LANGUAGE ACCESS PROGRAM

DISTRICT OF COLUMBIA OFFICE OF HUMAN RIGHTS

LANGUAGE ACCESS TRAINING

GRANTEE AND CONTRACTOR COMPLIANCE REQUIREMENTS

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Objectives

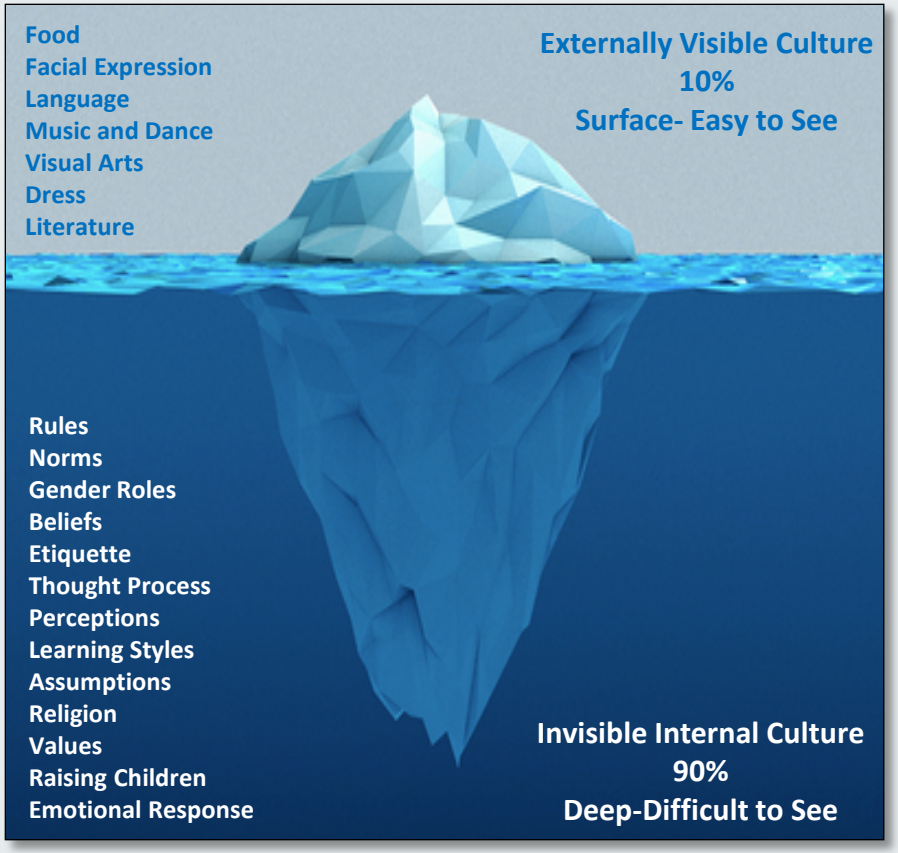
Be familiar with:

1. **Demographics** – The District's Limited English Proficient and Non-English Proficient (LEP/NEP) community demographics (including U.S. born and foreign born)
2. **Laws & Requirements** – Laws governing language access & the OHR LA Program (compliance/enforcement)
3. **Resources & Tools** – How to find and use Language Access resources and tools
4. **OVSJG Zoomgrants Reporting Requirements** – How to report in Zoomgrants

Stereotypes

Stereotype: a rigid, oversimplified, often exaggerated belief that is applied both to an entire category of people and to each individual in it

