

ESF 15 may deploy a liaison to a community experiencing a disaster if necessary to provide external affairs-related situational awareness to the State EOC and/or to assist the community with its emergency public information activities.

The State conducts disaster preparedness education and outreach to build public awareness and engage in effective and sustainable preparedness activities in conjunction with the whole community of Washington, including neighborhoods, schools, all levels of government, businesses, and community groups. There are several key activities of the Outreach program, including; preparedness material management, support, and participation at education and outreach events, hosting the State/Local Outreach Workgroup, develop partnerships and strengthen existing partnerships, support partners in their education and outreach activities, and provide and promote neighborhood preparedness programs. These activities are consistently monitored for effectiveness and indicators of success. The two overarching objectives of the Outreach program are to enhance preparedness and resilience and to promote partnerships. Through these objectives, the program strives to build resiliency throughout Washington.

In the event that a local or tribal government requests assistance to provide emergency public information to its community, ESF 15 may do the following:

- Collaborate with the requesting organization to provide vital health and safety information to affected communities from the State EOC.
- Find and deploy public information staff to help the affected jurisdiction with its on-site emergency public information activities. This will be done with the assistance of the External Resource Branch of the State EOC Logistics Section.

II. Situations and Assumptions

A. Situation

ESF 15 supports the external affairs priorities of state incident management before, during, and after a natural, technological, or human-caused emergency or disaster.

ESF 15 typically is activated when the State EOC moves to Level 2 Partial Activation status. However, it can be activated at any time deemed necessary by the Governor's Communications Director, Military Department's Emergency Management Division Director, State EOC Supervisor, or Military Department Communications Director.

Factors considered for activating ESF 15 include, but are not limited to:

- State government is responding or preparing to respond to the incident;
- The actual or perceived magnitude and severity of an emergency or disaster;

- A need to begin state-level messaging about the incident;
- A desire to enhance situational awareness through monitoring news and social media; or
- A need to respond to information that could undermine confidence in potential or actual state response or recovery activities.

B. Limitations & Assumptions

The Governor's Communications Director is the State's Emergency Public Information Officer, and as such, directs the state external affairs activities of ESF 15 unless delegating that task to the Military Department or another state agency.

ESF 15 begins operations when the State EOC is activated to Level 2 Partial Activation or higher.

ESF 15 supports the State EOC while activated. The size and complexity of the incident or event determines the scope, scale, and location of activities and hours of ESF 15 operations.

The effectiveness of ESF 15 depends upon the availability and/or functionality of resources (e.g., personnel, translators and interpreters, facilities, equipment, primary and backup telecommunication systems, etc.).

ESF 15 operations depend upon communications staff support from state agencies identified in Section IV – Responsibilities of the Basic Plan.

The Military Department will establish and train a cadre to lead and/or carry out ESF 15 activities in the State EOC and/or in a Joint Information Center. Communications Directors of state agencies identified in Section IV – Responsibilities of the Basic Plan will support the development and maintenance of the cadre and operations of ESF 15 upon request.

Individuals with little or no emergency response-related external affairs training may assist with ESF 15 operations in the event of a large-scale emergency or disaster. The extent of the emergency or disaster may delay or disrupt ESF 15 operations and the dissemination of information to identified stakeholders and audiences.

Local and tribal governments have the primary responsibility for communicating with their communities during emergencies and disasters and are expected to use all means at their disposal to do so prior to requesting assistance from the state.

III. Concept of Operations

A. General

ESF 15 activities support the messaging efforts of the Governor's Office and implement the messaging strategy for the emergency or disaster developed in collaboration with the State Disaster Manager and/or the Governor's Communications Director

At the State EOC, the ESF 15 Lead is a member of the Command Staff, reporting to the EOC Supervisor and/or Disaster Manager, and the Governor's Communications Director; at an Initial Operating Facility or Joint Field Office, the ESF 15 Lead reports to the State Coordinating Officer / Deputy State Coordinating Officer, coordinating messaging and strategy with the Governor's Communications Office as

necessary.

The size and scale of the emergency or disaster, and the state response to it, dictates the scope of ESF 15 activities.

ESF 15 coordinates information prior to dissemination, to the extent possible and practical, with other responding local, state, tribal, and federal organizations

ESF 15 provides information to the whole community including limited English proficient populations through a variety of methods, including the news media, state agency, and emergency news websites, social media platforms, and other means.

ESF 15 supports the emergency public information activities of agencies or Incident Management Teams with lead responsibility for specific hazards or incidents, such as oil spills, pandemic disease outbreaks, and wildfires.

ESF 15 coordinates state external affairs activities with those of the federal government after an emergency or major disaster declaration by the President.

Local and tribal governments are responsible for providing their communities with information on the emergency or disaster, what protective actions their residents should take, such as sheltering in place or evacuating affected areas, and where to find assistance such as overnight shelter, food, water, and animal care.

