LANGUAGE ACCESS STUDY SUMMARY REPORT

Highlights from the data collection process and resulting recommendations

TABLE OF CONTENTS

Appendices:

EXECUTIVE SUMMARY

Language Access is a cornerstone of trust to create a welcoming and inclusive community. Simply stated, language access means providing individuals with limited English proficiency (LEP) with reasonable access to the same services and resources as English-speaking individuals. Language access plans reduce barriers to information, resources, and services in accordance with State and Federal laws. Effective programs set standards that provide equal opportunity for individuals with LEP for civic engagement, health, welfare, and safety. A key aspect of welfare and safety is ensuring *language access during all phases of disaster,* so community members have equitable access to preparedness and disaster relief information and resources. Data consistently shows that marginalized individuals, in this case those with LEP, are disproportionately impacted by disasters and less likely to fully recover.

Demographic data for Napa County reinforces the importance of language access during all phases of disaster.[1] Napa County's population is over one-third Latino/a; the latest census figures show 34.7%. The county depends on immigrants to support its wine and hospitality industries, with more than 30% of the workforce comprising of Spanish speakers. 27% of Napa County's population are native Spanish speakers (about 37K) and 31% speak Spanish in the home. Additionally, 22% of students in Napa Valley Unified School District are English Learners. This figure is closer to 40% for the Calistoga schools where Latino/a representation in the city is 48%. 21.5% of County residents are born outside of the United States with the most common country of origin being Mexico, including indigenous populations whose primary language may be something other than Spanish, in many case Mixteca. Additionally, Napa County is seeing an increase in Filipino residents who speak Tagalog or one of its dialects. The language landscape in Napa County is becoming more complex; however, Spanish remains the primary second language.

Language access is critical during all phases of emergencies so people are prepared for and able to understand the calls to action during an emergency and know how and where to access information and resources. In 2021, with funding from Providence St Joseph's Community Partnership Fund, COAD in partnership with the County of Napa Office of Emergency Services, embarked on a language access study. The **joint objective of the study was to better understand language access needs and develop communication strategies that maximize the reach and effectiveness of messaging during all phases of disaster**. Areas of inquiry in the study included the accuracy and trustworthiness of information and its sources, the accessibility of information about services and resources, and how timely it was received during each phase of disaster: before, during, and after.

---

[1]Capps, Randy, Kristen McCabe and Michael Fix, Prof*ile of Immigrants in Napa County,* Migration Policy Institute: May 2012, (https://www.migrationpolicy.org/pubs/Napa-Profile.pdf).

2020 Census Data: https://www.census.gov/quickfacts/napacountycalifornia

A joint steering committee comprised of COAD and County leaders was formed to guide the study. A data-driven approach, which included four phases of research, data collection, and analysis, was initiated in the early Fall of 2021. The research phases and sources for data collection were selected to provide a comprehensive spectrum of qualitative and quantitative data to support the study objectives.

1. **Preliminary Secondary Research** – to identify what data was available from existing sources
2. **Community Interviews** – to identify access needs by directly hearing from community members about their experiences
3. **Community Survey –** to explore more deeply specific areas of inquiry with more objective data
4. **Community-based Organizations and County Staff Interviews** – to hear the perspectives of individuals who are engaged in providing language access during disasters.

We now have a better sense of the language access landscape in Napa County. The study has provided foundational data upon which to build a baseline and feedback loop to test effective language access strategies and practices going forward. Overall, the data shows that there have been significant improvements in language access since 2017, while helping to identify and confirm key areas for improvement.

The results of this study are best suited for developing recommendations for improved language access strategies and practices to explore going forward. Key recommendations are more fully explored at the end of the report, but include the following:

- Foster community engagement beyond emergency preparedness to help remove stigma/fear associated with seeking information for non-English speakers or individuals with limited English proficiency to promote self-reliance, resilience, and safety. Individuals who are already engaged are more likely to engage during an emergency.
- Help policy and decision makers better understand the experiences and barriers of individuals of with limited English proficiency (LEP) to promote support for improved strategies and practices.
- Document an emergency language access plan so that processes and practices are systematized and consistent and not lost due to staff turnover.
- Create linguistically appropriate and culturally responsive translations. Consider the needs of individuals with LEP who have low literacy in their native language. Increase translation capacity and continue to monitor threshold languages.
- Diversify communication methods and sources to meet diverse communication needs and preferences, including more strategic use of radio and video in all phases of disaster. These strategies will also help address the digital divide.
- Ensure consistency in communication processes, emergency terms in English and Spanish, and increase familiarity amongst around processes and terms with communication partners, message amplifiers, trusted messengers, and the broader community.

- Identify and develop specific strategies for integrating a wide range of trusted messengers into language access and preparedness efforts. Work with them be conduits for emergency communications.
- Continue preparedness work and connect LEP and other vulnerable populations to standard alert systems where possible.

COAD will continue to explore areas of inquiry around language access. As part of this effort, COAD developed a revised version of the community survey to be used at outreach and training events during 2023 to better clarify specific needs and establish a feedback loop. COAD will continue to share its findings and work with partners to identify, prototype and test strategies and practices to improve language access and promote self-reliance. This report shares the results and recommendations from this comprehensive data-driven approach to assess and address language access needs in Napa County.

PROJECT OVERVIEW

COAD and the County of Napa Office of Emergency Services embarked on a joint Language Access study in the early spring of 2021. COAD received funding from Providence St. Joseph's Community Partnership Fund to build capacity to conduct a study to improve language access and equity in emergency communications. COAD's proposal looked to build upon the results of a study COAD conducted after the 2017 Napa Complex Fires. In response to the communication gaps identified during the 2017 fires, COAD engaged **Internews** (a communications consulting firm) in 2018 to identify the diverse populations in Napa and their unique needs and preferences for emergency communications. The outcome of the 2018 study was the ***Toolkit for Communicating with Spanish Speakers during Times of Disaster – March 2019.*** This report provided a foundation for launching a deeper inquiry into language access needs in Napa County.

Study Background

Based on the joint nature of the work, COAD's Public Information & Outreach Subcommittee and the County's Office of Emergency Services and Public Information Officer formed a joint Steering Committee. As a first step, the Language Access project (LAP) Steering Committee initiated a request for proposal (RFP) in spring of 2021 for technical assistance in researching and developing an appropriate language access plan which would meet the specific needs of Napa County. The resulting proposals did not return the desired results; they were more focused on standard emergency management practices rather than the unique issues associated with language access. As a result, the steering committee decided to take a data-driven approach to develop a language access plan for all phases of disaster.

COAD retained its data consultant, Mechele Small Haggard, to assist in the data collection and analysis. The Steering Committee believed a data driven approach would more effectively identify issues and barriers relevant to language access in Napa County and help to eliminate potential erroneous assumptions that could lead to ineffective strategies and actions that a more theoretical approach might produce.

To provide comprehensive data for improving the reach and effectiveness of emergency communications, the following three data collection sources were identified to help in assessing needs and establishing a baseline and feedback loop for measuring progress and developing effective language access strategies and practices. Another benefit of hearing directly from the community and those engaged in emergency communications is the opportunity to identify areas of misperceptions which can then be addressed.

1. **Empathic Interviews** – Using a human-centered design approach, 14 empathic interviews were conducted to learn directly from community members, in their own words, about their experiences with access to information before, during, and after emergencies. Within Napa County, this approach was successfully used in public-private partnerships to improve the 2020 census participation and targeted vaccine outreach.

2. **Community Survey -** Using data gathered through the qualitative interviews, a community survey was crafted to gain firsthand, more quantitative data from individuals about their

experiences receiving and processing emergency information. 138 responses were completed at COAD training workshops and events.

3. **Community-based Organizations & County Staff Interviews** – Hearing the perspectives of the individuals receiving and then sharing emergency information provided the opportunity to gain insights into the challenges experienced and recommendations for improving language access. 22 extensive interviews were conducted with staff from the County and community-based organizations.

