



Agency Recommendation Summary

The Department of Children, Youth, and Families (DCYF) requests \$3,395,000 (\$3,002,000 General Fund –State) and 9.8 Full Time Equivalents (FTEs) in the 2023-25 Biennial Budget for critical agency infrastructure necessary to begin implementing an enterprise-level language access plan (LAP) and to improve how federal requirements are met.

Fiscal Summary

Fiscal Summary <i>Dollars in Thousands</i>	Fiscal Years		Biennial	Fiscal Years		Biennial
	2024	2025	2023-25	2026	2027	2025-27
Staffing						
FTEs	10.3	9.3	9.8	9.3	9.3	9.3
Operating Expenditures						
Fund 001 - 1	\$204	\$204	\$408	\$204	\$204	\$408
Fund 001 - 1	\$1,609	\$985	\$2,594	\$984	\$984	\$1,968
Fund 001 - A	\$247	\$146	\$393	\$146	\$146	\$292
Total Expenditures	\$2,060	\$1,335	\$3,395	\$1,334	\$1,334	\$2,668
Revenue						
001 - 0393	\$247	\$146	\$393	\$146	\$146	\$292
Total Revenue	\$247	\$146	\$393	\$146	\$146	\$292

Decision Package Description

In 2021 the Washington State Legislature recognized the importance of comprehensive language access supports for DCYF. The agency was provided funding to develop a language access plan and was provided funding with CARES dollars for two early learning language access coordinators at the agency.

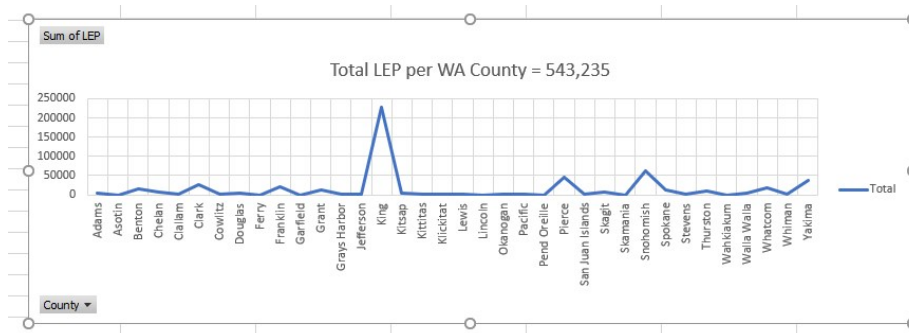
A Language Access Plan represents the procedures, processes, and best practices to help DCYF promote language-based inclusion and enhance our capacity to serve families with limited English. The most important component for ensuring equitable engagement with Limited English Proficiency (LEP) families is equitable language access support services. Strong communication is essential to build the relationships that support our work and mission. Communication challenges make it difficult to build rapport and impact the ability to support education about and referrals to child and family supports. Not only is this a best practice but it's our responsibility as recipients of federal funds to meet federal language access requirements. Some key components of language access plans include:

- Efforts to identify and assess and identify LEP communities,
- Identification and translation of vital documents used to communicate with providers and clients
- Staff training,
- Funding and procurement
- Implementation plan with objectives and benchmarks
- Collaboration with LEP communities and other stakeholders.

Currently DCYF is in the process of developing its LAP and is in the phase of consulting with stakeholders at the time of the writing of this decision package. However, there are some clear gaps that have already been identified in DCYF's language services. Currently, DCYF's language access services are offered in a fragmented and inconsistent manner across interagency divisions and offices. When an agency doesn't adequately provide for the language needs for its services, providers and clients with limited English proficiency are less likely to access needed services, are unable to equitably participate in decision making processes, are less able to understand their rights, and are less likely to stay within compliance of agency rules and regulations.

The consultant hired to advise DCYF on the legal framework for its Language Access Plan found there were some key gaps in meeting our obligations under [Executive Order 13166](#) and more broadly Title VI of the Civil Rights Act. This request is the first step toward improving language access services and when the elements found herein are fully implemented DCYF will have a better sense of the overall long-term agency-wide language access needs.

The 2021 US Census's American Community Survey (ACS) data for Washington State LEP populations offers some useful illustrative data on the scale of the language access need across the totality of Washington's population:



To illustrate the breath of language access needs by DCYF clients, the following data illustrates interpretation requests for a single calendar year:

DCYF is requesting funding to build agency infrastructure to implement much needed improvements to how we support the language access needs of all of our providers and clients. The agency is in the middle of developing its LAP in consultation with stakeholders, so the items in this package represent the first phase of work needed to improve our supports for providers and clients.