B. Organization

The organization of ESF 15 is consistent with the principles of The National Response Framework and the Incident Command System.

The operational structure of ESF 15 in the State EOC is in the organizational chart found below. Operating procedures are in the *SEOC External Affairs Section Book*.
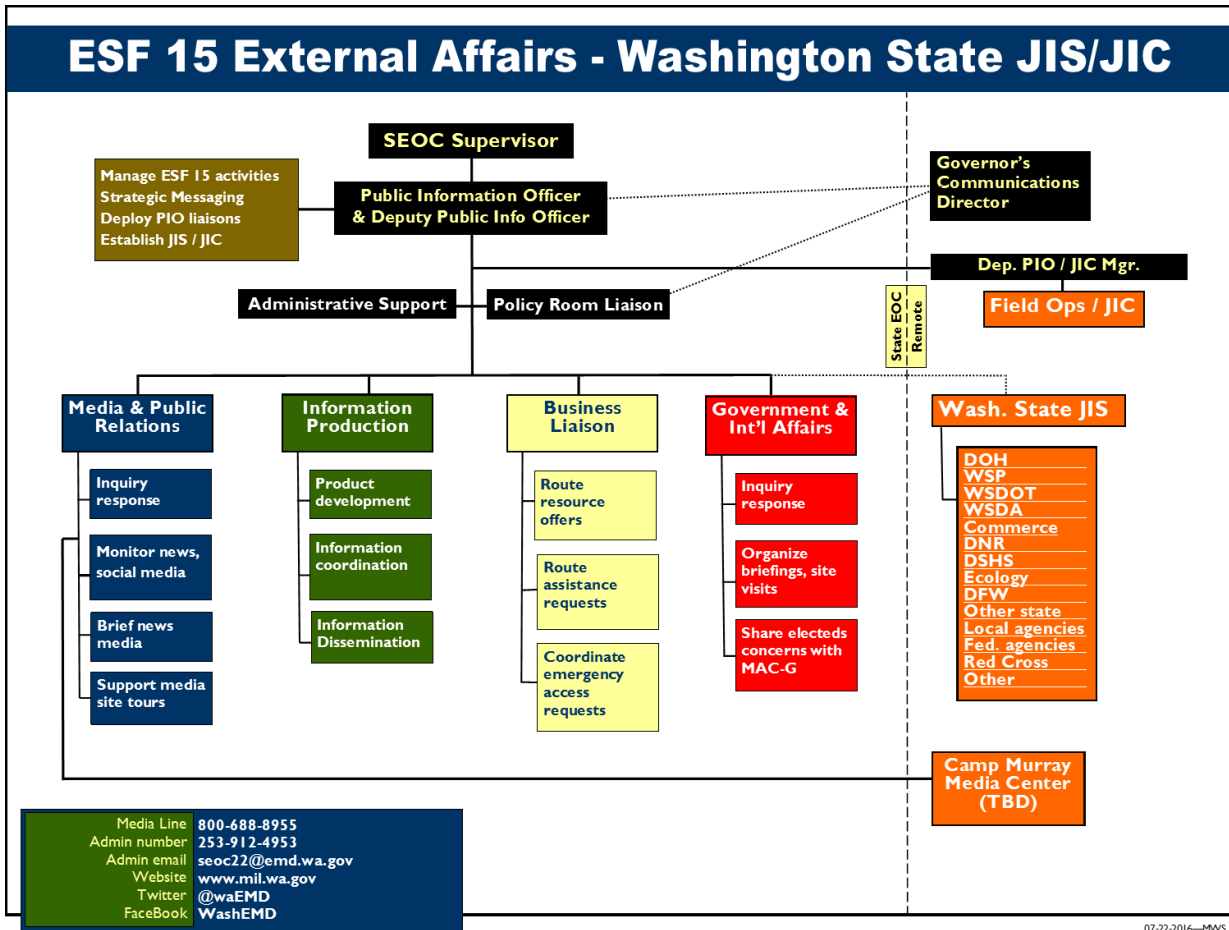
ESF 15 External Affairs - Washington State JIS/JIC

SEOC Supervisor

Manage ESF 15 activities
Strategic Messaging
Deploy PIO liaisons
Establish JIS / JIC

Public Information Officer & Deputy Public Info Officer

Governor's Communications Director

Administrative Support   **Policy Room Liaison**

State EOC Remote

Dep. PIO / JIC Mgr.

Field Ops / JIC

Media & Public Relations
- Inquiry response
- Monitor news, social media
- Brief news media
- Support media site tours

Information Production
- Product development
- Information coordination
- Information Dissemination

Business Liaison
- Route resource offers
- Route assistance requests
- Coordinate emergency access requests

Government & Int'l Affairs
- Inquiry response
- Organize briefings, site visits
- Share electeds concerns with MAC-G

Wash. State JIS
- DOH
- WSP
- WSDOT
- WSDA
- Commerce
- DNR
- DSHS
- Ecology
- DFW
- Other state
- Local agencies
- Fed. agencies
- Red Cross
- Other

Camp Murray Media Center (TBD)

Media Line	800-688-8955
Admin number	253-912-4953
Admin email	seoc22@emd.wa.gov
Website	www.mil.wa.gov
Twitter	@waEMD
FaceBook	WashEMD

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Figure 1. ESF 15 Organization.

