



Spokane Regional Clean Air Agency's Language Access Plan (LAP)

Overview:

Most people living in Spokane County, Washington, read, write, speak, and understand English. According to the United States Census 2021 Community Survey, 92.3% of people, ages 5 and older speak English in Spokane County. This statistic indicates that there are people in Spokane County where English is not their primary language and may have limited ability to read, write, speak, or understand English. These people can be considered Limited English Proficient (LEP). According to the United States Census 2021 Community Survey, 1.2% of households in Spokane County are considered LEP households.

Language barriers can hinder LEP persons from accessing benefits and services, from understanding rights, from fulfilling responsibilities and obligations, and from understanding information provided to them in English.

The Spokane Regional Clean Air Agency (SRCAA) is committed to meeting its mission of clean, healthful air quality for all Spokane County residents, with inclusiveness and fairness. SRCAA's Language Access Plan (LAP):

- Ensures access to SRCAA's programs and activities for people with limited English proficiency.
- Demonstrates SRCAA's commitment to providing access to information to everyone by describing our translation, interpretation, and access approach.
- Meets the requirements of Title VI of the Civil Rights Act of 1964.

Four Factor Analysis:

Using the LAP framework persons established by the Department of Justice, there are four factors used to assess the needs of LEP and guide SRCAA in developing and implementing a LAP.

1. The number or proportion of LEP individuals our agency would likely serve or encounter.
2. The frequency with which LEP individuals come in contact with SRCAA's programs, activities, and services.
3. The nature and importance of the program, activity or service provided by SRCAA to people's lives.
4. The resources available to the recipient and associated costs.

The greater the proportion of eligible LEP persons, the greater the frequency with which they will have contact with SRCAA, and the more likely enhanced language services will be needed. The intent is to strike a balance ensuring LEP persons have access to services without unduly burdening SRCAA.

Factor 1:

The number or proportion of LEP individuals our agency would likely serve or encounter.

SRCAA’s service area is Spokane County, Washington. SRCAA used the most recent United States Census data for the most common languages other than English spoken in Spokane County. The tables below summarize the information derived from the United States Census Bureau 2021 American Community Survey.

Table 1: Languages Spoken at Home in Spokane County, WA,

<https://data.census.gov/table?g=0500000US53063&tid=ACSST1Y2021.S1601>

Languages Spoken at Home Label	Total		Percent	
	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	515,708	*****	(X)	(X)
Speak only English	475,773	±4,841	92.3%	±0.9
Speak a language other than English	39,935	±4,841	7.7%	±0.9
SPEAK A LANGUAGE OTHER THAN ENGLISH				
Spanish	12,123	±1,820	2.4%	±0.4
5 to 17 years old	999	±552	0.2%	±0.1
18 to 64 years old	9,845	±1,463	1.9%	±0.3
65 years old and over	1,279	±608	0.2%	±0.1
Other Indo-European languages	14,010	±3,116	2.7%	±0.6
5 to 17 years old	2,521	±1,374	0.5%	±0.3
18 to 64 years old	9,566	±2,188	1.9%	±0.4
65 years old and over	1,923	±682	0.4%	±0.1
Asian and Pacific Island languages	9,176	±1,928	1.8%	±0.4
5 to 17 years old	1,234	±791	0.2%	±0.2
18 to 64 years old	6,511	±1,354	1.3%	±0.3
65 years old and over	1,431	±550	0.3%	±0.1
Other languages	4,626	±2,396	0.9%	±0.5
5 to 17 years old	1,725	±1,442	0.3%	±0.3
18 to 64 years old	2,901	±1,261	0.6%	±0.2
65 years old and over	0	±213	0.0%	±0.1

For a description of US Census languages, please see supporting information at the end of the document.


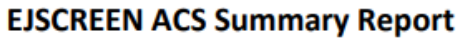

Table 2: Limited English Speaking Households in Spokane County, WA,

<https://data.census.gov/table?g=0500000US53063&tid=ACSST1Y2021.S1602>

Label	Total		Percent		Limited English-speaking households		Percent limited English-speaking households	
	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error	Estimate	Margin of Error
All households	217,920	±2,165	(X)	(X)	2,640	±793	1.2%	±0.4
Households speaking -								
Spanish	6,623	±1,264	3.0%	±0.6	766	±457	11.6%	±6.4
Other Indo-European languages	7,259	±1,258	3.3%	±0.6	1,004	±380	13.8%	±5.5
Asian and Pacific Island languages	5,342	±815	2.5%	±0.4	819	±448	15.3%	±7.9
Other languages	1,869	±855	0.9%	±0.4	51	±90	2.7%	±5.0