Joint Steering Committee Agreements

As the Steering Committee embarked on its work, the group recognized the need to identify a common understanding of key aspects of language access planning.

- **Joint objective** – To better understand language access needs and develop communications strategies that **maximize the reach and effectiveness of messaging** during all phases of disaster.

- The term **emergency is inclusive of all phases of disaster** including response, recovery, mitigation, and preparedness (aka before, during and after a disaster).

- **Effective communications with the public during emergencies are critical.** Enhancing preparedness communication has the potential to improve response outcomes.

- Language access requires the creation of communication that is **culturally responsive and linguistically appropriate.** Often a strict translation of the English words does not create understandable or meaningful content. Focus on the intent of messages.

- Promote/facilitate access to information during all phases of disaster that is **timely, accurate, reliable, and consistent across threshold/priority languages**.

- **Identify barriers** to receiving information and strategies to address them. Insights gained through the data collection process will deepen our understanding of barriers to receiving emergency communications.

- Implement a plan that will focus on **continuous improvement** in language access and will include a **written language access component in the County's Emergency Operation Plan.**

- Government must meet various requirements for communications during emergencies. Identify the **legal statutes** applicable to language access and emergency services.

Data Collection Process

Data for the language access study needed to be inclusive of all phases of disaster – before, during, and after. For each phase, the goal was to gain a better understanding of the following features of emergency communication:

- **Accuracy –** Was the information source reliable and trustworthy, was the translation accurate and linguistically appropriate?

- **Accessibility** – Was the information understandable, what were the access points or communication methods, was the information culturally responsive?
- **Timeliness** – How timely was the distribution of information and how quickly was it received and accessed?

The LAP study employed multiple data gathering techniques with the goal being for each source to provide additional insights into how to maximize the reach and effectiveness of emergency communications. Community empathic interviews, a core technique in human-centered design, were used to foster a better understanding of lived experiences in terms of receiving and processing emergency communications. This approach has a proven track record within the County for identifying and addressing barriers to engagement and was successfully used for the 2020 Census public-private partnership to maximize participation. Human-centered design by its nature challenges assumptions that may be erroneous or that lead to solutions which do not effectively address underlying issues.

Overall, **four data sources** were used to provide critical background around language access to better assess needs and develop strategies to meet those needs, as well as establish a baseline for measuring future progress. The following chart provides a summary of all data sources and collection processes. Please note that the secondary research exploration included in the chart was conducted prior to the unsuccessful RFP.

DATA SOURCE	WHY IT WAS INCLUDED	DATA COLLECTION PROCESS	RESULTS OVERVIEW
Secondary Research Review – this was conducted before the RFP process	An assessment of existing data and studies was conducted to determine if there were any foundational data sources which could be used to establish a baseline of access needs and provide a feedback loop for measuring improvement.	Numerous secondary research sources were examined including: data gathered from emergency financial assistance (2020-2021); responses to a fire survivor survey; data from the Local Assistance Center and call center; data from California Human Development; social media analytics; Internews in 2018 study; and a COAD agency survey related to hard-to-reach populations.	The secondary research process showed that no existing data bases or studies provided the foundational data needed for language access. Most were not specific enough in addressing language access. However, the research review did help us to better define the data we were seeking.
Community Interviews – Empathic Interviews using Human-	Engage vulnerable community members to hear directly about their lived experiences during emergencies to gain a better understanding of their experiences and access needs.	Overall, 14 interviews were completed with vulnerable individuals, with 9 through the LAP project and another 6 through the Access & Functional Needs group, which included many older	Through the interviews, the following themes emerged: Preparedness is a privilege; processing information in any language is challenging during an emergency; how can we reduce information overload; how can we help

Centered Design	Gain a qualitative understanding of how people are interacting with information and the effectiveness of communications.	adults. 11 interviews were conducted in Spanish. Interviewers followed an interview guide with open ended questions around experiences in a recent emergency.	people become more familiar with emergency communications before an event; and how can we better use trusted messengers to share emergency communications.
Community Preparedness and Language Access Written Survey	To gain first hand objective data related to key communication needs and preferences within LEP and vulnerable populations.

Questions were developed using the results of the interview process. | The survey was not conducted among a random sample, but rather **a targeted sample** of the individuals of who attended COAD preparedness training sessions and outreach events. Typically, these individuals would not have participated in a survey. | Through the 138 surveys collected, we learned many individuals with LEP found the written survey challenging. Because we were onsite with respondents, we were able to assist them in completing the survey. Deeper insights were gained into language access needs, preparedness needs, and communication preferences. |
| **CBO and County Staff Interviews** | We recognized that it was also essential to hear from the individuals who are working to provide information during emergencies to individuals with LEP. We wanted to gain their perspectives on the successes and continuing challenges in doing this work. They serve as critical conduits of information. | 22 individuals were interviewed from community-based organizations and the County engaged in sharing information during all phases of disaster. The interviews were conducted by the project data consultant. The questions were approved by the joint LAP steering committee and can be found in Appendix II. | The detailed findings from the interviews were shared with the interviewees and LAP Steering Committee. Key themes were identified for potential action which are summarized for this report. A key finding was how much agreement there was between the private and public sectors on successes and challenges. |

PRELIMINARY SECONDARY RESEARCH

COAD undertook a secondary research scan early on to see if there were any reliable and consistent sources of language access data which we could build upon. COAD was seeking to identify a data source which could provide a baseline and feedback loop for measuring future progress. After extensive review of the existing studies and data sources, it was clear that there were no consistent data sources available to provide a comprehensive understanding of language access or a baseline for measuring improvements.

The main gap was that the purpose of these secondary studies was not primarily language access and the population samples varied widely. Additionally, **these studies did not provide any consistent data around the core areas of inquiry for language access: accuracy, accessibility, and timeliness of data before, during and after a disaster.** The secondary research, however, helped to shape other inquiries, including community interview and survey questions. Additional insights were gained regarding communication preferences. Following is a summary of the secondary sources explored and what we learned.

Secondary data sources explored to inform the language access inquiry:

- **Data from the 2020 wildfires** including client information gathered through emergency financial assistance (2020-2021), limited FEMA data, and a broad survey of fire survivors around recovery needs conducted in partnership with Our Town St Helena.
- **Data from the Napa County** Local Assistance Center and public information call center.
- **Data from California Human Development** related to needs of Spanish speakers for assistance during the pandemic.
- **Social media analytics** for COAD and the County's Facebook pages related to Spanish and English posts and events such as Facebook Live.
- Review of the **primary data sources used by Internews in 2018** to understand the language needs and preferences of individuals in Napa and Sonoma Counties after the 2017 wildfires which impacted both counties. Focus groups were conducted by Internews.
- COAD **agency surveys related to hard-to-reach populations** for sharing critical preparedness information.

What we learned from the secondary research:

While we were not able to use the aggregate data to establish a baseline of data and feedback loop to measure progress, we gained some helpful insights into communication preferences before, during and after disasters which informed areas for inquiry in the other data collection steps.