C. Whole Community and Non-Discrimination

ESF 15 is committed to communicating with the whole community during emergency response and disaster recovery operations. The whole community includes populations with limited English proficiency (LEP), and individuals with disabilities and access and functional needs.

An appendix to this narrative provides details on how ESF 15 will communicate with LEP populations. The plan meets guidance published by the U.S. Department of Homeland Security entitled *Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons*, 76 Fed. Reg. 21755-21768, (April 18, 2011)

IV.   Activities & Actions: Mitigation / Preparedness / Response / Recovery

A. Preparedness Activities

Coordinating Agency

1. Establish the framework and operational procedures for collaboratively developing, disseminating, monitoring, and evaluating state emergency public information through all phases of emergency response and disaster recovery. Such procedures address communicating with limited English proficient populations.
2. Identify and prepare public information resource materials for use in emergency response or disaster recovery operations. Resource materials include pre-scripted instructions and information translated into most frequently spoken non-English languages, and a list of non-English and ethnic media and other contacts for LEP communities.
3. Work with state agency communications directors to identify and train appropriate staff to implement the external affairs responsibilities outlined in this ESF.
4. Lead ESF 15 training and exercise programs to test messaging and operating procedures for the State EOC, the Joint Information System, and a Joint Information Center.

Primary and Support Agencies

1. Prepare and coordinate public information resource materials specific to the organization, its programs, and subject matter expertise for use during emergency response and disaster recovery operations. Resource materials should include pre-scripted instructions and information translated into the most frequently spoken non-English languages.
2. Assist with the emergency public information/communications component of their agency's continuity of operations planning.
3. Identify appropriate communications staff to become part of a team responsible for implementing the external affairs responsibilities outlined in this ESF. These staff will attend training and participate in exercise programs established by state response agencies to become familiar with plans, operating procedures, and systems used during emergency response and disaster recovery activities.

B. Response Activities

1. Establish and implement strategic messaging in collaboration with the Disaster Manager or EOC Supervisor, and the Governor's Communications Office.
2. Fill ESF 15 staff positions as dictated by the actual or projected scale and scope of the emergency or disaster, and to support the communication needs of the Governor's Communications Office and responding state agencies.
3. Establish communication with external affairs officials of responding state agencies, impacted local jurisdictions and tribes, and the regional office of the

Federal Emergency Management Agency, to the extent practical.
4. Collaborate with the Governor's Communications Office and responding state agencies on external affairs activities related to the emergency or disaster.
5. Provide timely and accurate state-level information to the public through established channels such as the news media and social media platforms. This includes communicating with populations of limited English proficiency through translations and information channels appropriate for the identified group(s), e.g., ethnic media, community groups, schools, churches, etc.
6. Monitor news coverage and social media platforms for situational awareness, and prepare communications to address or correct rumors and misinformation.
7. Contribute to the Incident Action Plan (IAP), Situation Report, and Common Operating Picture, and to the operational planning process.
8. Dispatch public information / external affairs liaisons to local jurisdictions, as necessary or requested.
9. Recommend and coordinate the establishment of a state-level Joint Information Center as necessary, and/or provide staff to a local JIC established for the incident. Assist with management of the JIC as requested or appropriate.
10. Establish two-way communication with established private-sector industry organizations.
11. Route private sector requests for resources and offers of assistance to the State EOC's Operations Section for action.
12. Assist with the coordination of requests for emergency access to restricted areas from businesses.
13. Provide information and respond to inquiries from legislative and Congressional offices representing affected areas, and from interested international consular and Canadian provincial offices.
14. Provide information to the Policy Group on issues of concern to the private sector, legislators, and members of Congress, and international officials.
15. Maintain files and documentation on ESF 15 activities.
16. Oversee demobilization of external affairs resources, as necessary.

Coordinating Agency

Military Department

1. Inform Governor's Communications Office of the emerging incident and activation of the State EOC.
2. Activate ESF 15 using established procedures and anticipated staffing requirements.
3. Discuss messaging priorities and leadership of ESF 15 with the Governor's Communications Director.
4. Take initial leadership of ESF 15 activities, as delegated by the Governor's Communications Director.
5. Maintain awareness of and support for ESF 15 activities throughout the emergency response and disaster recovery.

6. Identify and obtain the resources needed to communicate with limited English proficiency populations in impacted areas.

