

# DRAFT COMMUNITY PARTICIPATION PLAN

## Washington County Consortium

### Background

This Community Participation Plan (CPP)<sup>1</sup> sets forth policies and procedures to provide for and encourage participation by community members of Washington County and the Cities of Beaverton and Hillsboro (the Washington County Consortium) in the development of the county's and cities' Consolidated Plan and Equity Plan<sup>2</sup>. The CPP also applies to any substantial amendments to the Consolidated Plan, the preparation of the Annual Action Plan (AAP), which sets annual goals toward meeting the Consolidated Plan objectives, and the preparation of the Consolidated Annual Performance and Evaluation Report (CAPER), which reports progress in meeting Consolidated Plan objectives.

The provisions of the CPP fulfill statutory and regulatory requirements for community participation specified in the US Department of Housing and Urban Development's (HUD) rules for the Consolidated Plan, the Analysis of Impediments, the Community Development Block Grant (CDBG) Program, the HOME Investment Partnerships (HOME) Program, and the Emergency Solutions Grant (ESG) Program.

### Encouraging Community Participation

The Washington County Consortium's overall strategy for coordinating federal and other housing and community development resources is to provide decent housing, establish and maintain a suitable living environment, and expand economic opportunities, particularly for low- and moderate-income persons.

**Resident Engagement.** In developing the Consolidated Plan and the Equity Plan, the Consortium will undertake community engagement efforts that are culturally responsive and encourage participation from historically marginalized populations, including:

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<sup>1</sup> 24 CFR Part 91.105 requires that jurisdictions adopt a citizen participation plan that sets forth the jurisdiction's policies and procedures for citizen participation in the HUD-funded programs. As an effort to be more inclusive (and to use more inclusive language), Washington County and the Cities of Beaverton and Hillsboro refer to this document as the Community Participation Plan (CPP). The CPP adheres to all federal requirements under Part 91. The CPP has been reviewed by Root Policy Research as part of its scope of work on the Consolidated Plan.

<sup>2</sup> For the purposes of this document, Equity Plan means any federal requirement to conduct a study of barriers to housing choice. The Equity Plan may also be known as the Assessment of Fair Housing or Analysis of Impediments.

- Low to moderate income persons, particularly those living in areas where funds are proposed to be used
- Residents of predominantly low- and moderate-income neighborhoods, targeted revitalization areas and/or slum and blighted areas
- Non-English speaking persons and/or persons with limited English proficiency (LEP),
- Communities of color
- Persons with disabilities
- Residents of public and assisted housing developments
- Recipients of tenant-based rental assistance.
- And others who experience barriers to affordable housing

**Innovative Outreach.** Washington County and the Cities of Beaverton and Hillsboro are committed to utilizing innovative outreach tactics that are inclusive and culturally responsive to ensure participation from all residents, especially historically marginalized populations. Innovative outreach tactics include: community-wide surveys (in multiple formats), focus groups, listening sessions, public meetings, and/or public hearings. The outreach will be guided by our Language Access Policy. The types of outreach and engagement will vary from program year to program year depending on opportunities to engage and other outreach.<sup>3</sup>

- When **communitywide surveys** are utilized, they will be offered in both an online and paper format. Efforts to promote the survey will be undertaken by the local jurisdictions and relevant partnerships with housing and service providers and community navigators, which could include email blasts with the online survey link and locations to retrieve a physical copy, survey flyers with QR codes, social media posts, press releases, and distributing survey materials to stakeholders to share with their contacts.
- In providing notices for **community meetings, listening sessions, and public hearings**, notification efforts may include: advertising on TV/radio/newspaper/social media channels used by non-English speaking persons; distributing flyers in affordable publicly assisted housing developments; and partnering with stakeholders/providers who work directly with the populations identified above. All meetings will provide translation and interpretation and childcare provision when requested.

**Broad Outreach.** Recognizing the importance of transparency and reaching the broader community, community-wide surveys and information about community meetings, listening sessions, public hearings, and other notices will also be available on jurisdiction websites.

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<sup>3</sup> For example, if a city is fielding a similar resident survey to inform other initiatives, a survey would not be fielded for consolidated planning to avoid survey fatigue.

**Stakeholder Consultation.** Stakeholders working in the areas of housing, community development, economic development, supportive services, natural hazards, broadband, and those serving special needs populations will be consulted through community meetings, focus groups, or one-on-one interviews. Interested groups include local and regional institutions, the Public Housing Authority, the Continuum of Care, and other organizations (including businesses, developers, nonprofit organizations, philanthropic organizations, and community-based and faith-based organizations) in the process of developing and implementing the Consolidated Plan. Their input will be considered in assessing needs, setting priorities, and in performance evaluation.

### **Policy Advisory Board, Beaverton City Council, and Hillsboro City Council**

The Washington County Policy Advisory Board (PAB) serves as the advisory board to the Washington County Board of Commissioners for the planning, implementation, evaluation and policy formulation for the County’s CDBG, HOME and ESG programs. The City of Beaverton and the City of Hillsboro’s respective City Councils are the final approving authority for each City’s CDBG funding activities.

### **Public Notices and Outreach**

An informed community is critical to effective and responsive housing and community development programs. Efforts to educate and involve community members - especially low and moderate income residents, residents living in areas where funds are likely to be used, and residents with disabilities—are an ongoing element of the Consolidated Plan development process.

The timing and process for public notices and outreach is as follows <sup>4</sup>:

**Public hearings**—notices will be published 14 calendar days in advance of the hearing date.

### **Availability of draft plans for public comment (Consolidated Plan, Annual Action Plan, Equity Plan, Consolidated Annual Performance and Evaluation Report (CAPER))**

**Community Participation Plan**—community members will be afforded 30 days to comment on a new CPP or substantial revisions to the CPP. Substantial means significant changes in how the public is able to be engaged in the Consolidated Plan and Annual Action Plan and how hearings and draft comment periods are noticed.

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<sup>4</sup> In the event of a city, state or national emergency declaration or similar significant event that requires an immediate distribution of funds, these timeframes may be shortened. Guidance from HUD will be followed as available; in the absence of such guidance, the County will use a reasonable period of notification weighing the benefits of immediate fund distribution.

**Consolidated Plan**—community members will be afforded 30 days to comment on the draft five-year Consolidated Plan.

**Annual Action Plan**—community members will be afforded 30 days to comment on each year’s Annual Action Plan.

**CAPER**—community members will be afforded 15 days to comment on each year’s Consolidated Annual Performance and Evaluation Report (CAPER).

All notices will be written in plain, simple language. Notices about hearings and the availability of draft plans will be posted in:

- Prominent locations on jurisdiction websites and e-mailed to organizations that work with target residents.
- In a local newspaper if in circulation and not cost-prohibitive.
- In a community newspaper (in print or online) especially papers that cater to target populations and are in languages read by Limited English Proficiency (LEP) residents, as available.

The County will maintain a mailing list (electronic and/or paper) of parties interested in the Consolidated Plan and/or funding availability for projects for the Consortium. The Consortium’s mailing list includes social service organizations, local jurisdictions, neighborhood groups, previous participants and commentators, and others expected to have an interest in providing feedback on the plan. This list is updated continuously and available for review at the Washington County Office of Community Development. Additionally, e-mail listservs, such as the Housing and Supportive Services (HSSN) or Coalition of Housing Advocates (CHA) will be utilized to expand the outreach effort.

## **Public Hearings and Meetings**

The Consortium will conduct at least two public hearings a year to obtain community members’ feedback and to respond to comments and questions regarding the County’s and Cities’ planning efforts. Hearings occur at different stages of the consolidated planning and fair housing process and will together address:

- Housing and community development needs,
- The proposed use of program funds, through the Annual Action Plan, and
- Program performance during the past year, through the Consolidated Annual Performance and Evaluation Report.