- From multiple secondary sources, we learned that English speakers most often heard about recovery services via official alerts and sources, while **Spanish speakers most often heard about resources via word of mouth or social media.**
- **Nixle enrollment** grew significantly after the 2017 fires (now over 200K subscribers), but is still more preferred and trusted by English speakers compared to Spanish speakers. Unfortunately, Nixle enrollment numbers do not help us assess the effectiveness of communications.
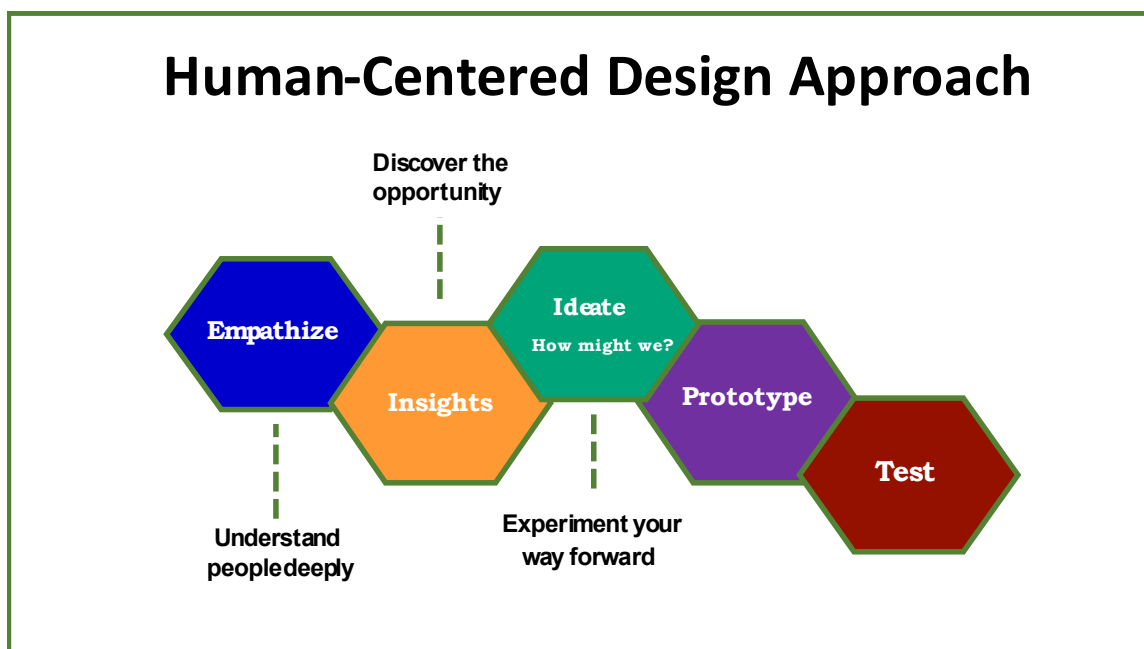
- From the secondary sources, we **found very limited information on the effectiveness of communications** – was the communication accurate, accessible, and timely for receivers to understand the call to action and stay safe? These questions were highlighted in the subsequent three-pronged data collection study.
- County data showed that most individuals who accessed information through the **Local Assistance Centers** after the 2020 wildfires noted **Spanish as their preferred language (72%).** This is a strong indicator of the need for language access around emergency services.
- COAD partner agencies indicated that individuals with **limited English proficiency have the most challenges in accessing information** and most often rely on in person communication from trusted family members and friends. Community and Faith-based organizations also are important conduits of information.
- The secondary research **reaffirmed some communication preferences** and differences between English and Spanish speakers.
- **Facebook analytics** provided additional insights. Posts in Spanish and English tend to reach select and different populations. More Spanish speakers look to social media during a disaster and for resources after a disaster compared to English speakers. For COAD Spanish posts, the key Spanish speaking demographic reached is women 18-45 years.

COMMUNITY INTERVIEWS

Human-centered design was used for the community interviews. This approach provides a rich opportunity to hear directly from people about their lived experiences in their own words. Keen insights can be gained that likely would not have been identified in a more objective or quantitative survey format. The guiding principle of human-centered design is that when problem-solving, first it is essential to work to truly understand the experience of the individuals encountering the problem, then to design a solution to address the identified problem. The LAP Steering Committee recognized that as a foundation for the language access study, we needed to better understand and identify the issues associated with language access, rather than make assumptions about barriers to access. Human-centered design by its nature challenges assumptions and biases to help ensure the actual, not perceived, needs are being addressed.

Interview Data Collection Process – Human-Centered Design Approach

Human-centered design (HCD) is people-centered, with a focus on identifying the correct problems to address and recognizing that everything is a system. HCD recognize that even small, simple interventions can lead to impactful results. The graphic below outlines the human-centered design steps. The process begins with empathizing through the interview process to understand a person's experience more deeply. After completing the interviews, the next step is to 'unpack' them by reviewing the experiences shared to *discover areas of opportunity* for addressing the issues raised. The Steering Committee, along with other stakeholders, met to 'unpack the interviews' and worked to identify insights which were then translated into *'how might we statements'* to identify potential ideas for addressing the issues raised. The remaining steps of *prototyping and testing* ideas for *'experimenting your way forward'* are still pending. COAD staff hopes over the course of 2023 that we can prototype and test potential access strategies.

Human-Centered Design Approach

Discover the opportunity

Empathize

Ideate
How might we?

Insights

Prototype

Test

Understand people deeply

Experiment your way forward

The community interview process involved the following:

- *Interviewee demographics*: 14 interviews were conducted, with 11 in Spanish. Interviewees included older adults, households with family members who had disabilities, and low-income households from areas throughout the County, including American Canyon, Angwin, Calistoga, Napa, and St. Helena.
- *Interview format*: Due to COVID, most interviews were conducted over the phone or via Zoom. Each interview included an interviewer and notetaker, in addition to the interviewee, to ensure complete information was captured. Interviewers were skilled in human-centered design interviewing techniques.
- *Interview structure*: The interviews were structured as open conversations for sharing – this is critical for getting people to share their experiences in their own words. Questions/prompts were open ended and provided to the interviewers to initiate the conversation, clarify information, dig deeper, and to keep the conversation flowing. There was no checklist for completing each question; the questions were a resource for the interviewer. Often answers to questions came up as people shared their experiences without the need to specifically ask the question. Most interviews lasted 30-40 minutes.
- *Interview questions/prompts:*
  - Please share your experiences around a specific emergency in your community such as a fire, earthquake, flood, or the pandemic. What stuck out for you?
  - What helped you to find out what was happening?
  - Where did you get information? What made it hard to get information?
  - What surprised you or was unexpected in your experience?
  - What helped you to take care of yourself and your family? Did you feel prepared?

Community Interview Results – Insights and 'How Might We' Ideation

The interview unpacking process involved the LAP Steering Committee and additional stakeholders from Napa County Health & Human Services and COAD agencies, as well as individuals engaged in ongoing emergency communications. The goal in bringing more people to the table to share the interview results was to have more individuals, including decision makers, hear the access challenges directly experienced by community members. Based on the process of unpacking the interviews, the following '*how might we*' ideas were generated which encompass the key insights and themes identified in the interviews.

Broadly focused 'how might we statements' related to emergencies and language access:

As the group explored the interviews the following broad 'how might we statements' were identified. ***How might we…***

- develop strategies around preparedness that are mindful that preparedness may be a privilege?

- ensure that no matter where people are that they have access to official, accurate information, such as building relationships with trusted messengers on social media?

- reduce the amount of information provided during an emergency and enhance the sense of familiarity during emergencies?

- replicate the feeling and trust of 'word of mouth' information within our emergency systems?

- remove/reduce the stigma of having to ask for information when English is not your primary language?

- encourage individuals to be their own best advocates and not be afraid or embarrassed to seek information when English is not their first language?

- decrease isolation and increase empowerment for caregivers of vulnerable individuals during an emergency?

Language Access focused outcomes:

A common thread through all the interviews is that everyone struggles with processing information during emergencies, but this is further exacerbated when an individual experiences language access challenges. Panic and feeling overwhelmed, as many noted they experienced in their interviews, do not promote logical thinking. This is why having an emergency plan and understandable messages are so critical. **Keeping messages simple and short was acknowledged as an essential strategy for emergency communications**. Based on the interview processing, the following areas were identified for **further exploration to improve language access**:

- How can we create more 'familiar' and 'go to' official communication sources for individuals with limited English proficiency that they trust as much as 'word of mouth' information?
- How can we increase community familiarity with emergency communications and terms during emergencies and keep emergency communications to the essentials so receivers are not overwhelmed?
- How can we capitalize on trusted messengers in multiple venues, including Promotores and social media influencers on Facebook and other media to share emergency communications?
- How can we foster broader community engagement and remove stigma/fear associated with seeking out information for individuals with LEP to promote self-reliance, resilience, and safety. If community members are not already engaged with services, engagement during an emergency is much less likely.