Primary Agency

Governor's Communications Office

1. Delegate leadership of ESF 15 to Military Department Communications staff, as appropriate.
2. Provide direction on strategic messaging and message priorities to ESF 15 leadership.
3. Maintain awareness of and support for ESF 15 activities throughout the emergency response and disaster recovery.

Support Agencies

1. Make staff available to provide public information, editorial and graphics support, and subject matter expertise to ESF 15 operations upon request of the Governor's Communications Director or ESF 15 Lead.
2. Coordinate the agency's emergency public information with ESF 15 operations in the State EOC, prior to dissemination if possible.

C. Recovery Activities

1. Deploy appropriate external affairs resources as needed to support recovery operations.
2. Support the recovery-related communication needs of the Governor's Office, the State Coordinating Officer, and recovery program managers.
3. Jointly manage with FEMA the joint information center established as part of the FEMA-State Initial Operating Facility or Joint Field Office following a Presidential emergency or major disaster declaration.
4. Coordinate state external affairs activities through the JFO joint information center, once established.
5. Provide accurate, and timely recovery-related information to the public and other audiences through established channels such as the news media and social media platforms, as well as other means appropriate to the situation, e.g., message boards, posters in locations frequented by the public, etc.
6. Ensure translated recovery-related information is provided to limited English-proficient populations through ethnic news media and social media, and other means appropriate to the populations being served, e.g., community groups, churches, schools, and other organizations, message boards, etc.
7. Monitor news coverage and social media platforms for situational awareness, and prepare communications to address or correct rumors and misinformation.
8. Coordinate external affairs activities with the Governor's Communications Office, and with appropriate responding state, local, tribal, and non-profit organizations.

9. Contribute to the Incident Action Plan (IAP), Situation Report, and to the operational planning process.
10. Dispatch public information / external affairs liaisons to local jurisdictions, as necessary or requested.
11. Provide information and respond to inquiries from legislative and Congressional offices representing affected areas, and from interested international consular and Canadian provincial offices.
12. Provide information to the State Coordinating Officer on issues of concern to the private sector, legislators, members of Congress, and international officials.
13. Maintain files and documentation on JFO external affairs activities.
14. Develop a list of issues and possible solutions or lessons learned throughout the emergency response and disaster recovery for after-action reporting and follow-up.
15. Oversee demobilization of external affairs resources, as necessary.

Coordinating Agency

Military Department

1. Maintain awareness of and support for ESF 15 activities throughout the disaster recovery.
2. Assist with demobilization of ESF 15.
3. Participate in after-action, lessons-learned activities, and undertake necessary revisions to improve ESF 15 performance in emergency response and disaster recovery.

Primary Agency

Governor's Communications Office

1. Maintain awareness of and support for ESF 15 activities throughout the emergency response and disaster response.
2. Participate in after-action lessons-learned activities, and direct state agencies to make revisions to improve their external affairs performance in emergency response and disaster recovery.

Support Agencies

1. Make staff available to provide public information, editorial and graphics support, and subject matter expertise to ESF 15 operations upon request of the Governor's Communications Director or ESF 15 Lead at the State EOC, Initial Operating Facility, or Joint Field Office.
2. Coordinate the agency's disaster recovery public information with ESF 15 operations in the State EOC, Initial Operating Facility, or Joint Field Office, prior to dissemination if possible.

3. Participate in after-action, lessons-learned activities, and make revisions to improve response in emergency response and disaster recovery.

V.   ESF Responsibilities Aligned to Core Capabilities

The following table aligns the Core Capabilities that this ESF most directly support, and the agencies and organizations identified to provide services and resources in accordance with their individual missions, legal authorities, plans, and capabilities in coordination with the State Emergency Operations Center (SEOC). All ESFs support the core capabilities of Planning, Operational Coordination, and Public Information and Warning.

Coordinating State Agency	Responsibilities	Core Capabilities
Washington Military Department	• Establishes and provides leadership for state government ESF 15 operations. • Develops and maintains operating plans and procedures, job descriptions, job aids, and a variety of resource materials to guide and assist with ESF 15 operations. • Establishes and trains a cadre of state agency communications staff to carry out ESF 15 activities in the State EOC, Joint Information Center, Initial Operating Facility, or Joint Field Office.	**Public Information and Warning**

Primary Agency	Responsibilities & Actions	Core Capabilities
Governor's Office	• Communications Director serves as the Emergency Public Information Officer for the State of Washington, unless delegated to the Military Department. • Communications Director, as necessary, provides leadership and direction to state agency communications directors for their emergency public information and external affairs activities.	**Public Information and Warning**
Washington Military Department	• Serves as Emergency Public Information Officer as delegated by the Governor's Communications Director. • Directs ESF 15 activities as delegated by the Governor's Communications Director.	**Public Information and Warning**