At a minimum, one hearing will be held before each year’s proposed Annual Action Plan and the five-year Consolidated Plan is published for comment so that the Consortium may obtain community members’ feedback on needs and priorities in the areas of housing and

community development. At least one public hearing will be held during the 30-day comment period to gather comments on draft plans.

Hearings will be held at convenient times and either virtually or in locations, near public transit, and in places where people most affected by proposed activities can attend.

The Consortium will utilize public hearing facilities that are accessible to persons with mobility challenges. The Consortium will provide appropriate materials, equipment, and interpreting services to facilitate the participation of limited-English proficient/non-English speaking persons and persons with visual and/or hearing impairments when notice is received five days in advance of the public hearing date. Interpreters will be provided at public hearings where a significant number of limited-English proficient/non-English speaking community members are expected to participate.

If, in the event of a declared city, state or national emergency declaration, every attempt will be made to hold the public hearing either completely virtually or in person with a secondary method of interaction such as conference call, social media or web crossing option for virtual participations. In such an event, access information will be posted to the Community Development website at: [washingtoncountyor.gov/commdev](http://washingtoncountyor.gov/commdev).

Depending on available resources and staffing, the Consortium may exceed these requirements.

All public hearings and public meetings associated with the Consolidated Planning process will conform to the Oregon Open Meetings Law.

### **Draft Consolidated Plan, Annual Action Plans, and the Equity Plan—and substantial amendments to plans**

The Consortium will publish its proposed Consolidated Plan, Annual Action Plan, and Equity Plan in a manner that affords community members, public agencies, and other interested parties a reasonable opportunity to examine its contents and submit comments.

The proposed or public comment draft of the Annual Action Plan will be a complete document that includes:

- The estimated amount of assistance the participating jurisdictions expect to receive (including grant funds and program income), and
- The range of activities that may be undertaken, including the estimated amount that will benefit persons of low and moderate income.

The summary will describe the contents and purpose of the Plan and/or its substantial amendments(s) and include a list of the locations where copies of the proposed Plans may be obtained or examined. Flyers or signage notifying the public of the availability of the

draft Plans with URLs and QR codes directing the public to the posting of the plans will be displayed in a prominent place at libraries and community centers in low to moderate income neighborhoods.

Community members and community groups may obtain a reasonable number of free copies of the proposed Consolidated Plan, Action Plan, or Equity Plan by contacting the Washington County Office of Community Development at (503) 846-8814 or at [cdbg@washingtoncountyor.gov](mailto:cdbg@washingtoncountyor.gov).

### **Public Comments on Plans**

Comments may be submitted in writing via email and/or mail, in any language, using the information below during the 30-day comment period. Comments may also be submitted orally by phone or at public hearings and meetings. All comments and feedback will be considered in finalizing plans. A summary (including any feedback not accepted and the reasons therefore) shall be attached to the final plans.

Washington County Office of Community Development staff will prepare a summary of all comments received and, in cases where any community members' feedback are not accepted, provide reasons for the decision. This documentation will be attached to the plans, which will be available to the public.

Washington County  
Office of Community Development  
328 West Main Street, MS #7  
Hillsboro, OR 97123  
(503) 846-8814  
[cdbg@washingtoncountyor.gov](mailto:cdbg@washingtoncountyor.gov)

City of Beaverton  
12725 SW Millikan Way  
PO Box 4755  
Beaverton, OR 97076  
(503) 526-2433

City of Hillsboro  
Community Development Department  
150 E. Main Street, 4<sup>th</sup> Floor  
Hillsboro, OR 97123  
(503) 681-6153  
[cdbg@hillsboro-oregon.gov](mailto:cdbg@hillsboro-oregon.gov)

## **Consolidated Annual Performance Evaluation Reports (CAPER)**

Performance reports on programs covered by the Consolidated Plan are to be prepared by Washington County, the City of Beaverton, and the City of Hillsboro for annual HUD submission 90 days after the start of each program year (July 1).

Draft performance reports will be made available through the established network of program participants, service providers, local jurisdictions, and partner agencies. The draft performance report will be available for comment for no less than fifteen (15) days, and any public comments received will be reported in an addendum to the final performance report.

## **Technical Assistance**

Groups or individuals interested in obtaining technical assistance to develop project proposals or apply for funding assistance through HUD entitlement programs covered by the Consolidated Plan may contact the staff of Washington County's Office of Community Development, the City of Beaverton's Community Development Department, and the City of Hillsboro's Community Development Department. Such assistance may be of particular use to neighborhood improvement organizations, nonprofit service providers, and for-profit and non-profit housing development groups that serve or represent persons of low- and moderate-income. Pre-application workshops offer basic program information and materials to potential project sponsors, and staff from all three offices provide in-depth guidance and assistance to applicants and program participants on an on-going basis.

In addition to the information available at regular funding workshops and public hearings, the Consortium will hold special workshops when it initiates its five-year Consolidated Plan process. Among other topics, these workshops will educate agencies, local governments, nonprofits, and members of target groups on the elements of the Consolidated Plan process, the relationship between the Consolidated Plan and funding decisions on Community Development Block Grant (CDBG), HOME Investment Partnerships Program (HOME) and Emergency Solutions Grant (ESG) applications.

## **Displacement**

Displacement of persons by activities or projects funded through HUD entitlement programs is discouraged by Washington County, the City of Beaverton and the City of Hillsboro. All written materials regarding funding programs, all workshops for potential applicants, and all application materials include information on anti-displacement policies and caution applicants to discuss any activities that may entail displacement with the local jurisdiction staff in advance of submitting funding proposals.

If displacement is unavoidable, benefits and assistance will be provided according to appropriate provisions of Uniform Relocation Act (URA) regulations. Sponsors of projects that may involve displacement must submit a General Information Notice (GIN) to every

person or business impacted at the point of application for federal assistance. In addition, the Sponsor of the project must submit a Relocation Plan to the respective entitlement grantee. Subsequent notices (type of notice and expected due date) to affected parties must be identified in the Plan as required by the Uniform Relocation Act.

## **Amendments to the Consolidated Plan and Action Plan**

Pursuant to HUD regulations, an amendment to the Consolidated Plan and Action Plan is required whenever the local jurisdiction intends to:

- Change allocation priorities or its method of distributing HUD entitlement funds,
- Utilize entitlement funds (including program income) to carry out an activity not previously described in the Action Plan, or
- Change the purpose, scope, location, or type of beneficiaries of an activity.

These can be defined as an amendment or a substantial amendment. The Washington County Consortium has defined a substantial amendment as:

- A change in the distribution of funds among eligible activities when that change increases or decreases the allocation of funds available for that activity by 25% or more.
- Addition of a new activity that was not anticipated by the Five-year plan when goals were established.
- New, significantly increased (15% overall increase in total funding), or unanticipated funding is received from HUD.

The Washington County Consortium has defined an amendment as:

- Changes in subrecipients receiving funding;
- Amendments to subrecipient program budgets if these do not change distribution of funds among activities substantially (see above);
- Allocating a different year's funding (including entitlement funds and program income) than originally approved as long as this funding is consistent with Consolidated Plan priorities and goals;
- Cancelling or defunding an activity or program if none or some of the funds were not expended. Such funds can then be re-allocated to other activities in a subsequent Annual Action Plan.

Prior to their implementation, such changes are reviewed under various federal or local requirements (particularly rules on procurement and/or policies on the allocation of public



resources). The approved amendments that do not qualify as a substantial amendment will be noted in the applicable CAPER.

Substantial amendments to the Consolidated Plan and Action Plan are subject to a formal community participation process and will follow the above procedures for formal noticing of public hearings and community member comment period in this CPP.