Table 3: EJ Screen ACS Summary Report 2016-2020, breakdown of languages,

<https://ejscreen.epa.gov/mapper/demogreportpdf.aspx?report=acs2020>

Location: Spokane County
 Ring (buffer): 0-mile radius
 Description:

	2016 - 2020 ACS Estimates	Percent	MOE (±)
Population by Language Spoken at Home*			
Total (persons age 5 and above)	482,576	100%	53
English	447,861	93%	1,973
Spanish	11,806	2%	1,121
French, Haitian, or Cajun	933	0%	501
German or other West Germanic	1,600	0%	340
Russian, Polish, or Other Slavic	6,343	1%	930
Other Indo-European	2,998	1%	745
Korean	883	0%	278
Chinese (including Mandarin, Cantonese)	1,189	0%	348
Vietnamese	1,506	0%	477
Tagalog (including Filipino)	993	0%	306
Other Asian and Pacific Island	3,501	1%	532
Arabic	1,404	0%	526
Other and Unspecified	1,559	0%	490
Total Non-English	34,715	7%	1,974

Factor 2:

The frequency with which LEP individuals come in contact with the Agency's program, activities, and services.

There is no current method to definitively identify every individual that identifies as LEP, who comes into contact with SRCAA. We use the four-factor analysis, staff experience in the field, and staff knowledge to assess specific language needs for a specific program, activity, or service. For example, SRCAA inspection staff discovered communication barriers during outdoor burning, wood heating, and surface coating inspections. Staff worked with the communications section who hired a translator to create information sheets in Spanish and Slavic.

The United States Census Data tables above reports that the most common languages other than English are Spanish and Slavic. SRCAA has not received requests by LEP persons seeking translation (written) or interpretation (oral) in any languages.

Factor 3:

SRCAA's goal is to provide the greatest access to materials and information.

SRCAA considers which materials or information to translate or interpret based on the following criteria:

- Information that describes SRCAA programs and services that helps residents and small businesses reduce emissions and comply with regulations:
 - Burn bans (fire safety, impaired air quality)
 - Outdoor burning
 - Wood heating (no adequate source of heat exemption)
 - Asbestos during renovation or demolition
 - Registration, permitting, business assistance
 - Corrective action and violations
- Requests for interpretation and/or translation.

Factor 4:

The resources available to a recipient and costs.

SRCAA has several language assistance resources in place:

- Translated printed materials for the most common printed materials that interact with people (outdoor burning, wood heating and surface coating), translated into Spanish and Slavic.
- Translation (written) service provider – to assist in translating publications or person specific documents. SRCAA has an account set up with a local provider. The provider needs 24-48 hours advance notice. Staff must notify HR or Section Manager to request translation services.
 - Spokane International Translation, 509-327-8064
- Interpretation (oral) service provider – to assist with real time interpretation in the field or in the office via telephone. SRCAA has an account set up with a local provider. The provider needs

24-48 hours advance notice. Staff must obtain HR or Section Manager approval prior to contacting the service provider.

- Spokane International Translation, 509-327-8064
- Auditory impaired – SRCAA can use the transcription service that is available on Zoom and Teams. This allows hearing impaired individuals online and in person to read the real time transcript via online community meetings and SRCAA Board of Director meetings.
- Visual or auditory impaired access service provider – the WA Department of Enterprise Services (DES) has statewide contracts with various language access service providers. SRCAA has a contract user agreement (CUA) with DES that enables the agency to utilize these services. To request services, staff must obtain supervisor approval and then complete the online request form: <https://fortress.wa.gov/dshs/odhhapps/Interpreters/Request.aspx>, the service providers SRCAA signed up to use include:
 - Sign language agency (based in Spokane, serves all of Eastern WA)
A2Z Interpreting LLC
<https://www.a2zinterpretingservices.com/>
Ashley Cavallaro
info@a2zinterpretingservices.com
(509) 596-6922
PO Box 14911, Spokane Valley, WA 99214
 - Sign language independent contractor (based in Spokane)
Donna Walker
donnainterpreter@gmail.com
10801 N. Middleton Dr., Spokane WA 99218-1634
 - Deaf Blind Service Center, professional services program (serves entire state)
<https://seattledbsc.org/>
Angela Theriault
atheriault@seattledbsc.org
(206) 257-2754
1620 18th Ave Ste 200 Seattle, WA 98122
- A Reasonable Accommodations Form to be completed to request services for agency events, inspections, board meetings, etc.
- Monthly Board of Directors and Advisory Council agenda notice – FOR SPECIAL ACCOMMODATIONS/TRANSLATION SERVICES call (509) 477-4727 or fax (509) 477-6828, 48 hours in advance. SRCAA assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964, and Civil Rights Restoration Act of 1987 (P.O. 100.259) and the Americans with Disabilities Act.
- Tracking of language access services the Agency provided for planning purposes.
- Future language access the Agency may provide as resources allow:
 - Website announcement that services are available (translation, interpretation, special accommodation)
 - Website translation
 - Translation by request for Requests for Proposals, human resource activities, printed materials, videos, legal documents (i.e. notice of violation, civil penalty)