Support Agencies	Responsibilities & Actions	Core Capabilities
State agencies listed on pages 1 and 2 of this ESF	State agencies identified as support agencies will provide one or both of the following types of support, as identified in Section IV – Responsibilities of the Basic Plan: • General public information officer support, as requested, to the Governor's Communications Director, ESF 15, or the lead state agency during response and recovery activities. • Graphics and editorial support, as requested, to the Governor's Communications Director, ESF 15, or the lead state agency during response and recovery activities. • In addition, support agencies will provide subject matter expertise, as requested, to the Governor's Communications Director, ESF 15, or the lead state agency during response and recovery activities.	**Public Information and Warning**
Federal Emergency Management Agency	• Coordinate federal-level emergency public information through ESF 15 before, during, or after an emergency or disaster that requires a federal response. • Collaborate with the state in locating and co-managing the ESF 15 external affairs operation within an Initial Operating Facility or Joint Field Office.	**Public Information and Warning**
American Red Cross	Provide information on the location of ARC- sponsored shelters or assistance centers, and assistance provided by ARC to affected communities.	**Public Information and Warning**

VI.   Resource Requirements

Typically, ESF 15 staff respond out of the State Emergency Operations Center, Building 20, on the Military Department campus at Camp Murray, WA. At the State EOC, ESF 15 works from eight fully furnished work stations (six on the SEOC main floor, and two off the main floor). ESF 15 staff also can respond on behalf of the State EOC through a Joint Information Center, Initial Operating Facility, or Joint Field Office established for the emergency or disaster.

Staff for ESF 15 initially will be provided by the Military Department communications team and Emergency Management Division staff trained in public information and ESF 15 procedures. As an emergency or disaster grows and greater demands are placed on

ESF 15, additional staffing will be sought from other state executive branch agency communications teams through a request from either the Military Department Communications Director of the Governor's Communications Director. In a major disaster overwhelming the state, assistance may be sought from other states through a request submitted under the Emergency Management Assistance Compact (EMAC).

ESF 15 activities are guided by the ESF 15 Annex in the State Emergency Operations Plan, as well as the procedures and job aids in the current edition of the State Emergency Operations Center ESF 15 Section Book.

VII. References & Support Plans

A. References

1. Washington State Comprehensive Emergency Management Plan – Basic Plan, June 2016 draft.
2. *National Response Framework*, Third Edition, FEMA, June 2016
3. FEMA PUB-1 – *National Response Framework Public Affairs Support Annex*, January 2008
4. FEMA ESF #15-1 – *National Response Framework ESF #15 – External Affairs Annex*, January 2008
5. *National Disaster Recovery Framework*, Second Edition, FEMA, June 2016
6. *National Protection Framework*, Second Edition, FEMA, June 2016
7. FEMA 301 – *National Incident Management System*, April 2008
8. *Developing and Maintaining Emergency Operations Plans*, Comprehensive Preparedness Guide (CPG) 101, Version 2.0, FEMA, November 2010.
9. FEMA 517 – *Basic Guidance for Public Information Officers, National Incident Management System (NIMS)*, November 2007
10. *Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition against National Origin Discrimination Affecting Limited English Proficient Persons,* Department of Homeland Security, Federal Register, April 18, 2011, pgs. 21755-21768.
11. State Emergency Operations Center organization chart, April 2016.

B. Support Plans

1. *Communicating with Limited English Proficient Populations*, ESF 15 Appendix 1, Washington State Comprehensive Emergency Management Plan.
2. *SEOC External Affairs Section Book*, current edition – operating procedures for ESF 15

VIII. Terms, Acronyms & Definitions

<u>ARC – American Red Cross:</u> A private non-profit organization chartered by the U.S. Congress to provide aid to disaster survivors, and serve as a medium of communications between members of the armed forces and their families.

EMAC – Emergency Management Assistance Compact: The legal structure approved by the U.S. Congress through which member states and territories can request mutual aid assistance from other members to respond to or recover from emergencies and disasters.

EOC – Emergency Operations Center: A facility in which an emergency response organization coordinates its activities to assist individuals and other organizations during emergencies and disasters.

ESF – Emergency Support Function: ESFs provide the structure for coordinating interagency support for a response to an incident. They are mechanisms for grouping like functions most frequently used to provide state government support to local jurisdictions as well as to other state agencies and organizations during emergency response and disaster recovery operations.

FEMA – Federal Emergency Management Agency: FEMA coordinates the federal government's role in preparing for, preventing, mitigating the effects of, responding to, and recovering from all domestic disasters, whether natural or man-made, including acts of terror. It is Washington State's initial point of contact for requesting resources and emergency or disaster assistance from the federal government.

IAP - Incident Action Plan: An Incident Action Plan is a written plan that defines the incident objectives and reflects the tactics necessary for an incident management organization to manage response or recovery activities during an operational period. Such a plan typically is developed by the command and general staff of a local or state Emergency Operations Center, a federal-state Initial Operating Facility, Joint Field Office, or an on-scene incident management team.