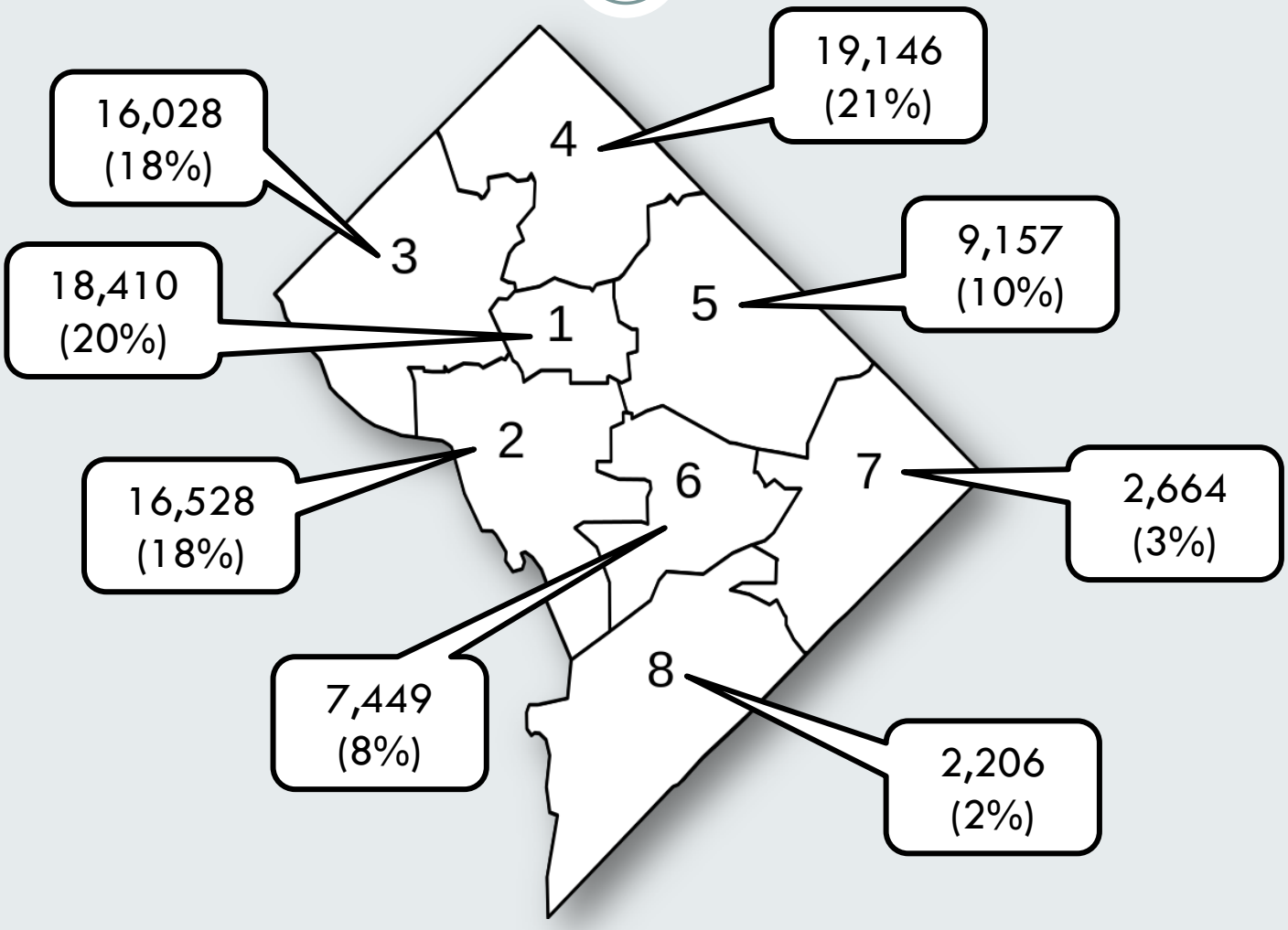
In community engagement, assumptions about a group can prove inaccurate or damaging. Remember to approach each interaction with **fresh eyes.**



Are you culturally sensitive?