### **Community Participation during Disaster or Emergency Events**

It may be necessary for the county to expedite actions in the event of a declared disaster or emergency or similar event.<sup>5</sup>

This situation may require an expedited substantial amendments incorporating new funding, funding new activities and/or the reprogramming of funds, including canceling activities to meet needs resulting from a declared disaster or emergency. When authorized by HUD, the county may use HUD block grant funds to meet these needs with a 5-day public comment period instead of a 30-day public comment period, which is otherwise required for substantial amendments. The county will follow HUD guidance in these cases.

It may also be necessary to revise public participation, noticing and public hearing procedures in the event of a declared disaster or emergency. Reasonable notification may be defined as 72 hours advance notice or less, depending upon the circumstances of the meeting. When an in-person public hearing is not permitted due to social distancing or stay-at-home orders, virtual meetings may be held with reasonable notification and access for community participation.

The county will follow its internal protocol for virtual meetings, providing an opportunity to receive public comment virtually or via email (in lieu of speaker cards or in-person testimony). Meetings will be livestreamed for public review.

### **Access to Records**

To the extent allowed by law, interested community members and organizations shall be afforded reasonable and timely access to records covering the preparation of the Consolidated Plan, Analysis of Impediments and Annual Action Plan, project evaluation and selection, HUD's comments on the plan, and Consolidated Annual Performance and Evaluation Reports.

Additionally, materials on entitlement programs covered by the Consolidated Plan—including activities undertaken in the past five years—will be made available to any member of the public who requests information from the Washington County Office of

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<sup>5</sup> Examples include chemical spills, significant power outages, earthquakes, wild fires, flooding, mass rioting, terrorism events (including cyberattacks), or public health issues, such as wide-spread disease like the 2019/2020 COVID-19 pandemic

Community Development, the City of Beaverton Community Development Department, or the City of Hillsboro's Community Development Department. A complete file of community comments will also be available for review by interested parties.

After receiving notice of HUD's approval of the Consolidated Plan, Analysis of Impediments, Action Plan and CAPERs, Washington County Office of Community Development staff will post final versions on its website.

## **Community Members Complaints**

All materials related to the Consolidated Plan, Annual Action Plan, and Analysis of Impediments (and to specific programs governed by the plans) shall include the names and contact information of appropriate persons designated as lead contacts. Inquiries, complaints, or grievances raised by members of the public will be addressed immediately, with every effort made to satisfactorily resolve issues prior to their becoming the subject of a formal complaint.

Complaints may be submitted in writing via email and/or mail using the information below.

Washington County  
Office of Community Development  
328 West Main Street, MS #7  
Hillsboro, OR 97123  
(503) 846-8814  
[cdbg@washingtoncountyor.gov](mailto:cdbg@washingtoncountyor.gov)

City of Beaverton  
12725 SW Millikan Way  
PO Box 4755  
Beaverton, OR 97076  
(503) 526-2433

City of Hillsboro  
Community Development Department  
150 E. Main Street, 4<sup>th</sup> Floor  
Hillsboro, OR 97123  
(503) 681-6153  
[cdbg@hillsboro-oregon.gov](mailto:cdbg@hillsboro-oregon.gov)

Any written complaint or grievance will be investigated promptly and reviewed by the appropriate program manager or department head. A written response will be made to the complainant within no more than fifteen (15) working days, where practicable. Public review materials and performance reports will include data, as appropriate under confidentiality regulations, on any written complaints received and how each was resolved.

# DRAFT LANGUAGE ACCESS POLICY

## Washington County Consortium

**Objective.** To establish procedures for providing access, translation, interpretive services, and instructions in support of Washington County’s Title VI Civil Rights Act of 1964 Compliance Plan and Language Assistance Policy.

### Definitions.

- Interpretation—The act of listening to a communication in one language (source language) and orally or through visually perceived sign language converting it to another language (target language) while retaining the same meaning.<sup>6</sup>
  - Consecutive Interpretation—An interpreter listens to a consecutive speech in the source and language and then translates all the contents in the target language.
  - Simultaneous Interpretation—An interpreter translates into the target language as quickly as possible while the speaker is still speaking in the source language.
- People needing language assistance (also referred to as Limited English Proficiency)—A person who does not speak English as their primary language and has a limited ability to read, write, speak, or understand English.<sup>7</sup>
- Meaningful access—Language assistance that results in accurate, timely and effective communication at no cost to an individual needing such assistance. This meaningful access must not be significantly restricted, delayed or inferior as compared to programs or activities provided to English-proficient individuals.
- Qualified Translator or Interpreter—An in-house or contracted translator or interpreter who has demonstrated their competence to interpret or translate through certification or is authorized to do so by contract with the County or by employer designation.
- Safe Harbor Language—Provisions of federal regulations whereby 1) a language other than English is preferred by individuals within a given geography and 2) the group of

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<sup>6</sup> <https://www.justice.gov/sites/default/files/open/legacy/2012/05/07/language-access-plan.pdf>

<sup>7</sup> Washington County Title VI of the Civil Rights Act of 1964 Compliance Plan, January 19, 2021, Page 8.

people relying on a particular non-English language exceeds 5% of that geography's total population or is greater than 1,000 individuals, whichever is less.

As stated in federal regulations, "a 'safe harbor' means that if a [federal grant] recipient provides written translations under these circumstances, such action will be considered strong evidence of compliance with the recipient's written translation obligations."<sup>8</sup>

- Translation—The replacement of written text from one language (source language) into an equivalent written text in another language (target language).<sup>3</sup> An additional type of translation is sight translation, which is defined as an oral rendering of written text into spoken language by an interpreter without change in meaning based on a visual review of the original text or document.<sup>9</sup>
- Vital Document—Any document that is critical for ensuring meaningful access to major activities and programs by people in general and people needing language assistance. Vital documents may include but are not limited to:
  - Written notice of rights, denial, loss, or decrease in benefits or services,
  - Claim or application forms (leases or housing rental agreements),
  - Notices regarding the availability of language assistance services at no cost to the individual (preferred language cards),
  - Public outreach or educational materials,
  - Certain consent orders, decrees, memoranda of understanding, or other types of pleadings or litigation materials (consent to medical treatment),
  - Administrative complaint, release, or waiver forms,
  - Letters of findings,
  - Letters or notices pertaining to statutes of limitations, referrals to other agencies, decisions to decline to investigate a case, or case disclosures, and
  - Notices of community meetings or other community outreach activities.

### **Meaningful Access: The Four Factor Analysis**

Recipients of federal funds are required to take reasonable steps to ensure that non-English speaking and Limited English Proficiency (LEP) persons have meaningful access to critical services and documents (without imposing an undue financial burden on local

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<sup>8</sup> 67 C.F.R. 41463 (2002).

<sup>9</sup> <https://www.justice.gov/sites/default/files/open/legacy/2012/05/07/language-access-plan.pdf>

government). Washington County’s assessment of language assistance services is conducted annually using a Four Factor Analysis established by HUD.<sup>10</sup>

The Four Factor Analysis is completed by the County’s Administrative Office and the Office of Equity, Inclusion and Community Engagement and considers the following factors:

1. The number or proportion of LEP persons served or encountered in the eligible service population;
2. The frequency with which LEP persons come into contact with the County’s programs, services, and staff;
3. The nature and importance of the program, activity, or service provided by the County;
4. The availability and cost of resources.

**FACTOR 1: The number and proportion of LEP persons served or encountered in the eligible service population in Washington County.** Persons who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English are considered LEP, and may need language assistance with respect to a particular type of service, benefit, or encounter.

**Total LEP population.** According to 2022 American Community Survey (ACS) data, there are 47,351 individuals over the age of five years who speak English “less than very well” in Washington County—equivalent to 8.3% of the county’s total population.