- **Resources to undertake a website translation project:** Translate key elements, including existing forms and publications, of the DCYF website – minimum Spanish + other top 2 languages and include a standard footer with offerings in other languages. Funding is for translation services and 1 temporary communications consultant FTE for the biennium.
- **Staffing for language access coordination:** 6 FTE – Brings language access supports and capacity enterprise-wide. These 6 FTE will form a cohesive, centralized team with specific subject matter portfolios (early learning, child welfare field, licensing, and JR). These positions will support coordination/consistency of translated materials, outreach to community organizations serving multilingual children and families, and other means of increasing language access and equity for providers and caregivers in health and safety, licensing and regulations, and public funding opportunities for programs offered by the department. Having a centralized team will allow for an integrated approach to the work, with cross-divisional best practices development, creation of a community of practice supporting consistent application of resources, and the efficiency for ensuring all divisions have coverage during times of individual FTE absences (vacations/sick time).
- **Language access program manager:** This position will manage implementation, monitoring and accountability, updates and continuation of the language access plan, oversee language access coordinators, manage efficacy of overall service programming, design trainings for DCYF staff, and pursue partnered research or pilots that would advance programming proactively to the next level of LEP services.
- **Data analysis and reporting:** One partial permanent FTE to provide staffing to gather language usage data from across DCYF's many data systems to support analysis of language needs, language access plan updates, and monitoring progress of plan implementation.
- **Language-Specific Early Learning Specialists:** 2 FTE - maintaining the 2 FTE which were funded with CARES dollars in the 2021-23 biennium by shifting these to GF-S. Language-Specific Specialists focus on assistance in Spanish and Somali, offering informational and co-design meetings to providers in native language (Spanish and Somali) about business topics. They also offer language-specific technical assistance to providers for meeting regulatory frameworks and for grant programs. They lead targeted efforts to meet language requirements outlined in the child care collective bargaining agreement between the state and SEIU 925. These specialists will work in alignment with the agency language coordination team.
- **Community engagement and communications activities:** Funding to support community participation in ongoing language access partnerships. This includes stipends for lived experiences and mini-contracts with local community organizations to provide culturally relevant feedback on language access processes, products, and services.
- **Training for DCYF staff on language access resources:** Funding for contracted support to develop agency-wide trainings to be delivered online to all current and new employees of DCYF. Trainings will cover legal obligations for agency and individual staff compliance with Title VI of the Civil Rights Act and Executive Order 13166: Improving Access to Services for Persons with Limited English Proficiency. Trainings will also cover internal policies and procedures for meeting language access needs of clients, and explore the resources available to staff to meet these requirements.

This approach will provide the backbone infrastructure to improve our communications with clients and providers in a linguistically and culturally responsive manner. While we are not requesting additional dollars for general translation and interpretation needs, the resources we're requesting will help ensure that the money spent on translation and interpretation is used effectively and efficiently, with a better eye towards equitable access to DCYF services and decision making processes. These resources will also help bring much needed consistency to how DCYF delivers

language access supports across all lines of the agency's business – creating a centralized, cohesive team with the ability to share and implement best practices, institute new agency policies and action plans, and consult on broad agency staffing and service strategies. This is an innovative approach to supporting the work of the more than 4,000 DCYF staff and the tens of thousands of DCYF clients and service providers.

This proposal will impact all public-facing services divisions across the agency. Once implemented, DCYF expects to see client satisfaction improve, increased participation by persons with limited English proficiency in our agency community engagement efforts, improved compliance with regulatory frameworks by service providers who are LEP, and more families and providers access resources and services that DCYF provides.

Assumptions and Calculations

Expansion, Reduction, Elimination or Alteration of a current program or service:

Funding was provided to develop a Language Access Plan., This request is to begin implementation of the language access plan. Additionally, another \$500,000 of CARES funding was provided to temporarily hire language specific specialists in Somali and Spanish, this request includes making these two positions permanent and state funded.

Detailed Assumptions and Calculations:

Community Engagement total costs are \$152,000 GF-S 23-25 Biennium

For community engagement \$60,000 per year for small contracts (12 contracts * \$5,000 per contract) with community partners around Washington State. DCYF has four major topic areas: Licensing, Child Welfare, Juvenile Rehabilitation, and Child Care. At minimum each subject will require 3 community partners to cover outreach and focus groups with diverse communities across the state. For participation in these focus groups, participants will be paid a stipend per RCW 43.03.220 with total costs of \$16,000 in stipends per year (5 participants * 4 subjects * 4 quarterly focus groups = 80 people * \$200 per day).