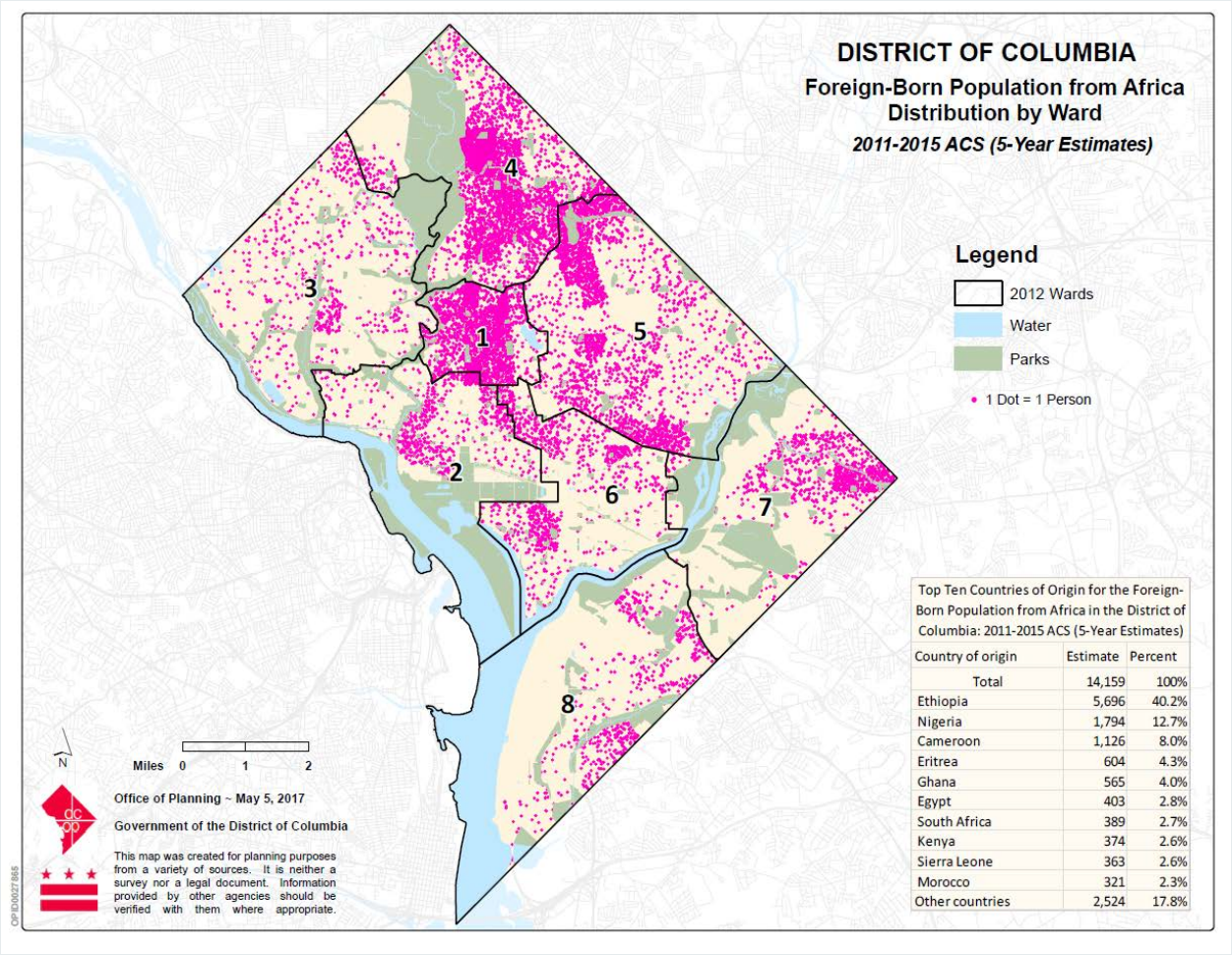
https://www.youtube.com/watch?v=DWynJkN5HbQ

