

## 2023-2025 WSDOT Consolidated Grant Regional Priority Ranking for PSRC Region: Project Sponsor Follow-Up Questions

**Sponsor: United Way of Pierce County**

**Project Title: South Sound 2-1-1**

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**Question #1:** Please provide additional details regarding your plan to serve people with limited English proficiency.

**Answer #1:** We use over the phone interpreter services, which provides us timely access to over 200 languages. We conference in the interpreter and assist via a 3-way call. We are aware that it is ideal assist clients in their preferred language, so our plans are to add bilingual staff, in addition to the 2 bilingual Spanish staff we have currently. We also have partnerships with organizations such as Asia Pacific Cultural Center, Korean Women's Association, Tacoma Community House, and others to provide further navigation assistance in multiple languages, based on client need. We are also implementing new contact routing scripting which will allow us to add menu options in more languages that will then prioritize routing to bilingual staff and/or interpreter connection.

Recently we secured private funding outside of our Consolidated Grant funding to translate our outreach materials into 5 more languages (in addition to English and Spanish).

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**Question #2:** What percentage of people you currently serve have limited English proficiency?

**Answer #2:** Currently, 3% of callers who choose to identify preferred language are from people who have limited English proficiency. We expect to increase the number served with additional contact features and outreach strategies.

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