In Beaverton, 7,292 speak English “less than very well” (8% of the population); in Hillsboro the number is 9,556 (9%).

**LEP languages.** Within Washington County’s LEP groups, the languages with the highest *number* of residents who do not speak English well, are Spanish (24,563 individuals), Vietnamese (3,890), and Chinese (3,268) primary speakers—as well as other Asian and Pacific Islander languages (4,682 individuals across language).

Consistent with the County, Beaverton’s LEP population is largely comprised of Spanish speakers who do not speak English very well (3,098), and Vietnamese (806) and Chinese (826) speakers.

Hillsboro’s LEP population includes Spanish speakers who do not speak English very well (4,469), Vietnamese speakers (1,116), and Other Asian and Pacific Islander language speakers (2,008).

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<sup>10</sup> U.S. Department of Housing and Urban Development, “Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons” 72 F.R. 2732 (Jan. 22, 2007).

**Number of Individuals who do not Speak English “Very Well” by Language and Percentage of Total Jurisdiction Population**

	Washington County		Beaverton		Hillsboro	
	Num.	Pct.	Num.	Pct.	Num.	Pct.
Spanish	24,563	4%	3,098	3%	4,469	4%
Vietnamese	3,890	1%	806	1%	1,116	1%
Chinese	3,268	1%	826	1%	512	0%
Other Asian languages	4,682	1%	604	1%	2,008	2%
Korean	1,860	0%	269	0%	325	0%
Russian/Polish/Slavic	2,782	0%	344	0%	132	0%
Arabic	1,258	0%	299	0%	108	0%
Other Indo-European	2,593	0%	459	1%	302	0%

Note: Data from the American Community Survey relies on self-reporting and does not specify various dialects spoken within a language (e.g. for Chinese-speaking individuals, Mandarin, Cantonese, etc.). Excludes languages with fewer than 1,000 individuals in the county who do not speak English very well.

Source: 2022 1-year American Community Survey estimates.

**Safe Harbor Languages** are determined by the County's population of people with Limited English Proficiency (LEP). If the group of people relying on a particular non-English language exceeds 5% of that geography’s total population or is greater than 1,000 individuals, their language is considered a "Safe Harbor" language, and we are required to provide written translations of vital documents in all of these languages.

Given HUD’s Safe Harbor Guidelines:

- Washington County will translate vital documents in Spanish, Vietnamese, Chinese, Korean, Arabic, and Russian/Polish/Slavic, Japanese, Filipino/Tagalog, Khmer/Cambodian, Persian/Farsi, and Somali will be translated as requested.
- Beaverton will translate vital documents in Spanish
- Hillsboro will translate vital documents in Spanish and Vietnamese.
- For all other language groups listed above, the jurisdictions will provide translated written notices of the right to receive oral interpretation of documents.

## Safe Harbor Guidelines

Size of Language Group	Recommended Provision of Written Language Assistance
1,000 or more in the eligible population in the market area or among current beneficiaries	Translated vital documents
More than 5% of the eligible population or beneficiaries and more than 50 in number	Translated vital documents
More than 5% of the eligible population or beneficiaries and 50 or less in number	Translated written notice of right to receive free oral interpretation of documents.
5% or less of the eligible population or beneficiaries and less than 1,000 in number	Provide translation only when specifically requested.

**FACTOR 2: The frequency with which LEP persons come into contact with County programs, services, and department staff.** On average, an individual or family may come in contact with Office of Community Development staff at least two times per year.

**FACTOR 3: The nature and importance of the program, activity or service provided by the County.** The provision of affordable housing, housing assistance, and other programs/services meet critical needs in all communities. In Washington County, full translation will be provided for all program flyers and upon request for program summaries, applications, and similar documents.

**FACTOR 4: The availability and cost of resources.**

## Countywide Administrative Procedures

### Identifying People Needing Assistance and Non-English Languages

Staff will promptly identify the language and communication needs of any person seeking services from the County. If necessary, staff will use the language selection card or language preference card (both are described below).

Additionally, when records are kept of interactions with customers, the non-English language used to communicate with the person will be included as part of the record.

### Assisting Individuals Responsively and Proactively

Employees may take the following steps in assisting members of the public needing language translation or interpretation services in the field or at County facilities. In each instance, the language assistance would be offered at no cost to the individual being assisted.

**Language Selection Card.** All front desks, reception, and intake areas where the public might engage with County staff should have a language selection card prominently displayed. A smaller version of this card should be stored in the glove compartment or similar area of all County vehicles.

This card provides customers the opportunity to select their preferred communication language (see Attachment A). The back of the language card provides users step-by-step guidance to call that department's selected translation service and provide the appropriate billing account information to open a translation request.

This guidance includes the following steps for when a community member relying on a language other than English is seeking assistance in the course of County business:

- Politely direct them to the Language Selection Card.
- Upon identifying the requested language, indicate that you are calling for assistance.
- Contact one of the contracted vendors listed on the back of the Language Selection Card. (Contracted vendors are described in detail in the following sections).
- Record the instance where interpretation services was needed in one of two ways:
  - In the Language Access Log on Horizons at: <https://horizons.co.washington.or.us/LEAP/Limited-English-Assistance-Log.cfm>, or
  - In a log that your department may already use to archive instances of language service requests.
- Using either channel for recording instances of language assistance, please standardize the data being collected as follows:
  - Department,
  - Your name,
  - Date and time,
  - Language requested,
  - Location of resident (Note: Only report general community location names as volunteered by the individual(s) seeking language assistance. For purposes of logging instances of language assistance, do NOT collect or request information that would identify this resident further, including but not limited to: residential address, national origin, and/or religious beliefs).

The Office of Equity, Inclusion and Community Engagement will gather these data annually as part of the County's overall language assistance efforts.



**Language Preference Card.** The County will provide Preferred Language Cards (see Attachment B) to people needing language assistance. Language Preference Cards will include the following information in English and each of the Safe Harbor languages:

- “I speak [*language*]. I need language help. Please give me a qualified or certified interpreter in my spoken language. Please note this language in your permanent records. Title VI of the Civil Rights Act of 1964 requires all federally funded agencies to provide free language access services.”

Language Preference Cards in each of the Safe Harbor should be available and provided as needed at all areas where the public or clients or customers might engage with County staff. This will include: front desks, reception and intake areas, and places where clients receive services.

Language Preference Cards will also be distributed to community partners to share with the people they serve who may need language assistance.

### **Assessing the Need for Translation of Vital Documents**

In cases where a member of the public has requested translation of a document, County departments must take reasonable steps to do so at no cost to the requester.

Even if no request has been made, departments should follow these procedures with respect to determining when and how extensively translation should be accomplished.

**Using the Translation Decision Flowchart.** Departments should follow the procedures outlined below when using the Translation Decision Flowchart:

- Determine the geography to be targeted for communication. Examples include established areas such as countywide, urban unincorporated areas, a specific city or cities, rural areas, Community Participation Organizations, law enforcement patrol areas, library service areas and so forth.

Examples might also be project-specific, such as properties immediately adjacent to a transportation improvement project, a school enrollment catchment area and so forth.

- Determine what proportion of people in the targeted geography speak English “less than very well” as indicated in recent data from the U.S. Census Bureau, school districts, and/or other sources. If more than 1,000 people or 5% of the people in a targeted geography rely on a non-English language to communicate, consider using the next two steps as a guide for further action.

When the target audience is all Washington County residents, use the list of languages provided in Appendix A of the Washington County Language Assistance Policy.