IOF – Initial Operating Facility: An office established by the state and federal officials to provide a bridge between emergency response and disaster recovery operations. This facility is established before a Joint Field Office is opened, and is closed once a JFO is fully operational.

JFO - Joint Field Office: An office jointly staffed by agencies of the state and federal governments to administer state and federal disaster recovery programs. The office is administered by a Federal Coordinating Officer and State Coordination Officer, and primarily staffed by members of the Washington Military Department and the Federal Emergency Management Agency.

JIC – Joint Information Center: A Joint Information Center is a central location from which multiple responding agencies work to collaboratively prepare, coordinate and disseminate information to the public and news media during an emergency or disaster. A JIC can be part of the State Emergency Operations Center, a Joint Field Office, or part of an incident / unified command operation in the field.

JIS – Joint Information System: A Joint Information System is a collaborative method of operation that facilitates the coordination of information across organizations and jurisdictions during an emergency or disaster. A JIS is used when multiple response organizations are not able to assemble in one location (e.g., Joint Information Center) or

such a center has not been established. Collaboration can be accomplished through a variety of means, including conference calls (daily or as needed), email exchanges, web-based platforms, or other information-sharing arrangements.

Responding agencies operating in either a Joint Information System or a Joint Information Center do not lose their autonomy to prepare and disseminate organization-specific messages to their stakeholders and the public. The purpose of such operating arrangements is to foster information sharing among response agencies so that information they disseminate is accurate and consistent.

LEP – Limited English Proficient: Individuals whose native language is not English and who may have difficulty understanding and communicating in English are considered to be limited English proficient or have limited English proficiency. Under Title VI of the Civil Rights Act of 1964, Presidential Executive Order 13166, and other laws and regulations prohibiting discrimination on the basis of national origin, recipients of federal financial assistance are required to take reasonable steps to provide meaningful access to their activities, information, and programs to people with limited English proficiency. In many cases, this means that providing written translations or verbal interpretations so that LEP individuals can take advantage of the offerings.

SEOC – State Emergency Operations Center: A facility located within Building 20 on the Military Department's Camp Murray in which the state government's response to emergencies and disasters is coordinated. It includes an Alert and Warning Center, the state's primary contact point for emerging incidents that have the potential to adversely affect the people, property, environment, and economy of the state. The SEOC is staffed by members of the Military Department staff, other state agencies, and the Washington National Guard operating in the Incident Command System and in a structure using Emergency Support Functions.

Whole Community: The whole community includes individuals, families, households, communities, the private and non-profit sectors, faith-based organizations, and local, state, tribal, territorial, and Federal governments. In the context of this Emergency Support Function, engaging the whole community means developing messages for and delivering messages to a wide range of audiences that includes children (through parents or guardians); older adults; individuals with disabilities and others with access and functional needs; those from religious, racial, and ethnically diverse backgrounds; people with limited English proficiency; and owners of animals, including household pets and service and assistance animals.

Appendix 1 to ESF 15 section of the Washington State CEMP
Communicating with Limited English Proficient Populations
Coordinating Agency: Washington Military Department

Introduction

This appendix describes how Emergency Support Function 15 External Affairs will communicate state-level 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 case-by-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.

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[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. https://www.gpo.gov/fdsys/pkg/FR-2011-04-18/pdf/2011-9336.pdf.

Appendix 1 to ESF 15 section of the Washington State CEMP
Communicating with Limited English Proficient Populations
Coordinating Agency: Washington Military Department

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LEP Communications Plan

Additional information on steps to take to communicate with LEP populations can be found in a resource notebook titled *Language Translation Resources*, and a job aid in Appendix 13 of the *State Emergency Operations Center Emergency Support Function 15 Section Book*, 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.

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

   Secondary data source(s). 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, www.doh.wa.gov/wtn (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*.

l) 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).

1. Written translation services (using vendors that provide service under Category 6 of the master contract): https://fortress.wa.gov/ga/apps/ContractSearch/ContractSummary.aspx?c=04312

    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.

2. In-person interpretation services: https://fortress.wa.gov/ga/apps/ContractSearch/ContractSummary.aspx?c=03514.

3. Telephone-based interpretations: https://fortress.wa.gov/ga/apps/ContractSearch/ContractSummary.aspx?c=05614.

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

4. Sign-language interpretation: https://fortress.wa.gov/ga/apps/ContractSearch/ContractSummary.aspx?c=08114.

    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 – https://fortress.wa.gov/dshs/dshsltc/MyReports/Search.aspx (fee involved).