Federal and State Rules and Regulations:

All organizations and agencies that receive federal support are required to take reasonable steps to ensure their customers with disabilities and those with limited English proficiency have access to vital information. For easy reference, below are links to federal and state rules and regulations.

- Federal Requirements:
 - [Executive Order 13166](#) (2000) requires federal agencies to examine the services they provide, identify any need for services for LEP individuals, and develop and implement a system to provide those services so LEP persons can have meaningful access to these. The Executive Order also requires federal agencies and local governments receiving federal funds take reasonable steps to facilitate communication with LEP persons.
 - [Title VI of the Civil Rights Act of 1964](#) protects people from discrimination based on race, color, or national origin in programs or activities that receive federal financial assistance.
 - [Title II of the ADA](#)
 - [Section 1557 of the Affordable Care Act](#) (cannot discriminate) and its implementing regulations ([42 C.F.R. §92](#))<https://app.leg.wa.gov/wac/default.aspx?cite=388-271-0010>
 - Additionally, the U.S. Department of Justice's (DOJ) safe harbor provision recommends that, at a minimum, government entities translate vital information into another language for each LEP-identified language group. An LEP group is one that constitutes 5% of the population, or 1,000 people, whichever is less.

- State Requirements:
 - Chapter 2.42 RCW — Requires interpreters be provided for legal proceedings.
 - Chapter [2.43 RCW](#) — Requires interpreters for non-English speaking persons.
 - Chapter [49.60 RCW](#) — Prohibits discrimination across broad areas and for a variety of reasons.
 - [RCW 38.52](#) (emergency management)
 - [RCW 74.04.025](#) — Requires bilingual services for non-English-speaking applicants and recipients.
 - [WAC 388-271-0010](#) — Defines LEP services.
 - 1) The department provides limited English proficient (LEP) services to you if you are limited in your ability to read, write and/or speak English. These services provide a way for us to communicate with you even though you are limited in your ability to communicate in English. LEP services are provided in your primary language by authorized bilingual workers or by contracted interpreters and translators. Your primary language is the language you have indicated on your application or your eligibility review as the language you wish to communicate in with the department.
 - (2) LEP services include:
 - (a) Interpreter (verbal) services in person and/or over the telephone; and
 - (b) Translation of department forms, letters and other printed materials.
 - Governor's Interagency Council on Health Disparities: [Language Access Policy Paper](#) (2014) — Offers recommendations to state agencies on how to provide meaningful language access services in order to help ensure compliance with Title VI of the Civil Rights Act of 1964.

Supporting Information on Languages:

Four and Forty-Two Group Classifications of Languages Spoken at Home with Examples

Table from the US Census website, About Language Use in the US, <https://www.census.gov/topics/population/language-use/about.html>

Four Group Classification	Forty-Two Group Classification	Examples
Spanish	Spanish	Spanish, Ladino
Other Indo-European languages	French (incl. Cajun)	French, Cajun
	Haitian	Haitian
	Italian	Italian, Sicilian
	Portuguese	Portuguese, Kabuverdianu
	German	German, Luxembourgish
	Yiddish, Pennsylvania Dutch or other West Germanic languages	Dutch, Yiddish
	Greek	Greek
	Russian	Russian
	Polish	Polish
	Serbo-Croatian	Bosnian, Croatian, Serbian
	Ukrainian or other Slavic languages	Bulgarian, Czech, Ukrainian
	Armenian	Armenian
	Persian (incl. Farsi, Dari)	Iranian Persian (Farsi), Dari
	Gujarati	Gujarati
	Hindi	Hindi
	Urdu	Urdu
	Punjabi	Punjabi (Panjabi)
Bengali	Bengali	
Nepali, Marathi, or other Indic languages	Nepali, Marathi, Konkani	
Other Indo-European languages	Albanian, Lithuanian, Pashto (Pushto), Romanian, Swedish	