For geographies that are smaller than countywide, use data from the U.S. Census Bureau, school districts, the County’s annual “Four-Factor” assessment and other official sources. To assist with these smaller geographies, use the mapping tool found on this page of Horizons:

<http://washco.maps.arcgis.com/apps/webappviewer/index.html?id=bedcae804b7a4cc98eb9ab017da14033>.

- Determine the level of importance of the content to be communicated and strongly consider translation whenever content is of greater importance. Use the following four categories as a guide:
  - **Life Safety/Emergency**—Information that would the preservation of life safety or property in the context of an emergent event such as an earthquake, wildland or structural fire, episode of unhealthy air or water quality, and so forth. It would also include information affecting an individual’s access to County services that are vital to basic human needs such as shelter, health care, or due process protections regarding incarceration, foreclosure of residential property, and so forth.
  - **Prevention/Preparedness**—Information that would enable an individual or family to make choices or benefit from programs in a non-emergency context to avoid loss of life, injury or disease. Examples would include guidance about vaccinations, use of smoke detectors, treatment of addictions, retrofitting structures for earthquakes and so forth.
  - **Community Engagement/Governance**—Information that would facilitate the full participation of individuals in democratic processes and improved quality of life including access to content at public meetings, town halls, community surveys, voter registration and elections and so forth.
  - **Other Content**—All other information of relevance to the public but not described above.
- Determine the availability of resources needed to remove any language barriers. If the population relying on a non-English language in the targeted geography exceeds the threshold above and the importance of the content is among the top of the categories listed above, then departments are strongly encouraged to use what resources are available to follow one or a combination of approaches intended to ensure meaningful access to County services. These approaches include:
  - **Use of Universal Symbols or Pictures**—This approach would involve illustrations, diagrams, or pictorial displays meant to convey the meaning of the relevant content using little to no English words. It is especially important for life safety or emergency-related content or signage. Wherever possible, follow discipline-specific standards for these symbols/illustrations

that are regionally, nationally, or internationally recognized by trade associations or government agencies.

- **Full Translation**—This approach would involve the translation (including written) or oral via audio or video, of every word of a full document, the essential sections of a document, report, or display into all languages. Departments should take care to gauge the education level of the targeted audience when choosing this approach, given that technical terms or discipline-specific phrases in County documents or reports may not be understandable even after translation.
- **Summary Pages**—This approach would involve translating the executive summary or synopsis of the content into all languages. Education level of the target audience should be considered when creating these translations.
- **Cover Pages**—This approach would list statements in the various languages identified, each of which would offer to translate the full content at no charge to the individual being assisted. The Language Selection Card is an example of this approach.
- **Messaging to Offer Translations on Request**- This approach involves sending the document in English along with a page explaining that this information will be translated upon request. This statement needs to be given in each of the Safe Harbor languages and have a well thought out plan for how to receive these requests in other languages and have them interpreted on demand.

### **Using Interpreters or Translators**

Depending on the analysis using the steps outlined above (or if a member of the public has requested interpretation or translation), it may be necessary to use the services of a qualified translator or interpreter. This could be a contracted vendor or an appropriate bilingual staff person.

If there is no staff person with a bilingual designation available to provide interpretation or translation at the time of a request, then it is necessary to identify a contracted vendor to provide this service.

The City of Beaverton offers translation and interpretation upon request through Language Line Solutions, City of Beaverton Public Engagement Department and through onsite staff who receive bilingual pay for their services.

**Contracted Vendor.** When County departments need to use interpretation or translation services from a vendor, a contract and purchase order must first be in effect. Departments can find a list of current contracted vendors on Attachment E or by visiting Horizons at: <http://county/SupptSvcs/Purchasing/index.cfm>.

Each vendor has different costs, billing systems, and front-end procedures for obtaining interpretation and translation services. In some instances, specific vendors may have worked with specific County departments and the vendors may already have accounting codes and billing information for each department.

Departments and offices may use one or more contracted vendors, but each department must create a separate account for billing purposes. Department leads and, if possible other appropriate and relevant staff, should make the determination for the preferred vendor. That selection and specific account code could be included in the guidelines for that department's user instructions on the back of the Language Selection Card.

**Activating language services from a vendor.** Some considerations to be aware of when using a contracted vendor:

- Use an established procedure order or set one up,
- Understand the vendor's process. Each vendor has a slightly different process that they may share with you when you contact them,
- Provide time for translation as most vendors will charge additional rush fees for a quick turnaround,
- Track the translation need, and
- To better serve the County's understanding of translation requests, use the reporting form located on Horizons for each transaction.

See Attachment E for additional resources regarding the County's contracted translation services.

**Interpretation during meetings, town halls, or hearings.** Guidance regarding meetings and hearings includes provision of a statement in written and digital meeting notices to inform people needing language assistance the steps for receiving that assistance at the meeting. This should include multiple ways (phone, email, online) for them to contact relevant meeting hosts to make this request.

Additional guidance and suggestions for interpretation during meetings and hearings include:

- **Several days prior to the event**—Assess the potential for interpretation needed. This assessment should also inform whether to translate the meeting notification and/or other content to be provided at the event into other Safe Harbor Languages identified. (Note that reasonable steps must be taken to provide language services at no cost upon request from a member of the public).

If the determination is to pursue interpretation, consult with the interpretation vendor about either the Consecutive or Simultaneous approach.

- If Consecutive Interpretation is chosen, allow time during the agenda for interpreters “to have the floor” and complete their rendition of remarks.
- If Simultaneous Interpretation (SI) is chosen, there are different considerations based on whether the meeting is in-person or in a virtual or online format.

*SI In-Person:* The use of SI equipment such as headsets and transmitters is preferred so that all participants can be in the same room and experience the meeting on roughly equal terms. SI equipment can be purchased by departments or leased from interpretation vendors. If headsets are not available, provide comfortable space in or near the meeting location for participants to clearly hear interpreters. In some cases, a video or audio relay may be available to link the meeting room to the room supported by interpretation. Consider arranging for audio or video recording of the event that captures the interpretation. (Note that with either the Consecutive or Simultaneous approach, more than one interpreter will typically be needed to allow for breaks during events longer than an hour).

*SI Virtual:* When providing SI for a virtual or online meeting, it is necessary to ensure that the virtual meeting format can accommodate this need. It may be necessary to allow extra time to become familiar with any additional needs related to a particular virtual meeting platform. For example, additional interpreters may be needed to interpret oral or translate written questions or comments during the course of a virtual meeting.

- **Three to four business days before the event**—Share meeting format (in-person or virtual) and materials (agenda, facilitator’s script, presentation slides, etc.) with the interpretation vendor. This will allow the interpreters to research technical terms, ask questions about intended meetings, etc.
- **Two to one business day before the event**—Consider setting up a meeting with the interpreters in person or by phone to go over the meeting agenda and other details. Provide the interpreters with background regarding the purpose of the event, the potential questions that could be raised by participants and others. In the same or a different setting, brief the facilitators and presenters scheduled for the meeting about the plan for interpretation. Coach presenters to use short, simple sentences whenever possible and to allow time for interpreters to keep pace with the flow of the presentation, especially if Consecutive Interpretation is used.

Confirm with the vendor, ask for the names of the interpreters (if you have not received them already), and be sure to provide the vendor with a contact name and phone number for interpreters to use for last minute concerns (e.g., finding the meeting location). This is especially important if your meeting will be after hours or at

a location where you cannot be easily reached (for example, the PSB auditorium or Washington Street Conference Center).