How the interviews informed the community survey

The results of the qualitative **Community Interviews** were used to help focus the areas of inquiry for the more quantitative community survey and provide a broader context for the understanding and interpreting the community survey results. The Community Survey asked questions specific to the following language access needs:

- Access to information to stay safe

- Comfort level in asking for information and about resources
- Use of social media, especially during emergencies
- Preferred language for emergency communications
- Barriers to receiving information
- Knowledge of standard information resources, such as Nixle

COMMUNITY SURVEY – PREPAREDNESS AND LANGUAGE ACCESS

The Community Survey was conducted during COAD's outreach campaign from May through October 2022. COAD was looking to validate some of the insights gained through the qualitative community interviews. At outreach events and preparedness training sessions, COAD asked participants to complete the survey which was available in English and Spanish (please see Appendix I for the English version of the survey). While the overall sample size is not particularly large, the quality of the data is strong because staff was available to assist respondents in the completion of the survey and answer questions. Overall, the results indicate that language access has improved in Napa County, gaps are narrowing and most residents are receiving and finding the information they need to stay safe (around 75%). The results also provide data on which to build strategies to address remaining language access needs and gaps.

Survey Methodology

The sample for the community survey was not random; we surveyed individuals at targeted community outreach and COAD preparedness training events. In person training events were focused on vulnerable individuals and households in locations where they already meet, recognizing that we would not likely reach these individuals in any other way. Most of the participants would never have responded to a survey conducted on online or by phone. At these events, we were in a unique position to engage individuals directly. We discovered through this process that literacy levels made completing the written survey a challenge for some (15-20%), but because the workshops were in person, staff was able to assist respondents.

The survey focused on gaining information about experiences with emergency preparedness and information access before, during and after emergency incidents. We were particularly interested in their perspectives around the accessibility and understandability of information and their trusted sources of information. At community events where time was a factor, survey respondents were only asked the first set of questions which focused on basic demographics, including language spoken and preferred, whether they were able to access the information they needed to stay safe and access resources they needed for recovery, and their comfort level is asking for information. At training workshops, we worked with participants to complete the entire survey, which included additional questions related to media regularly used to stay informed, as well as during emergencies, and barriers to information access. The complete survey in English is provided in Appendix I.

Outreach events included tabling at community events with many Spanish speaking attendees such as Cope's Kids Day, American Canyon Meet Me in the Street, American Canyon back to school night, Calistoga Back to School Night, Día de la Familia, Napa Flea Market, National Night Out, Bi-National Fair, and others. Training sessions included Preparedness Training and Meet Your Neighbor classes at low-income housing complexes and those for older adults throughout Napa County.

Survey Results

138 survey respondents were a targeted sample of individuals who are typically hard to reach through standard outreach methods, such as email or social media. The survey results provide distinct opportunities to explore for improving language access.
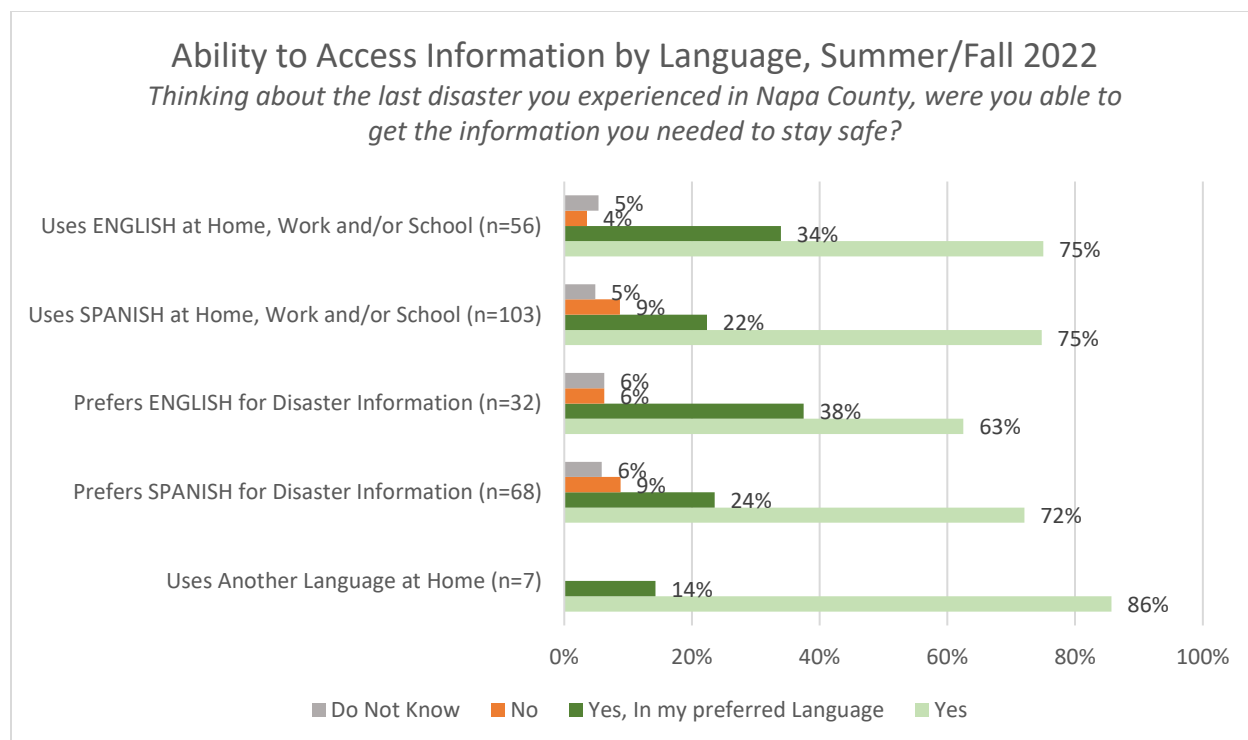
Demographics of respondents

- 138 surveys were collected, about half were from training workshops and the other half from outreach events.
- 67% of the respondents were between the ages of 31 and 65 years. 15% were adults over 65.
- 57% of the respondents identified as female.
- Survey responses were gathered from most municipalities in the County, including American Canyon, Napa, St. Helena, and Calistoga. The highest concentration of Spanish speakers was in Calistoga. The most diverse community was American Canyon.
- Over 100 of the respondents were Spanish speakers. English speakers were included, particularly older adults, to gain a broader understanding of preparedness needs and for comparison purposes.

Ability to access information by preferred language to stay safe.

Survey participants were asked to share which languages they used at home, work and preferred during emergencies. The chart below shows 75% of respondents indicated that they received the information that they needed to stay safe during the last emergency experienced.

While the data is not overwhelming, it does indicate that individuals who prefer Spanish for disaster communications are to some degree less likely to receive the information they need to stay safe. This is reinforced by the data below related to barriers to information access.

- Of the 68 individuals who indicated they preferred Spanish disaster communications, 24% noted they received information to stay safe in their preferred language. This compares to 38% of the individuals who indicated they prefer English for disaster communication.
- 9% of those who prefer Spanish for disaster information indicated they were not able to get the information they needed to stay safe, compared to 6% of English speakers not being able to access the needed information to stay safe.
- Most respondents also noted they were able to get the information they needed to access the resources they needed after an emergency: 65% of English speakers and 71% of Spanish speakers. In this case, Spanish speakers showed a higher rate of access. This may be due in part to established relationships with community-based organizations where resources are typically accessed.
- 19% of Spanish speakers indicated they were not able to access emergency information in their preferred language and 10% responded they were unable to access information about resources. While this data shows positive trends, it also indicates gaps for some individuals with LEP.