Four Group Classification	Forty-Two Group Classification	Examples
	Telugu	Telugu
	Tamil	Tamil
	Malayalam, Kannada, or other Dravidian languages	Malayalam, Kannada
Asian and Pacific Island languages	Chinese (incl. Mandarin, Cantonese)	Mandarin Chinese, Min Nan Chinese (incl. Taiwanese), Yue Chinese (Cantonese)
	Japanese	Japanese
	Korean	Korean
	Hmong	Hmong
	Vietnamese	Vietnamese
	Khmer	Central Khmer (Cambodian)
	Thai, Lao, or other Tai-Kadai languages	Thai, Lao
	Other languages of Asia	Burmese, Karen, Turkish, Uzbek
	Tagalog (incl. Filipino)	Tagalog, Filipino
	Ilocano, Samoan, Hawaiian, or other Austronesian languages	Cebuano (Bisayan), Hawaiian, Iloko (Ilocano), Indonesian, Samoan
All other languages	Navajo	Navajo
	Other Native languages of North America	Apache languages, Cherokee, Lakota, Tohono O'odham, Yupik languages
	Arabic	Arabic languages
	Hebrew	Hebrew
	Amharic, Somali, or other Afro-Asiatic languages	Amharic, Chaldean Neo-Aramaic, Somali, Tigrinya
	Yoruba, Twi, Igbo, or other languages of Western Africa	Akan (incl. Twi), Igbo (Ibo), Wolof, Yoruba
	Swahili or other languages of Central, Eastern, and Southern Africa	Ganda, Kinyarwanda, Lingala, Swahili
	Other and unspecified languages	Hungarian, Jamaican Creole English, Unspecified

Department of Enterprise Services Contracting Information:

- Visual or auditory impaired access service provider – the WA Department of Enterprise Services (DES) has statewide contracts with various language access service providers. SRCAA has a contract user agreement (CUA) with DES that enables the agency to utilize these services:
 - DES manages contracts, DSHS Office of Deaf and Hard of Hearing (ODHH) manages online request system. To set up accounts with service providers:
 - 1. Agency must have a contract user agreement (CUA) with DES, a one-time agreement to become authorized agency to purchase products and services from statewide contracts
 - SRCAA (Organization #83248 has a CUA set up in 2018, #K5206)
 - 2. Agency needs to look at contracts to figure out what service providers the agency wants to work with, <https://apps.des.wa.gov/DESContracts/>
 - 02120 sign language agencies, <https://apps.des.wa.gov/DESContracts/Home/ContractSummary/02120>, one located in eastern region, A2Z Interpreting LLC
 - 03919 sign language independent contractors, <https://apps.des.wa.gov/DESContracts/Home/ContractSummary/03919> one local contact Donna Walker
 - 3. Agency sets up an account with ODHH (need to provide at least 3 contract preferred providers) on the account creation page, <https://fortress.wa.gov/dshs/odhhapps/Interpreters/Account/NewServiceRequestAccount.aspx>
 - 4. SRCAA staff can request services with management approval.
 - 5. Questions, signlanguageinterpreters@dshs.wa.gov
 - CART Contractors (i.e. closed captioning, spoken word into written word): <https://apps.des.wa.gov/DESContracts/Home/ContractSummary/15422>
 - Language Access Contracts (communicating with people who have Limited English Proficiency (LEP) or who need communications in sign language—American and other languages): <https://des.wa.gov/purchase/how-use-statewide-contracts/language-access-contracts>
 - Tactile and Close Vision Interpreters, none in Ea. WA: <https://www.dshs.wa.gov/altsa/odhh/tactile-and-close-vision-interpreters-and-rates>



Reasonable Accommodations Form

The Spokane Regional Clean Air Agency (SRCAA) provides reasonable accommodations to persons with disabilities or limited English proficiency. If you need accommodation, please fill out this form and return it to the Agency twenty (20) days prior to your activity date, if possible. There will be no cost to the person requesting the accommodation.

CONTACT INFORMATION:

FIRST NAME: _____ LAST NAME: _____

EMAIL: _____ PHONE: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

TYPE OF ACCOMODATION:

VISION IMPAIRED HEARING IMPAIRED LANGUAGE OTHER

DESCRIPTION OF REQUEST:

EVENT/MEETING DETAILS:

DATE: _____ TIME: _____

LOCATION: _____