All Staff Training Development total costs are \$45,000 (GF-S \$39,000) FY2024

A one-time cost of \$45,000 in FY24 to contract for the designing of language access training for all DCYF staff on LMS. This is a standard cost estimate used for estimating the cost of designing only trainings. Curriculum design costs approximately \$5,000 per hour of training and course programming costs approximately \$10,000 per hour of training. Assuming a 3-hour training the total cost is \$45,000 (\$15,000 total cost per hour * 3 hours) in training development. This cost is 14% funded by Title IV-E.

Forms and Publications Translation total non-staff costs are \$506,000 (GF-S \$434,000) FY2024

The Department has a backlog of forms and publications on its website that are only in English (and some which have only been translated into Spanish). It is estimated that the cost to translate these documents along with a small but important portion of the website would be \$505,580. This estimate is based on a sample of average word counts (which can vary dramatically depending on the document), with pricing based on the cheapest and most frequently used vendor for translations. This cost is 14% funded by Title IV-E See full details below:

	Forms	Web Publications	Website
Average Number of Words	500	2,400	6,000
Cost Per Word	\$0.15	\$0.15	\$0.15
Proofreading costs			\$0.05
Vendor Publishing Hours Per Document		4.0	
Vendor Publishing Rates		\$42.50	
Total Cost Per Translation	\$75	\$530	\$1,200
Untranslated Documents	268	174	1
Documents that are Currently in 1 or More Languages	132	137	-
Total Number of Documents	400	311	1
Translating Documents into 3 Languages	804	522	3
Translating Documents into 2 Additional Languages	264	274	-
Total Number of Translations	1,068	796	3
Cost Per Translation	\$75	\$530	\$1,200
Number of Translations	1,068	796	3
Total Cost	\$80,100	\$421,880	\$3,600

Workforce Assumptions:

Language Access Staff total costs are \$2,567,000 (GF-S \$2,269,000) 23-25 Biennium and 9.25 FTEs

As part of the language access plan we would pay for the following staff (costs include \$1,800 per FTE per year in goods and services and \$2,400 per FTE per year in travel and \$7,200 in the first year for initial equipment costs). With the exception of the Language Specific Early Learning Specialists these positions are 14% funded by Title IV-E.

1. A team of 6.0 ongoing Language Access Coordinators classified as Management Analyst 4s (MA4s). This includes 2 language access coordinators focusing on Child Welfare and 2 focusing on Early Learning, and 1 language access coordinator each with a focus on Licensing and Juvenile Rehabilitation. \$693,460 per year. \$43,200 in equipment for the first year.
2. 1.0 ongoing Language Access Program Manager classified as a WMS2 who would coordinate the language access plan and manage the Language Access Coordinators. \$139,304 per year. \$7,200 in equipment for the first year.
3. Retaining 2.0 ongoing Language-Specific Early Learning Specialists classified as Management Analyst 3s (MA3s). These were positions previously funded as temporary positions in the 21-23BN on federal funding. As part of this package these positions would be made permanent and funded with GFS. \$204,271 per year.
4. Pay for 0.25 ongoing Data Analyst classified as Management Analyst 5 (MA5) providing data support for the language access coordination team. \$31,439 per year.

A 18.43% admin support rate is applied to all FTE costs to fund program support functions that scale with additional FTEs such as HR, IT, and Fiscal. This cost is represented in object T of this decision package. 13% of this admin support rate is funded via Title IV-E. On going cost of \$189,759 per year

Forms and Publications Translation total staff costs \$125,000 (\$108,000 GFS) FY24

As part of the website translation costs the department will be hiring 1.0 Communications Consultant 4 for FY24 to process the backlog of forms and publications that will have to be translated. Each of 700+ documents need to have any meta data copied for the vendor so that translations are ADA compliant for those with visual disabilities and sent to the vendor for translation, post translation the 400+ forms have to be individually converted from static PDFs into usable forms and finally each translation has to be uploaded to the website. This estimated time is between 1 and 5 hours per document depending on size and complexity. \$106,392 in FY24.

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FY24: \$18,834.

Strategic and Performance Outcomes

Strategic Framework:

Governor's Results Washington: supports goal 1: world-class education and goal 5: efficient, effective, and accountable government.

DCYF Strategic and Racial Equity Plan: supports eliminating racial disproportionalities and advances racial equity by implementing liberatory, human-centered, and healing-centered design across DCYF and ensuring assessments and programs are equitable across DCYF. Supports creating a high quality integrated B-8 system by creating a responsive and inclusive integrated pre-K system and supporting the early learning workforce. Supports improving quality and availability of provider services by expanding access to effective and needed services and enhance service matching at individual and population levels

Performance Outcomes:

DCYF's Culturally Relevant Language Access Program will strengthen existing community relations by adding routine forums with constituent advocacy groups and partnering contracted support vendors to supplement collective social and language justice perspective. This manner of transparency represents action that is beyond gesture or curtesy and promotes accountability by designing feedback received to frame improvements to programing.