Ability to Access Information by Language, Summer/Fall 2022
Thinking about the last disaster you experienced in Napa County, were you able to get the information you needed to stay safe?

Uses ENGLISH at Home, Work and/or School (n=56)
- Do Not Know: 5%
- No: 4%
- Yes, In my preferred Language: 34%
- Yes: 75%

Uses SPANISH at Home, Work and/or School (n=103)
- Do Not Know: 5%
- No: 9%
- Yes, In my preferred Language: 22%
- Yes: 75%

Prefers ENGLISH for Disaster Information (n=32)
- Do Not Know: 6%
- No: 6%
- Yes, In my preferred Language: 38%
- Yes: 63%

Prefers SPANISH for Disaster Information (n=68)
- Do Not Know: 6%
- No: 9%
- Yes, In my preferred Language: 24%
- Yes: 72%

Uses Another Language at Home (n=7)
- Yes, In my preferred Language: 14%
- Yes: 86%

Legend: ■ Do Not Know ■ No ■ Yes, In my preferred Language ■ Yes

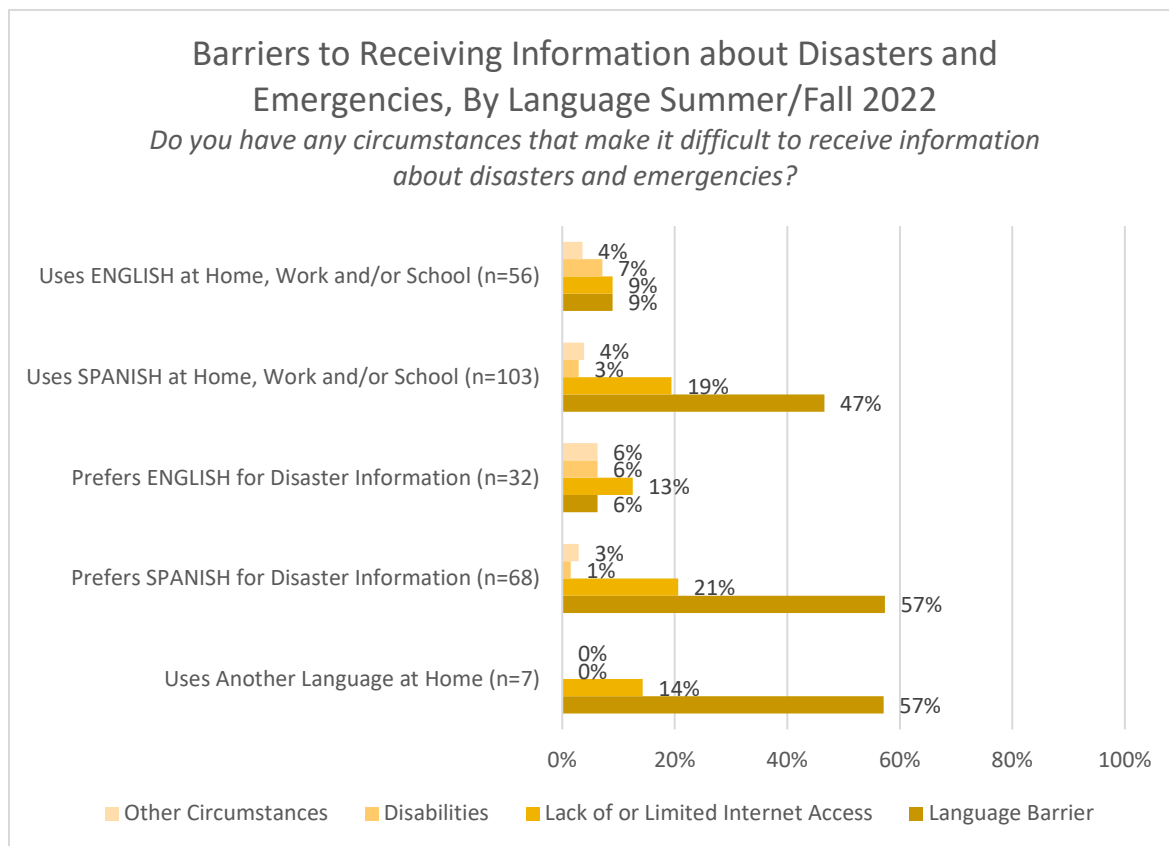## Comfort level in asking for resources

Based on the empathic interviews, concerns were expressed about people advocating for themselves when they were not able to access information in their preferred language. Results from the survey show 74% of Spanish speakers are comfortable or somewhat comfortable asking for resources. This compares to around 90% of English speakers feeling comfortable or somewhat comfortable. 10% of Spanish speakers said they were not comfortable asking for resources

Comfortable Asking for Resources, by Language and Overall 2022 COAD Community Survey
A lot of people find it hard to ask for help during disasters. Thinking about the last disaster you experienced in Napa County, how comfortable were you asking for the reso

English (n=56)
- Comfortable: 66%
- Somewhat Comfortable: 25%
- Not Comfortable: 4%
- Did Not Need Resources: 7%

Spanish (n=103)
- Comfortable: 54%
- Somewhat Comfortable: 20%
- Not Comfortable: 10%
- Did Not Need Resources: 14%

All Respondents (n=138)
- Comfortable: 56%
- Somewhat Comfortable: 22%
- Not Comfortable: 9%
- Did Not Need Resources: 11%

Legend: ■ Comfortable ■ Somewhat Comfortable ■ Not Comfortable ■ Did Not Need Resources

compared to only 4% of English speakers. This disparity is further emphasized in the chart below where 57% of Spanish speakers noted a language barrier for receiving emergency information.

Barriers to receiving information

Over half of the Spanish speaking respondents (57%) noted language access as a barrier to receiving emergency communications in their preferred language. For many Spanish speakers this was compounded by lack of internet access or services (21%). Amongst English speakers, reliable internet access was noted as an issue by 9% of the respondents. Among older adults, many of whom in other venues have noted lack of connectivity, the ability to use technology is another compounding issue. Disability barriers are consistent across languages.

Barriers to Receiving Information about Disasters and Emergencies, By Language Summer/Fall 2022
Do you have any circumstances that make it difficult to receive information about disasters and emergencies?

- Uses ENGLISH at Home, Work and/or School (n=56): 4%, 7%, 9%, 9%
- Uses SPANISH at Home, Work and/or School (n=103): 4%, 3%, 19%, 47%
- Prefers ENGLISH for Disaster Information (n=32): 6%, 6%, 13%, 6%
- Prefers SPANISH for Disaster Information (n=68): 3%, 1%, 21%, 57%
- Uses Another Language at Home (n=7): 0%, 0%, 14%, 57%

Legend: Other Circumstances | Disabilities | Lack of or Limited Internet Access | Language Barrier

Do you feel prepared for the next disaster or emergency?

While it is heartening to see that more than 50% of respondents to this question felt ready for the next disaster, many others expressed concerns about not being prepared or were unsure what preparedness entailed. Continued preparedness outreach is critical given the numerous hazards Napa County potentially faces. The 2023 winter storms throughout California highlighted the need for more preparedness and safety information around potential flooding and debris flow, as well as unplanned weather-related power outages in all seasons.

- 60% of English speakers said they felt prepared for the next disaster and noted in detail their preparedness activities including Go Bags, having a ride set up to evacuate, a communications back-up plan, and pictures of their household goods. 40% said they were

not prepared. No English speakers indicated that they did not know what preparedness involved.

- 56% of Spanish speakers said they felt prepared for the next disaster. 19% said they were not prepared and 25% said they did not know what to do to get prepared. A total of 44% were unprepared.
- English speakers, especially older adults, were twice as likely to have a packed Go Bag. Some of this was based on the support of property managers in their community.