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

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

Contact individual interpreter on availability after normal business hours.

d) Individuals identified in the Washington State Coalition for Language Access list: http://www.wascla.org/directory/ (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, lisa.heaton@lni.wa.gov, 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 incident-specific 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%

County	Primary Language	Estimate of Language Speakers	OFM County Population Estimate 2015	Percent of County Population
King (cont.)	Russian	5,697		0.3%
	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%

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
Snohomish (cont.)	Korean	2,520		0.3%
	Punjabi	929		0.1%
	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%

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

Ethnic Media - As of July 15, 2016				
Language	**Name**	**Location**	**Email**	**Phone**
African American	Seattle Medium			(206) 323-3070
African-American	The Skanner	Portland, Seattle	monica@theskanner.com; christen@theskanner.com	(503) 285-5555
African-American	African Forum News	Seattle		(206) 367-6886
African-American	The Facts	Seattle	www.nwfacts.com	
Asian	Asian American TV (AATTV), ch 44.3	Seattle	info@aattv.com	(206) 447-2288
Asian	Crossings TV	Seattle	info@crossingstv.com	(888) 901-5288
Asian	Seattle South Asian	Seattle	info@southasiannewspapers.com	(206) 501-2254
Asian Pacific	International Examiner, Travis Quezon	Seattle	editor@iexaminer.org; news@iexaminer.org	(206) 624-3925
Chinese	Seattle Chinese Post	Seattle	editor@nwasianweekly.com	(206) 223-5559
Chinese	KKNW 1150 AM Chinese Radio Seattle	Seattle	crsradio@gmail.com	(206) 619-8698
Chinese	Chinese Seattle News	Seattle	SeattleChineseNews@gmail.com	(206) 587-0888
Chinese / English	Seattle Chinese Times	Seattle		(206) 621-8863
English	Northwest Asian Weekly	Seattle	editor@nwasianweekly.com	(206) 223-5559
Ethiopian	Ethiopian Community Media Assn.	Seattle	info@ecseattle.org	(206) 325-0304
Japanese	North American Post	Seattle	Info@napost.com; info@hokubeihochi.org	(206) 519-5461
Japanese	Soy Source	Seattle		(206) 519-5469
Korean	Korea Daily	Seattle		(206) 365-4000
Korean	Korea Times	Seattle		
Korean	KSUH 1450 AM / KWYZ 1230 AM - Radio Hankook	Federal Way		(253) 815-1212
Pacific Islander	KBCS 91.3 FM -Hawaii Radio Connection	Seattle/Bellevue	news@kbcs.fm	(425) 564-6195
Somali	SOM-TV	Seattle	info@sontv.org	(206) 424-4412
Somali	Runta (the Truth)	Seattle	editor@runtanews.com	
Spanish	KWWX FM 106.7 / KWNC-AM 1370	Wenatchee	newswenatchee@cherrycreekradio.com	(509) 665-6565

Ethnic Media - As of July 15, 2016				
Spanish	KWLN FM 92.1 & 103.3	Wenatchee	JLHIGH@ALPHAMEDIAUSA.COM	(509) 663-5186
Spanish	KKMO 1360 AM - Radio El Rey	Seattle	production@elrey1360seattle.com	(206) 436-7851
Spanish	KDNA 91.9 FM	Yakima	frios@kdna.org	(509) 854-1900
Spanish	KNTS 1680 AM - Radio Luz	Seattle	info@radioluzseattle.com	(206) 443-8200
Spanish	KRCW 96.5 FM	Pasco		
Spanish	Groupo Hispanavision KWYT Ch. 39	Yakima	hispanavision39@gmail.com	(509) 452-8817
Spanish	KDYK AM	Yakima	jmcinnis@adelantemediagroup.com	(509) 457-1000
Spanish	KZHR FM 92.5	Tri-Cities	edawson@cherrycreekradio.com	(509) 547-1618
Spanish	El Mundo		gustavo@elmundous.com	(206) 790-8000
Spanish	LaRaza del Noroesta		aguillen@nuestronoroesta.com	(425) 339-3067
Spanish	El Siete Dias		raulperez@elsietedias.com	(425) 646-8846
Spanish	Univision	Seattle	info@kunstv.com	(206) 404-4484
Spanish	KMIA 1210 AM - Latino 1210	Auburn-Fed Way	Abierta Lunes a Viernes	(253) 735-9700
Spanish	El Sol de Yakima	Yakima	ngarcia@yakimaherald.com	(509) 249-6184
Spanish	La Voz Hispanic Newspaper	Tri-Cities	lavozdeyuma@gmail.com	(509) 545-3055
Spanish	KYXE 1020 AM / 104.9 FM - LaZeta Radio	Union Gap	Abierta Lunes a Viernes	(509) 457-1000
Spanish	KMMG 96.7 FM	Tri-Cities	Abierta Lunes a Viernes	(509) 543-3334
Spanish	KZUS 92.3 FM - LaZeta Radio	Moses Lake	Abierta Lunes a Viernes	(509) 754-4661
Spanish	Hispanic News	Seattle		(206) 763-8090
Spanish, Russian, Cantonese, Mandarin, Pacific Islander	KXPA 1540 AM - Seattle Online	Seattle		
Spanish / Bilingual	KSVR 91.7 FM	Mount Vernon	joseph.mcguire@skagit.edu	(360) 416-7710
Spanish / English	Tu Decides	Tri-Cities	info@tudecidesmedia.com	(509) 591-0495
Spanish / Religious	KDYM 1230 AM	Sunnyside	laestaciondelafamilia@gmail.com	(509) 515-0511
Tagalog / English	Filipino American Herald, Sheila Burris	Seattle	info@filamherald.com	(206) 280-8406