The trajectory of DCYF's language access planning is far-reaching and will not be achieved with a single biennium funding cycle. DCYF language access services will require a long-term sustainable funding source that supports programming beyond a visionary intent. Quality service excellence –necessitates intentional funding that is streamed directly towards DCYF's division or offices. In order to improve upon current language delivery systems, the relationship between client and DCYF must be of mutual understanding. The role and responsibility of DCYF's language access team, along with providing equitable access to social service programs, is to message in the client's preferred language the contingency requirements of client compliance of regulatory guidelines and that DCYF staff will support their journey to self-sustained existence.

Equity Impacts

Community outreach and engagement:

Robust stakeholder engagement, ELAC, ELAA, SEIU 925, providers, EL advocates, parent groups.

At DCYF our providers and clients represent the wide diversity of Washington State. For instance, our Child Welfare division recorded language access needs for more than 3,700 clients in 2021 in 49 different languages. From May 2021 – April 2022 our Child Care Subsidy Program recorded language access needs for nearly 3,000 household in more than 35 languages. It's worth noting that this data is likely undercounting the total need, since it relies on clients to make requests for language support and we know that many families experience shame and trepidation about asking for this type of assistance from government entities. As long as families with limited English proficiency do not have equitable access to services, resources, and decision making opportunities, DCYF cannot achieve its strategic goals of implementing liberatory, human-centered, and healing-centered design and ensure assessments and programs are equitable across the agency.

Disproportional Impact Considerations:

Providing equitable access to services, resources, and decision making opportunities for LEP providers and families

Target Populations or Communities:

All clients and those who intersect with DCYF

Other Collateral Connections

Puget Sound Recovery:

Not applicable

State Workforce Impacts:

Not applicable

Intergovernmental:

Not applicable

Stakeholder Response:

DCYF has met with the following groups to discuss and get feedback on this proposal: OneAmerica, Voices of Tomorrow, Yakima Community Foundation, Early Learning Advisory Council, Child Welfare Advisory Committee, Parent Ambassadors, Early Learning Action Alliance, Passion to Action, The Mockingbird Society, SEIU 925, Early Care and Education Consortium, Partners for Our Children, Start Early, and the Washington Association for Children and Families. The response has been overwhelmingly positive. We do not expect any push back from stakeholders and we believe that at least a couple of these groups will actively champion this request with the legislature

State Facilities Impacts:

Not applicable

Changes from Current Law:

Not applicable

Legal or Administrative Mandates:

The US Department of Health & Human Services Office for Civil Rights has [issued guidance](#) on Title VI of the Civil Rights Act, addressing agency obligations to support LEP individuals. This followed [Executive Order 13166](#): Improving Access to Services for Persons with Limited English Proficiency, which requires Federal agencies to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them. As an agency that receives federal funding for delivering services to clients, DCYF is beholden to this order as well. For instance, the US Department of Justice DOJ criteria for minimum service is to provide translated vital information into any language spoken by at least 5% of the population or 1,000 people (whichever is less).

IT Addendum

Does this Decision Package include funding for any IT-related costs, including hardware, software, (including cloud-based services), contracts or IT staff?

No

Objects of Expenditure

Objects of Expenditure <i>Dollars in Thousands</i>	Fiscal Years		Biennial	Fiscal Years		Biennial
	2024	2025	2023-25	2026	2027	2025-27
Obj. A	\$143	\$143	\$286	\$143	\$143	\$286
Obj. B	\$53	\$53	\$106	\$53	\$53	\$106
Obj. E	\$4	\$4	\$8	\$4	\$4	\$8
Obj. G	\$4	\$4	\$8	\$4	\$4	\$8
Obj. A	\$698	\$623	\$1,321	\$623	\$623	\$1,246
Obj. B	\$238	\$210	\$448	\$210	\$210	\$420
Obj. C	\$105	\$60	\$165	\$60	\$60	\$120
Obj. E	\$520	\$13	\$533	\$13	\$13	\$26
Obj. G	\$20	\$18	\$38	\$17	\$17	\$34
Obj. J	\$50	\$0	\$50	\$0	\$0	\$0
Obj. N	\$16	\$16	\$32	\$16	\$16	\$32
Obj. T	\$209	\$191	\$400	\$191	\$191	\$382

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