Are you signed up for Nixle?

Because this question was in the second half of the survey, the sample size dropped. Even within our targeted sample, we were surprised that **less of half of the respondents were signed up for Nixle and the large disparity between English and Spanish speakers: only 45% of English speakers and 16% Spanish speakers.** Individuals in Calistoga and St Helena were much more likely to have signed up for Nixle alerts. Many Spanish speakers were not familiar with Nixle or alerts. Additionally, many noted that certain areas within the County do not always receive Nixle alerts due to poor cell receptions. When we had the opportunity at an event, we assisted individuals in signing up for Nixle.

Information sources and social media most often used:

The questions around information sources and media used asked how frequently the medium was used and if it was used during disasters. The survey results show that most individuals possess a cell phone, though not all are smart phones, and that they can receive text messages. The results also show that **texting is a communication method almost 100% of the respondents use daily.** Because these questions were at the end of the survey, the sample sizes were not as large and varied, but the responses provide helpful insights.

- **Texting** is the most pervasively used communication tool. Almost all respondents reported texting daily.
- **WhatsApp** is second among Spanish speakers. WhatsApp is often used by individuals who communicate internationally and it is an opt in messaging app.
- **Email** is used regularly by about **half the respondents**, but most do not use email during a disaster.
- **Facebook** is the most frequently used social media with about 40% of the respondents indicating that they use it daily. A low of percentage of Spanish speakers indicated that they use Facebook during emergencies, while no English speakers indicated that they use social media during emergencies.
- **Instagram, Twitter, and TikTok** were low usage social media tools for adults regardless of language.
- **Newspapers** are a **key communication source for older adults**. About half of the respondents indicated that they never read newspapers. Newspapers have very limited functionality in emergency communications, but could be a tool for preparedness messaging.

- **News on the internet -** About half the respondents noted that they get their news via the internet, but do not access emergency information via this medium.
- **Radio is a daily source of information for about half of the respondents**, including both English and Spanish speakers. KVON is now fully in Spanish in response to community needs and interest identified by WineDown Media. KBBF, a bilingual public radio station out of Sonoma County, is a key source of information for Spanish speakers UpValley. Use of radio during an emergency among Spanish speaking respondents is currently about 10%. However, radio could prove to be an important source for providing preparedness and emergency information and relief resources if effectively promoted, especially given regular use of the medium outside of emergencies
- **Television** is a very popular medium regardless of language. Spanish speakers are more likely to look to television for emergency information, but the survey results do not indicate television as a primary source for immediate emergency information.

COMMUNITY-BASED ORGANIZATIONS AND COUNTY STAFF INTERVIEWS

The language access study sought to identify gaps in access, as well as opportunities to build on communication successes and strategies already working. As part of this process, it was important to gain insights from the senders/sharers of information in the County and Community-based organizations (CBOs), not just the end receivers of information. County and CBO staff often are not the originators of emergency communications, but are typically in the middle of the communication chain. This intermediate role creates unique challenges.

The goal of these interviews was to better understand how the existing information system functions and how information is received and then subsequently shared by agencies/departments engaged in the information stream. Interviewees were also asked to reflect on areas where the current system is working well and where it could be strengthened. **The full list of interview questions can be found in Appendix II.** Like with the community interviews, the insights gained were used to refine areas of inquiry in the Community Survey.

Methodology

During December 2021, COAD's Data Consultant, Mechele Small Haggard, was engaged to conduct interviews with **22 individuals engaged in sharing emergency communications** from community-based organizations and relevant County departments. Individuals were selected by the LAP Steering Committee for their varied roles in communications to ensure a broad range of perspectives. Key characteristics of interviewees included:

- Twelve interviews were conducted with fourteen staff from the County. Functional areas included first responders, emergency services, health and human services and public health, housing and homeless services, and emergency care and shelter.
- Eight interviews were conducted with eight staff from community-based organizations, primarily from family and community resource centers and housing support who regularly support vulnerable populations in Napa County. These are the same agencies more often engaged in COAD's emergency response efforts.
- One interviewee also spoke from their role as a community volunteer during disasters.
- Seven of the interviewees are monolingual and speak only English, while fifteen respondents are fluent in English and Spanish.

All the interviews were conducted over Zoom. The interview questions were agreed upon by the joint LAP Steering Committee and asked about the interviewees experience with disasters, their role in disasters, how they receive and share disaster and emergency information, and their recommendations for improving language access (Appendix II includes the full list of interview questions). The interviews were recorded and transcribed with the permission of the interviewees. The transcripts were sent to the interviewees for review and editing.

Results - Themes and recommendations identified in the CBO and County staff interviews

The findings from the interviews were compiled into a comprehensive document which includes many detailed responses from participants to each of the questions. In addition, the findings included specific considerations for language access planning. For purposes of this report, we are sharing key themes and potential areas for action. It is important to recognize that the interview findings represent individual perspectives. All interviewees acknowledged that tremendous progress has been made to improve language access in the last five years and agreed that we need to take the time to celebrate these successes as we continue to work on improvements. **Successes and identifying what is working provide powerful foundations for moving forward.**

Interviewees highlighted the following improvements in their remarks:

We are learning and improving every day!

- Improved quality and timeliness of Spanish messages with certified translators who are county staff.
- Access to a translation team in the Emergency Operations Center.
- Pre-planning in place around language access with communication templates.
- Shared recognition about what needs to be done and continued work toward those goals.
- Improved collaborations and partnerships - everyone knows each other better and there is a foundation of trust.
- Increased outreach by the County. Many noted that Facebook Live in Spanish during the pandemic was well received.

As COAD reviewed the findings, we were looking for the successful strategies to prioritize going forward, as well as gaps and areas of improvement. A key finding was how consistent the perspectives were between the County and CBO staff related to what is currently working well and the areas for improvement. The following consistent themes from the interviews pose questions around the areas for improvement and recommendations and how we can better collaborate.

- **Better prepare COAD partners for receiving and sharing disaster information**. How can we make this process easier, especially when sharing information in Spanish? Clarify the **terms used in different emergencies** and the roles of key actors in response (fire, sheriff, etc.). Engage and train message amplifiers, including trusted messengers.

- **Better prepare and familiarize community members** to receive emergency communications. Clarify and ensure consistency in the **language/terms used in different emergencies** and the roles of key actors in response (fire, sheriff, etc.). This need was reinforced in the community interviews.

- **Clarify the information flow and roles and responsibilities** between the county and COAD and COAD and its members during disasters. Incorporate first responders into the

graphics depicting the communication flow. Clarify partner roles and responsibilities. Take a deeper look at how information is shared with evacuees.

- **Document processes** so that they are available for future events. Currently, many processes are lost once someone leaves their current role. **Incorporate language access planning into Emergency Operations Plans, including at the County**.

- Explore how to better **diversify our communication methods**. How do we support people who are not digitally connected either by choice or because they lack the resources for access, as well as supporting the community during a potential loss of connectivity in a disaster? How do we incorporate sharing information via radio (Spanish and English formats), written notices at key gathering spots, social media, using trusted messengers, videos, and television.

- **Assess translation capacity** available during emergencies. How can we better collaborate across agencies and prepare for needs to ensure content is linguistically appropriate? Should COAD explore hiring a translation service?

- Continue to **get to know our audiences better with more in person engagements** and seeking out households that are not tuned into mainstream communications. Explore ways to improve outreach efforts and address cultural differences. Continue to partner with CBOs that work closely with hard-to-reach populations.

- **'Culturally appropriate'** was determined to be an ambiguous and unhelpful phrase. What we learned from all data sources was that **the most effective communications, especially during emergencies, regardless of language preference, are concise, focused messages that can be readily understood.** How can we support messaging that achieves these goals.