The District's Foreign-Born Population



***Based on 2011-2015 ACS Data (5-year estimates)*

District's Foreign-Born Population - Africa

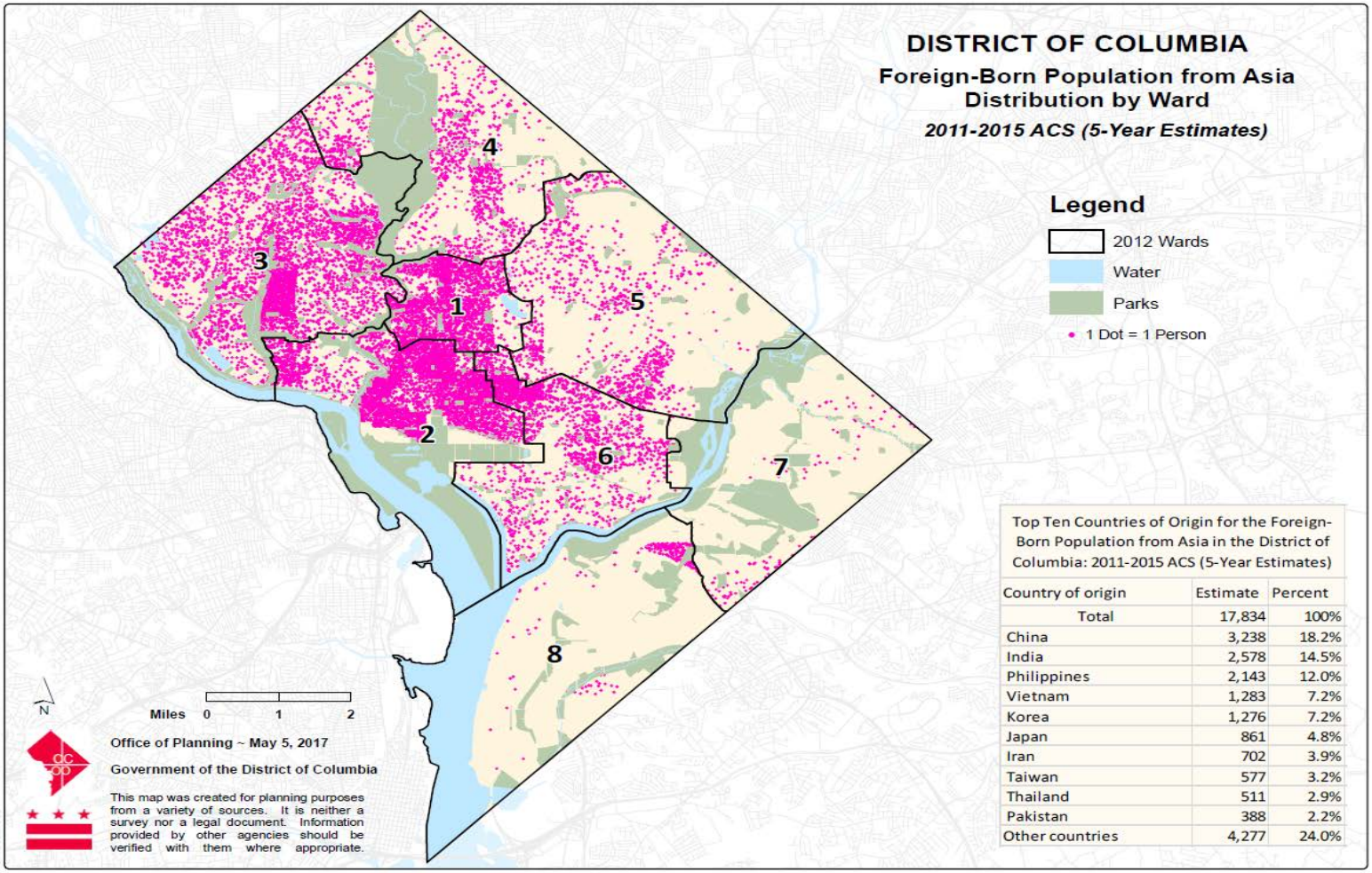


Top Ten Countries of Origin for the Foreign-Born Population from Africa in the District of Columbia: 2011-2015 ACS (5-Year Estimates)

Country of origin	Estimate	Percent
Total	14,159	100%
Ethiopia	5,696	40.2%
Nigeria	1,794	12.7%
Cameroon	1,126	8.0%
Eritrea	604	4.3%
Ghana	565	4.0%
Egypt	403	2.8%
South Africa	389	2.7%
Kenya	374	2.6%
Sierra Leone	363	2.6%
Morocco	321	2.3%
Other countries	2,524	17.8%

Source: American Community Survey (ACS) Data 2011-2015 ACS (5-Year Estimates)