- **Day of the event**—Test all audio equipment ahead of the public event start time, ideally in the room for in-person or digital platform for virtual where the event will take place. For in-person use of SI equipment, you may want to have extra batteries available as well. Should headset/transmitter equipment fail, re-arrange the seating in the venue so that those requiring interpretation can sit in a designated area within audible range of the interpreters. Make sure interpreters have access to water and other needed amenities.
- **During the event**—Provide support to both meeting presenters and interpreters as required. Monitor the performance of audio equipment and adjust as needed. For virtual events, be sure to have an agreed upon way to communicate with interpreter(s) since you will not be in the same physical location. Consider recording both the English and interpreted audio feeds. Remind participants and interpreters of the need for breaks. Note issues with respect to interpretation that may arise as the meeting unfolds.
- **After the event**—De-brief with the presenters, participants, and interpreters (as time allows) to better understand any interpretation issues that may have surfaced. Follow up as appropriate to remedy any misunderstandings among meeting participants. Note improvements that could be made for the next meeting or event. Consider disseminating interpreted audio and/or video of the event to interested/affected people needing language assistance and to the public at large.

**Translation and interpretation by County staff.** It is the policy of Washington County to compensate employees who have passed a bilingual proficiency test and serve in positions designated by the Human Resources Division as bilingual. Compensation is currently a flat rate of \$75 per pay period for full time, non-represented employees. Represented employee compensation is determined by the applicable collective bargaining agreement. For more on the Bilingual Pay Policy see: <https://www.washingtoncountyor.gov/support-services/documents/bilingual-policy/download?inline>

**Interpretation by a friend or family member.** County staff will generally discourage the use of family members (including children) or other informal interpreters for people seeking language assistance. However, if people seeking language assistance prefer to use an interpreter of their choosing they may be permitted to do so, at their own expense, in place of or as a supplement to the free language services provided by the County.

Exceptions to this guidance may be made at the discretion of departments based on the level of content importance, privacy, conflict of interest, availability of contracted resources and other aspects unique to the situation. If people seeking language assistance

opt to use, at their own expense, an interpreter of their choosing, the County may still provide a certified interpreter.

In instances where an informal interpreter is requested, staff should consider taking the following steps:

- Inform the person seeking assistance that a County-provided interpreter can be made available at no charge.
- Document in the person's file or another appropriate place, the offer of a County-provided interpreter and the person's refusal and/or preference to use a family member or friend as an interpreter.
- Explain to the person seeking assistance that when a family member or friend serves as an interpreter, issues can arise including confidentiality, privacy, or conflict of interest. If it becomes apparent that a family member or friend is not competent or appropriate for any of these reasons, competent interpreter services should be provided instead.

**Interpretation by other clients/patients/residents.** As general matter, customers, patients, or residents should not be used to interpret to ensure confidentiality of information and accurate communication— except in cases of emergency or similar circumstance.

### **Web-based Content**

Washington County's website currently uses the Google Translate widget to allow users to select from the countywide Safe Harbor languages on webpages published to the County's main website. To prompt translation of any page on the County's main website, follow this procedure:

- Look to the header or footer of each County web page for the "Select Language" logo
- Select a target language
- Observe the translation of text within the main content area. (Note that graphics and images using text will NOT be translated).
- Issues with translation quality can be directed to the Information Technology Services Division's ServiceIT Portal at: <https://washcoprod.service-now.com/sp?id=index> or by calling (503) 846-4000. ITS will assess the issue and communicate with Google as appropriate.

### **Goals and Performance Metrics for Vital Document Translation**

The County's Office of Equity, Inclusion and Community Engagement will conduct an annual Four Factor Assessment of language assistance needs (as detailed in the beginning

of this section). The assessment will include changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures.

Additionally, key stakeholders and users of the LAP will regularly assess the efficacy of these procedures, including but not limited to working with contracted vendors for language services, equipment used for language assistance, complaints filed by customers and feedback from customers and community organizations.

### **Quality Assurance**

All products, materials and services will be regularly reviewed for quality assurance. This process will vary depending on the products and services being reviewed but will include both an internal and external process where appropriate and relevant.

### **Attachments**

- Attachment A—Language Selection Card
- Attachment B—Language Preference Card
- Attachment C—Translation Decision Visual Guide
- Attachment D—Interpretation Decision Visual Guide
- Attachment E—Language Services Vendors





# Interpretation Services Available

<p><b>Arabic</b> العربية</p> <p>أشرك إلى لغتك. وسيتصل المترجم فوري. كما سيتم إحضار المترجم الفوري مجاناً.</p>	<p><b>Laotian</b> ພາສາລາວ</p> <p>ຊື່ໃສ່ພາສາຂອງທ່ານ. ຈະໂທຫານາຍແປພາສາມາແປໃຫ້. ການແປນີ້ແມ່ນບໍ່ມີຄ່າໃຊ້ຈ່າຍຫຍັງສໍາລັບທ່ານ.</p>
<p><b>Chinese (Cantonese &amp; Mandarin)</b> 廣東話</p> <p>請指認您的語言，以便為您提供免費的口譯服務。</p>	<p><b>Nepali</b> नेपाली</p> <p>आफ्नो भाषालाई संकेत गर्नुहोस्। दोभाषेलाई बोलाइनेछ। दोभाषे तपाईंलाई कुनै शुल्क बिना उपलब्ध गराइनेछ।</p>
<p><b>English</b></p> <p>Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.</p>	<p><b>Romanian</b> Română</p> <p>Indicați limba dumneavoastră. Va fi solicitat un interpret. Interpretul vă este oferit gratuit.</p>
<p><b>Farsi/Persian</b> فارسی</p> <p>زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.</p>	<p><b>Russian</b> Русский</p> <p>Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.</p>
<p><b>German</b> Deutsch</p> <p>Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird gerufen. Der Dolmetscher wird Ihnen kostenlos bereitgestellt.</p>	<p><b>Somali</b> Af-Soomaali</p> <p>Farta ku fiiqluqadaada... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.</p>
<p><b>Hindi</b> हिंदी</p> <p>अपनी भाषा को इंगति करें। जिसके अनुसार आपके लिए दुभाषिया बुलाया जाएगा। आपके लिए दुभाषिया की नशिलक व्यवस्था की जाती है।</p>	<p><b>Spanish</b> Español</p> <p>Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.</p>
<p><b>Hmong</b> Hmoob</p> <p>Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.</p>	<p><b>Tagalog/Filipino</b> Tagalog</p> <p>Ituro sa iyong wika. May tatawagang tagapagsalin. Ang serbisyo ng tagapagsalin ay ibinibigay nang libre.</p>
<p><b>Japanese</b> 日本語</p> <p>あなたの話す言語を指してください。無料で通訳サービスを提供します。</p>	<p><b>Telugu</b> తెలుగు</p> <p>మీ భాషకి సంబంధించి ఒక గమనిక. అనువాదకులు ఒకరిని పిలిపించడం జరుగుతుంది. ఆ అనువాదకునిని ఎలాంటి ఖర్చు లేకుండా మీకు అందించడం జరుగుతుంది.</p>
<p><b>Khmer/Cambodian</b> ខ្មែរ (កម្ពុជា)</p> <p>សូមចង្អុលអរសាសន៍អ្នកនិយាយនឹងភាសាខ្មែរ។ អ្នកបកប្រែភាសាខ្មែរនឹងត្រូវបានអ្នកបកប្រែភាសាខ្មែរផ្តល់ជូនឥតគិតថ្លៃ។</p>	<p><b>Ukrainian</b> Українська</p> <p>Вкажіть мову, якою ви говорите. Буде викликано перекладача. Послуги перекладача надаються безкоштовно.</p>
<p><b>Korean</b> 한국어</p> <p>귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.</p>	<p><b>Vietnamese</b> Tiếng Việt</p> <p>Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.</p>

# 3 EASY STEPS TO USING LANGUAGE SERVICES



**FOR LANGUAGE ASSISTANCE** for a person with limited English proficiency please contact one of the language services providers under contract with the County. A current list can be found here <https://horizons.co.washington.or.us/SupptSvcs/Purchasing/index.cfm>



**DEPARTMENT/DIVISION PREFERRED LANGUAGE SERVICE PROVIDERS**

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**RECORD THE TRANSACTION ON HORIZONS**

In the right column, under Programs select Limited English Assistance Log and complete the form with this information:

- Date
- Language
- Mode
- Department
- Division (optional)
- Community (optional, only if volunteered by the person seeking language services)



## Attachment B: Language Preference Card

Preferred Language Card

### **I speak Spanish**

I need language help. Please give me a qualified or certified interpreter in my spoken language. Please note this language in your permanent records

Thank you!