- Ensure that **policy and decision makers better understand the lived experiences of individuals with language access needs during emergencies**. How can we incorporate the perspectives and experiences of message receivers into language access planning for more effective communication delivery?

- Explore how we can **create more shared learning opportunities** with COAD partners and the County, especially around the data we are gathering and planned improvements. How can we incorporate shared experiences and debrief/dialogue together on successes and areas for improvement and build on existing partnerships?

- **Acknowledge the trauma of individuals experience working in emergency response** and provide forums for supportive services or sharing experiences. How can we use shared lived experiences to inform future disaster response protocols to support those engaged in the response?

CONCLUSIONS AND RECOMMENDATIONS

Conclusions

The data shows tremendous progress has been made in language access: more accurate and consistent information is provided in Spanish and most people (about 75%) believe they are receiving the information they need to stay safe and to find the resources they need. At the same time, many Spanish speakers are not prepared for the next emergency, are not tied into official alerts, and are not receiving information in their preferred language which leaves them more vulnerable during emergencies.

We now have significantly more data on which to build and test effective language access strategies and practices. Using multiple data results, we can focus on the key areas where gaps were identified. Taking a data-driven approach means we are not guessing about needs; numerous access themes, including successes and gaps, are reinforced across data sources. This allows us to be more confident in developing effective strategies to address needs.

57% of Spanish speakers noted a language barrier in the community survey. Having information in Spanish provides a more welcoming and safer space for Napa County's many Spanish speakers and immigrants. Fostering broader community engagement and working to reduce the stigma/fear often associated with seeking out information when English is not your primary language are foundational strategies for promoting trust in emergency communications and building self-reliance, resilience, and safety.

Key themes identified in COAD's study are further reinforced by a recent language access focus group study conducted by Live Healthy Napa County. Taking a human-centered design approach amongst 61 community members, they focused on three questions: Where do you get your information; Do you have access to information when you need it; What information/resources would you like to have but don't currently have? For the last question, emergency preparedness information ranked #3 in their needs.

Like the COAD study results, the majority (77%) of individuals responded that they could access the information they need, but also like the COAD study identified barriers and potential strategies to address them:

- Translations are often too complicated and lack cultural context.
- Trusted messengers include community-based organizations and health care providers.
- Identified physical locations for accessing information including markets, apartment complexes and laundromats, as well as County Health and Human Services. Property managers are key trusted sources of information. These locations could prove important for diversifying communication methods.
- For social media, Facebook was a top source.

Objectives achieved through the LAP study:

Our overarching goal was to better understand language access needs and identify strategies to maximize the reach and effectiveness of emergency communications. Based on the study results,

we have a much better understanding of needs and progress can be noted in many areas. Improvement areas need to focus on addressing the reach and effectiveness of emergency communications, as well as documenting practices and strategies.

STUDY OBJECTIVES IDENTIFIED	CURRENT STATUS
Creation of communication that is culturally responsive and linguistically appropriate. Often a strict translation of the English words does not create understandable or meaningful content. Communication created in the language to convey the message intent is linguistically more appropriate.	Currently, more translations are geared toward the meaning and intent of the message and not literal translations of the English. For COAD materials, we are creating content in Spanish based on the intent of the message. This was a key development feature of the Spanish Meet Your Neighbor booklet.
Promote/facilitate access to information during all phases of disaster that is timely, accurate, reliable, and consistent across threshold/priority languages.	The study data provides a broad baseline for the current status of language access in Napa County. COAD will continue to use the community survey at outreach and training events to better clarify needs identified and to measure progress.
Identify barriers to receiving information and strategies to address them. Some initial barriers identified include complexity of messages, inability to find information, low literacy, not connected to and unaware of communication resources, and digitally challenged either because of limited access or choice.	Barriers were identified through multiple data sources, but we still need continue to learn more about specific barriers and develop strategies to address them. Work will continue through outreach efforts, as well as prototyping and testing, to gain deeper insights and promote continuous improvement.
Work with the County to implement a plan that will focus on continuous improvement in language access and will include a written language access component in the County's Emergency Operation Plan.	COAD is committed to continuous improvement. COAD will continue to use a revised version of the community survey to continue to assess needs and the effectiveness of implemented language access strategies and practices. A written plan as part of the County's Emergency Operations Plan is still pending. COAD will host a member equity and diversity workshop in July 2023 to better document language access strategies for COAD work.
Identify legal statutes applicable to language access	All agencies that receive federal funding are required to have a language access plan.

Recommendations for moving forward

While tremendous progress has been made in language access in Napa County, the study results point to important opportunities for further addressing language access barriers and closing gaps.

COAD agencies through the recent member and stakeholder survey have indicated that equity, inclusion, and language access must be priorities for COAD. Key recurring themes from the various components of the study to address access barriers include: fostering broader community engagement, increasing familiarity with emergency communication; strategic use of a range of trusted messengers and information sources; improving connectivity and diversifying communication strategies; and ensuring linguistically appropriate understandable communications. We want to ensure that during an emergency, community members understand the emergency communications they receive and the calls to action they contain to remain safe.

The recommendations below highlight the work already in progress by COAD, followed by broader recommendations to consider for improving language access. The recommendations are consolidated from the combined data collection results.

COAD work underway:

- COAD has focused on ensuring its materials **are linguistically appropriate and culturally responsive**. Content for Spanish materials is developed by focusing on the intent of the messages. Spanish materials are reviewed by a broad range of speakers across community-based organizations and native speakers to ensure information is understandable.

- To address **low literacy levels** (15-20% of respondents) identified during the distribution of the community survey at training and outreach events, COAD has updated all **preparedness materials to be more visual and use simpler language (**targeted to a 3rd to 5th grade reading levels). COAD plans to make greater use of short accessible **video communications**.

- To create **a feedback loop** and provide for continuous improvement, COAD will continue to **administer an updated community survey** at training and outreach events. We will work to clarify several areas of inquiry around sources of trusted information, use of official alerts, understandability of official alerts and calls to action, and what specific barriers people experienced in accessing information in their preferred language.

- Based on the community survey results, COAD will continue to **offer preparedness outreach and education focusing on more remote and marginalized communities**. Nearly half the Spanish speakers who completed the survey indicated that they were unprepared or did not know what 'preparedness' involved.

- COAD has been working to help agencies better understand the **flow of information during emergencies**. We continue to update graphics outlining communication flow and will incorporate this information into our Subcommittee Operating Guide and training series.

- COAD will continue to **focus on Facebook for social media engagement**. The data from the community survey indicates that this is the most used social media among key target populations.

Broader recommendations:

- **Foster broader community engagement and trust before a disaster** or emergency strikes. People are much more likely to use official sources of information if that trust is established. Increasing community engagement would also help to build self-reliance and self-advocacy during emergencies.

- Ensure that **policy and decision makers better understand the lived experiences of individuals with language access needs during emergencies**. Incorporate the perspectives and experiences of message receivers into language access considerations for more effective planning.

- **Create a glossary of emergency terms** in English and Spanish to be used consistently across agencies to reduce potential confusion during an emergency. Clarify and ensure consistency in the **language used in different emergencies** and the roles of key actors in response (fire, sheriff, etc.). Ensure the standard language is linguistically appropriate. This need was reinforced in the community interviews.

- **Better prepare COAD members and partners for receiving and sharing disaster information, especially in Spanish**. Clarify and simplify the processes. Use the Subcommittee Operating Guide and training series to better inform agencies about the flow of emergency communications, the typical language used in different emergencies, and the roles of all parties in disaster response.

- **Better prepare and familiarize community members** for receiving emergency communications and calls to action. Gain a better understanding of how people process information during an emergency for more effective messaging. Work to get Spanish speakers tied into official alerts. Work to better understand barriers to language access and close communication gaps.