Ethnic Media - As of July 15, 2016				
Vietnamese	Northwest Vietnamese News	Seattle / Statewide	news@nvnorthwest.com	(206) 722-6984

News Media - As of July 15, 2016		
Name	**Email**	**Phone**
Associated Press - Seattle	apseattle@ap.org	
AP Olympia - Rachel LaCorte	rlacorte@ap.org	
AP Seattle - Chris Grygiel	CGrygiel@ap.org	
Bellingham Herald - Julie Shirley	julie.shirley@bellinghamherald.com	
Chery Creek Radio	dshannon@cherrycreekradio.com	
Columbian (Vancouver)	metrodesk@columbian.com	
Everett Herald - Jerry Cornfield	jcornfield@heraldnet.com	
Everett Herald News Tips	newstips@heraldnet.com	
Governor's Office - Jaime Smith (GOV)	jaime.smith@gov.wa.gov	
KAPP TV Yakima	kappnews@kapptv.com	
KEPR TV Tri-Cities	newsroom@keprtv.com	
KHQ TV News Desk	q6news@khq.com	
KIMA TV News Tips	tips@kimatv.com	
KING TV - Glenn Farley	gfarley@king5.com	
KING TV News Tips	newstips@king5.com	
KING TV South Sound - Drew Mikkelsen	dmikkelsen@king5.com	
KIRO FM News Desk	newsdesk@973kiro.com	
KIRO TV - Essex Porter	eporter@kirotv.com	
KIRO TV - Richard Thompson	rthompson@kirotv.com	
KIRO TV News Desk	newstips@kirotv.com	
Kitsap Sun News Desk	sunnews@kitsapsun.com	
KNDO TV Tri-Cities	news@kndo.com	
KNDU TV Tri-Cities	news@kndu.com	
KOMO Radio Seattle	jcarlson@komonews.com	
KOMO Radio Seattle	pduckworth@fisherradio.com	
KOMO Radio Seattle	tips@komonews.com	
KOMO TV - Keith Eldridge	keithe@komotv.com	
KOMO TV News Desk	tips@KOMO4news.com	
KREM TV News Tips	newstips@krem.com	
KVEW TV - Kevin Uretsky	kvewnews@kvewtv.com	
KVEW TV Tri-Cities	kevinu@kvewtv.com	
KXLY TV - Jerry Post	jerryp@kxly.com	
KXLY TV / KXLY AM / KXLY FM	news4@kxly.com	
KXLY TV - Melissa Luck	melissal@kxly.com	
NW News Network - Austin Jenkins	ajenkins@kuow.org	
NW News Network - Tom Banse	tbanse@u.washington.edu	
Olympian - Brad Shannon	bshannon@theolympian.com	

Olympian - Walker Orenstein	worenstein@theolympian.com	
Olympian - Melissa Santos	msantos@theolympian.com	
Q13 Fox News, News Desk	tips@q13fox.com	
Seattle Times - Joseph Sullivan	josullivan@seattletimes.com	
Seattle Times - Mike Baker	mbaker@seattletimes.com	
Seattle Times - Beth Kaiman	BKaiman@seattletimes.com	
Seattle Times - Don Shelton	Dshelton@seattletimes.com	
Seattle Times - Richard Wagoner	rwagoner@seattletimes.com	
Spokesman Review - Jim Camden	jimc@spokesman.com	
Spokesman Review - Addy Hatch	addyh@spokesman.com	
Spokesman Review - Gary Graham	garyg@spokesman.com	
Tacoma News Tribune - Adam Ashton	adam.ashton@thenewstribune.com	
Tacoma News Tribune - Dale Phelps	dale.phelps@thenewstribune.com	
Tacoma News Tribune - Grace Ryan	grace.ryan@thenewstribune.com	
Tacoma News Tribune - Jordan Schrader	jordan.schrader@thenewstribune.com	
Tacoma News Tribune - Karen Peterson	karen.peterson@thenewstribune.com	
Tri-City Herald News Desk	news@tricityherald.com	
Walla Walla Union Bulletin - Andy Porter	andyporter@wwub.com	
Walla Walla Union Bulletin - Luke Hedgal	lukehedgal@wwub.com	
Wenatchee World - Russ Hemphill	hemphill@wenatcheeworld.com	
Wenatchee World - Rufus Woods	rwoods@wenatcheeworld.com	
Wenatchee World - Justin Umberson	umberson@wenatcheeworld.com	
Yakima Herald, News Tips	news@yakimaherald.com	