Title VI of the Civil Rights Act of 1964 requires all federally funded agencies to provide free language access services.



Preferred Language Card (Spanish 2020)

Preferred Language Card

### **I speak Spanish**

I need language help. Please give me a qualified or certified interpreter in my spoken language. Please note this language in your permanent records

Thank you!

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Preferred Language Card (Spanish 2020)



Preferred Language Card

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Thank you!

Title VI of the Civil Rights Act of 1964 requires all federally funded agencies to provide free language access services.



Preferred Language Card (Spanish 2020)



Tarjeta de Idioma Preferido

## Hablo español

Necesito ayuda de idiomas. Favor de darme un intérprete calificado o certificado en español y registre mi idioma en el expediente permanente.

¡Gracias!

PreferidoEl Titulo VI de la Ley de Derechos Civiles de 1964 requiere que todas las agencias financiadas por el gobierno federal brinden servicios gratis de acceso a idiomas.



Tarjeta de Idioma Preferido

## Hablo español

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¡Gracias!

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Tarjeta de Idioma Preferido

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¡Gracias!

PreferidoEl Titulo VI de la Ley de Derechos Civiles de 1964 requiere que todas las agencias financiadas por el gobierno federal brinden servicios gratis de acceso a idiomas.



Tarjeta de Idioma Preferido

## Hablo español

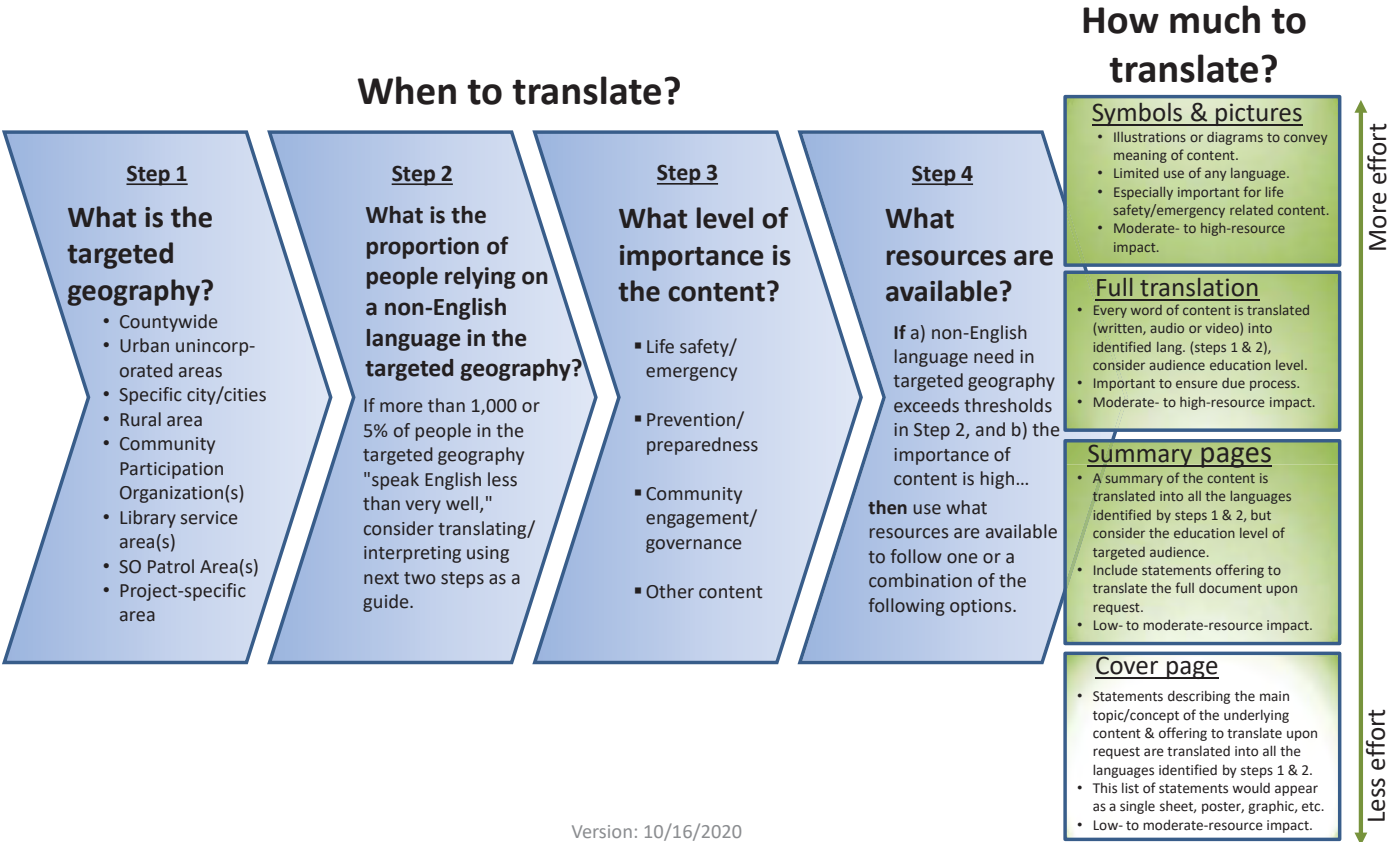
Necesito ayuda de idiomas. Favor de darme un intérprete calificado o certificado en español y registre mi idioma en el expediente permanente.

¡Gracias!

PreferidoEl Titulo VI de la Ley de Derechos Civiles de 1964 requiere que todas las agencias financiadas por el gobierno federal brinden servicios gratis de acceso a idiomas.

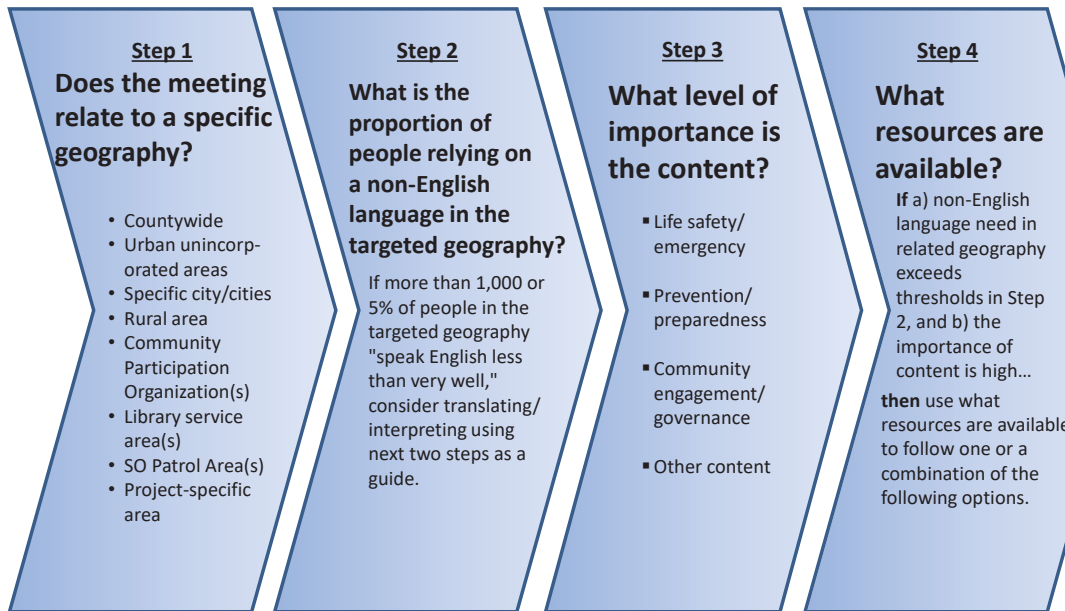


Attachment C: Translation Decision Visual Guide



# Attachment D: Interpretation Decision Visual Guide

## When to provide interpretation?



## What mode of interpretation?

**Simultaneous w/ headsets**

- Allows all participants to be in the same room and experience the meeting on roughly equal terms
- Allows event to proceed without perceived delay
- Requires use/lease of equipment and testing prior to event
- Potential for equipment failure
- Best mode for in-person meetings and presentations that have larger numbers of participants, such as public meetings