- **Document processes** so that they are a standard part of the response process and independent of staff turnover. Work with the County to **incorporate language access planning into Emergency Operations Plans**.

- **Diversify communication methods**. Continue to explore how to support people who are not digitally connected due to a lack of resources or who live in areas where access is limited. This is also important in the event of potential loss of connectivity during a disaster. Explore how we can incorporate sharing information via **video and radio** (Spanish and English formats), written notices at key gathering spots, social media, and trusted messengers. UpValley Family Centers notes that 10% of their clients lack high-speed internet.

- Identify and develop specific strategies for **integrating a wide range of trusted messengers** into language access and preparedness efforts. Work with them be conduits of emergency information.

- **Directly engage school districts and incorporate them more into the communication flow before, during and after disasters.** They have direct **text access** to thousands of families, including large numbers of Spanish speakers. School districts are trusted messengers and texting is a medium almost everyone uses daily and during emergencies.

- **Focus on linguistically appropriate translations. 'Culturally appropriate'** was determined to be an ambiguous and unhelpful phrase. What we learned from all data sources was that **the most effective communications, especially during emergencies, regardless of language, are concise, focused messages that can be readily understood.** This also facilitates language access.

- **Continue to clarify the information flow and roles and responsibilities** between the county and COAD, and its members during disasters. Incorporate first responders into the graphics depicting the communication flow. Clarify partner roles and responsibilities. Take a deeper look at how information is shared with evacuees.

- **Increase translation capacity** during emergencies for both digital and in-person communications. Data from the Local Assistance Center from the 2020 wildfires showed that 72% of evacuees who visited were Spanish speakers. Explore how we can better collaborate and prepare for LEP needs and ensure content is linguistically appropriate.

- **Prioritize preparedness events in Spanish** or have bilingual events with simultaneous translation available. Continue to **get to know our audiences better through in person engagements** and seek out households not tuned into mainstream communications. Explore ways to improve outreach efforts and address cultural differences. Continue to partner with CBOs that work closely with hard-to-reach populations.

- Explore how we **create more shared learning opportunities** with COAD partners and the County, especially around the data we are gathering and planned improvements. We must continue to find ways to incorporate shared experiences and debrief/dialogue together on successes and areas for improvement and build on existing partnerships. Partner with Live Healthy Napa County to build on our shared learnings around language access and develop complementary strategies and practices.

- Consider more concerted **youth engagement** in language access and preparedness work. Connect with existing school groups, such as LAYLA and the Wellness Centers, and identify volunteer opportunities in preparedness and language access for high school students.

COAD will continue to explore areas of inquiry around language access. As part of this effort, COAD has developed a revised version of the community survey to be used at outreach and training events during 2023 to better clarify specific needs and establish a feedback loop. COAD will continue to share its findings and work with partners to identify, prototype, and test strategies and practices to improve language access and promote self-reliance among LEP community members.

APPENDICES

I.   Community Survey – Preparedness and Language Access

II. Community Based Organizations and County Staff interview questions

Disaster and Emergency Information

This survey asks about your experiences getting information before, during and after disasters and emergencies. Your honest answers help us keep our communities safe. Thank you!

Thinking about the last disaster you experienced in Napa County… (Check all that apply)	Yes	Yes, in my preferred language	No	Do Not Know
1. Were you able to get the information you needed to stay safe?				
2. Were you able to get the information to find the resources you needed?				
A lot of people find it hard to ask for help during disasters. Thinking about the last disaster you experienced in Napa County…	Comfortable	Somewhat Comfortable	Not Comfortable	Did not need resources
3. How comfortable were you asking for the resources you needed?				

The next few questions let us know who has responded and who we still need to reach out to. All questions are optional. Please complete those you are comfortable sharing. Thank you.

4. **How long have you lived in Napa County?** (number of years):

5. **Where do you live in Napa County? What is the name of your community?:**
   (for example: Calistoga, Vineyard Valley, Circle Oaks, Angwin, West American Canyon, Central Napa, etc.)

6. Your age	7. Your gender	8. Your race ethnicity

9. **Which languages do you use? Which do you prefer for disaster communication? (Check all that apply)**

Language	I use this at Home	I use this at Work or School	I prefer this language for disaster communication
English			
Spanish			
Tagalog			
Chinese			
Hindi			
Another Language			

10. **If you indicated Another Language, please let us know the language here:**

11. **Do you have any circumstances that make it difficult to receive information about disasters and emergencies?**

☐ Language Barrier
☐ Lack of or Limited Internet Access
☐ Disabilities
☐ Other Circumstances

12. **If you indicated Other Circumstances, please let us know your situation here.**

13. The next few questions are about where you get your information in general. It helps us know how to reach people with preparedness resources before a disaster and during a disaster or emergency.

How often do you use...	Daily	Weekly	Occasionally *(less than weekly)*	DURING DISASTERS and EMERGENCIES	Never
Text					
WhatsApp					
Email					
Facebook					
Instagram					
Tik-Tok					
Twitter					
Other Social Media					

How often do you...	Daily	Weekly	Occasionally *(less than weekly)*	DURING DISASTERS and EMERGENCIES	Never
Listen to the radio					
Read the newspaper					
Read websites for news					
Watch TV					

APPENDIX II

Community-Based Organizations & County Staff Interview Questions

Part 1 - Receiving Information:

1. **How do you RECEIVE information during each phase of disaster/emergency? What are your sources?**
   a. BEFORE/Preparation
   b. DURING/Response
   c. AFTER/Recovery

2. **Have you RECEIVED information in more than one language?**
   a. If yes, please describe (what phase of disaster/emergency, the type of information, what was available, the source, etc.)

3. **Thinking about the need for information to be accurate, accessible, and timely, <u>how satisfied are you with the information</u> you RECEIVE using these three areas? Why?**
   a. Does it vary for different sources? Why or Why not?

	Accurate *(unified, reliable, trustworthy, impactful, quality of translation)*	**Accessible** *(location, method, culturally appropriate)*	**Timely** *(available when needed)*
BEFORE/Preparation			
DURING/Response			
AFTER/Recovery			

Part 2 - Sharing Information

4. **How do you SHARE information during each phase of a disaster/emergency? Who is your audience?**
   a. BEFORE/Preparation
   b. DURING/Response
   c. AFTER/Recovery

5. **Have you SHARED information in more than one language?**
   a. If yes, please describe (what type of information, what was available, who was the audience, etc.)
   b. Did you need to translate the information prior to sharing? Why or Why not? Please describe.

6. **Thinking about the need for information to be accurate, accessible, and timely, how <u>satisfied are you with the information </u>you SHARE using these three areas? Why?**
    a. Does it vary for different audiences? Why or why not?

	Accurate *(unified, reliable, trustworthy, impactful, quality of translation)*	Accessible *(location, method, culturally appropriate)*	Timely *(available when needed)*
BEFORE/Preparation			
DURING/Response			
AFTER/Recovery			

Part 3 - Recommendations

7. **What are the STRENGTHS of the current information system? What is working really well?**
    a. What would you recommend KEEPING IN PLACE? Why?
    b. If you were giving advice to another community about disaster/emergency information, what would you definitely RECOMMEND DOING?

8. **What is the biggest opportunity for the current information system? Why?**

9. **What are the CHALLENGES of the current information system? What would you change?**
    a. What is the MOST important thing to change? What would have the biggest impact? Why?
    b. If you were giving advice to another community about disaster/emergency information, what would you definitely RECOMMEND AVOIDING?

10. **What is the biggest threat to the current information system? Why?**

11. **The Language Access Committee is reaching out to individuals who have had difficulty getting information about disasters.** They are currently asking these individuals to participate in interviews with committee members so the committee can better understand their experiences.
    a. Do you know individuals who experienced difficulty getting information about disasters and emergencies?
    b. Would you be willing to reach out to the individuals to ask about the interviews?

12. **Additional Comments?**