

Language Access at DCHS: LanguageLine InSight App - KCYDI

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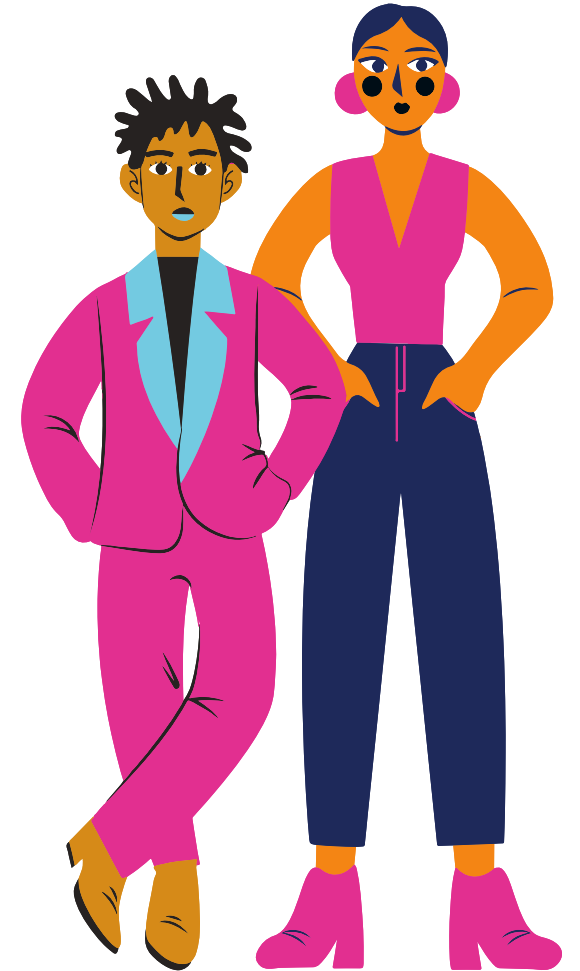
 King County

DCHS

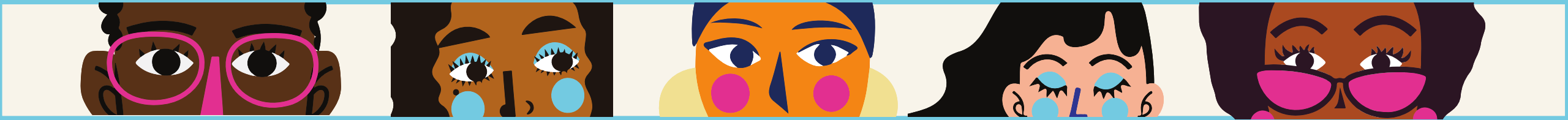
Department of Community
and Human Services

Agenda

- DCHS Language Access Program
- Language Line Over-the-Phone Interpretation (OPI)
- **Language Line InSight App** (VRI and OPI)
- Questions



Our communities are multilingual!



- Washington State **does not have an official language!**
- **About 30%** of King County residents speak a language other than English (LOTE) at home
- **20.5%** of Washington residents speak a language other than English at home (ACS 2024).
 - That's a group the same size as the populations of Seattle, Spokane, Tacoma, Vancouver, and Bellevue combined!

DCHS Commitment

Language access is a human right!

In practice this means *we proactively*:

- Consider community (residents, providers, and other external stakeholders) language access needs when scheduling meetings and hosting community events
- Consider community broad accessibility needs, like hosting accessible meetings, ASL, CART, etc.
- Consider community translation needs when developing materials



On-Demand Over-the-Phone Interpretation: The LanguageLine



- Dial: 1-866-874-3972
- **KCYDI Code: 665805**
- Indicate the language you need, by pressing 1 for Spanish, 2 for Other, or 0 if you don't know the Language
- You will then be asked to provide some additional brief information like: **your name, DCHS KCYDI, etc.**

LanguageLine
Solutions®

On-Demand Video-Remote Interpretation: LanguageLine InSight App

- On-Demand, i.e. 24-7 without prescheduling
- You do **NOT** need to provide additional information once in the app
- Over-the-Phone Interpretation (OPI)
- Video-Remote Interpretation (VRI), especially for:
 - American Sign Language (ASL)
 - People in a behavioral health or other crisis



On-Demand Video-Remote Interpretation: LanguageLine InSight App

- Download:

[Apple](#)

[Android](#)



- Provide **Auth Code: VF8BH3BQQ7**
- You're all set!



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Questions?



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