**Simultaneous w/ designated area**

- Separates participants receiving interpretation from others participants, creating an unequal dynamic
- Allows event to proceed without perceived delay, some cross-talk may be audible
- Used for large gatherings when physical space accommodates a designated area

**Consecutive**

- Allows all participants to be in the same room and experience the meeting on roughly equal terms
- Requires all participants to be patient as more time is needed to complete interpretation as the meeting unfolds
- Best for one-on-one or very small group interactions, such as client meetings

Preferred

Acceptable

## Attachment E: Language Services Vendors

### INTERPRETING/TRANSLATION MATRIX

Contractor	Phone	City State Zip	HIPAA Compliant*	Email/Websites	PO Number	Language	Summary Information	Pricing Sheet
Certified Languages International	Bill Reed: 503-484-2319	4800 SW Macadam Ave., Suite 400 Portland, OR 97239	Yes	<a href="mailto:billr@certifiedlanguages.com">billr@certifiedlanguages.com</a>	169896	Nearly all Languages	Telephone interpreting, both on demand and scheduled.	<a href="#">Click for Pricing</a>
Cervera-Juanes, Rita	503-927-5318	918 NE Sunrise Ln. Hillsboro, OR 97124	No	<a href="mailto:rita.pcj@yahoo.com">rita.pcj@yahoo.com</a>	170236	Spanish	Interpreting services for degraded media specific to the Sheriff's Office.	<a href="#">Click for Pricing</a>
Conta, Mark	503-703-2989	5119 Worth Way Caldwell, ID 83607 (Is in Hillsboro area most weeks)	No	<a href="mailto:markconta@gmail.com">markconta@gmail.com</a>	178097	Spanish	On-site interpreting services	<a href="#">Click for Pricing</a>
Cyphers, Yesenia	503-806-7303	221 NE 76th Ave, Hillsboro, OR, 97124	No	<a href="mailto:jwishwasafary@aol.com">jwishwasafary@aol.com</a>	169631	Spanish	On-site interpreting services.	<a href="#">Click for Pricing</a>
Galvan, Rosa	503-887-9217	1617 NW 209th, Aloha, OR	No	<a href="mailto:rosa.galvan9@gmail.com">rosa.galvan9@gmail.com</a>	169632	Spanish	On-site interpreting services.	<a href="#">Click for Pricing</a>
Gaucha Translations LLC	503-929-8476	7710 SW 184th Ave. Aloha, OR 97007	Yes	<a href="http://gaucha@gauchatranslations.com">gaucha@gauchatranslations.com</a>	181262	Spanish	Written translation services. (See attachments to PO for marketing and pricing information per State Price Agreement)	<a href="#">Click for Pricing</a> Call Translator for Pricing per State Price Agreement #DASPS-3270-19
Kale, Neela	503-523-8902	12625 SW Colony Ln., Apt. 34, Beaverton, OR 97005	No	<a href="mailto:neelakale@gmail.com">neelakale@gmail.com</a>	169985	Spanish	Written translation services.	<a href="#">Click for Pricing</a>
Language Line Services, Local Rep: Richard Cummings 1888-898-1471	<b>Translation email:</b> <a href="mailto:translation@languageline.com">translation@languageline.com</a> & copy Rick Cummings at: <a href="mailto:rcummings@languageline.com">rcummings@languageline.com</a> <b>Telephone Interpreting:</b> 1-866-874-3972 <b>Video Interpreting:</b> call Rick Cummings at 1-888-898-1471	Language Line Services One Lower Ragsdale Drv. Bldg 2, Monterey, CA 93940	Yes	<a href="mailto:customer-care@languageline.com">customer-care@languageline.com</a>	171745	Nearly all Languages	Written translation, telephone and video interpreting services.	<a href="#">Click for Pricing</a>

Contractor	Phone	City State Zip	HIPAA Compliant*	Email/Websites	PO Number	Language	Summary Information	Pricing Sheet
Leone, Nancy	503-939-6441	840 NW Pebble Beach Way, Beaverton, OR 97006	No	<a href="mailto:Born2talk@comcast.net">Born2talk@comcast.net</a>	169812	Spanish	On-site interpreting services.	<a href="#">Click for Pricing</a>
Linguava Interpreters, Inc.	503-265-8515 Robin Fouche	7931 NE Halsey Su. 305 Portland OR 97213	Yes	<a href="mailto:clientrelations@linguava.com">clientrelations@linguava.com</a>	169550	Nearly all languages including American Sign Language	Written translation services as well as telephone, video, and on-site interpreting services.	<a href="#">Click for Pricing</a>
Mylingo LLC	503-515-9418 Leticia Munoz	6598 NE Cherry Drive #301 Hillsboro, OR 97124	No	<a href="mailto:mylingointerpreters@gmail.com">mylingointerpreters@gmail.com</a>	178331	Nearly all Languages	Written translation services as well as telephone and on-site interpreting services.	<a href="#">Click for Pricing</a>
Oregon Certified Interpreter Network, Carlos Nunez	503-213-3191		Yes	<a href="mailto:scheduler@oregoncertified.com">scheduler@oregoncertified.com</a>	169618	Nearly all Languages	Written translation services as well as telephone and on-site interpreting services. PLEASE NOTE: Medical rates are charged based off the time scheduled, the minimum or the actual hours interpreting, whichever is MORE.	<a href="#">Click for Pricing</a>
Passport To Languages, Inc., Erik Lawson	503-297-2707	6443 SW Beaverton Hillsdale Hwy, Su. 390	Yes	<a href="mailto:erik@passporttolanguages.com">erik@passporttolanguages.com</a>	169542	Nearly all languages including American Sign	Includes written translation as well as telephone, onsite and video	<a href="#">Click for Pricing</a>
Telelanguage, Inc.,	1-800-514-9237	514 SW 6th Ave., 4th Floor, Portland OR 97204	Yes	<a href="mailto:tbernal@teletlanguage.com">tbernal@teletlanguage.com</a>	169635	Nearly all languages including American Sign Language. County Customer no. is #1385, each dept. assigned a code.	Includes written translation as well as telephone and onsite interpreting services.	<a href="#">Click for Pricing</a>
TRANSLAT, Inc.	971-249-2520 Martin Conta	4130 SW 117th Ave, Stu A #243 Beaverton, OR 97005	No	<a href="mailto:info@trans-lat.com">info@trans-lat.com</a>	178330	Spanish Language	On-site interpreting services and written translation services.	<a href="#">Click for pricing</a>
Valdivia, Jorge	503-579-9677	14335 SW Beefbend Road; #S6 Tigard, OR 97224	No	<a href="mailto:jcv7777@gmail.com">jcv7777@gmail.com</a>	169704	Spanish	Written, spanish translation services.	<a href="#">Click for Pricing</a>