District's Foreign-Born Population - Asia

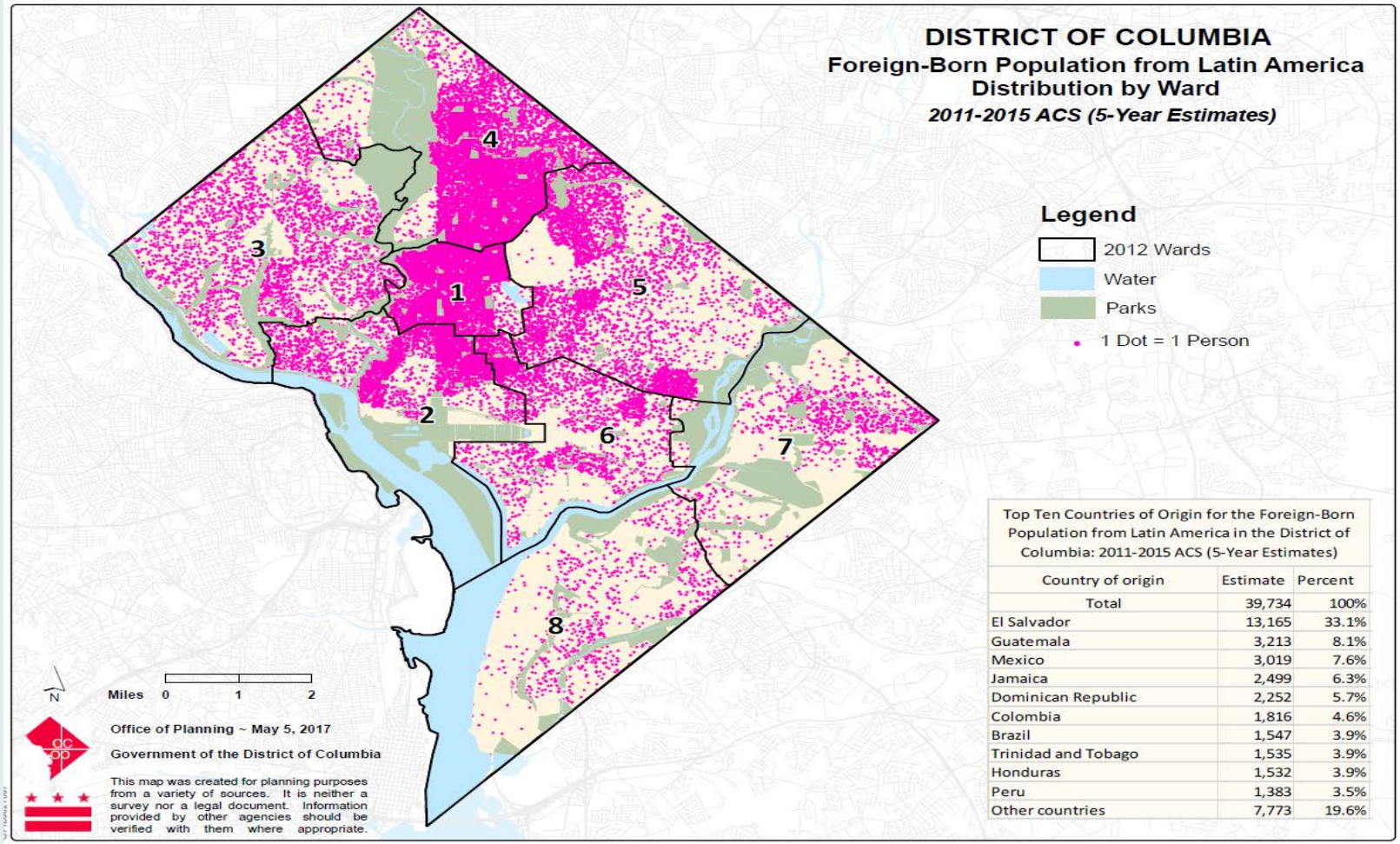


Top Ten Countries of Origin for the Foreign-Born Population from Asia in the District of Columbia: 2011-2015 ACS (5-Year Estimates)

Country of origin	Estimate	Percent
Total	17,834	100%
China	3,238	18.2%
India	2,578	14.5%
Philippines	2,143	12.0%
Vietnam	1,283	7.2%
Korea	1,276	7.2%
Japan	861	4.8%
Iran	702	3.9%
Taiwan	577	3.2%
Thailand	511	2.9%
Pakistan	388	2.2%
Other countries	4,277	24.0%

Source: American Community Survey (ACS) Data 2011-2015 ACS (5-Year Estimates)

District's Foreign-Born Population – Latin America/Caribbean



Top Ten Countries of Origin for the Foreign-Born Population from Latin America in the District of Columbia: 2011-2015 ACS (5-Year Estimates)

Country of origin	Estimate	Percent
Total	39,734	100%
El Salvador	13,165	33.1%
Guatemala	3,213	8.1%
Mexico	3,019	7.6%
Jamaica	2,499	6.3%
Dominican Republic	2,252	5.7%
Colombia	1,816	4.6%
Brazil	1,547	3.9%
Trinidad and Tobago	1,535	3.9%
Honduras	1,532	3.9%
Peru	1,383	3.5%
Other countries	7,773	19.6%

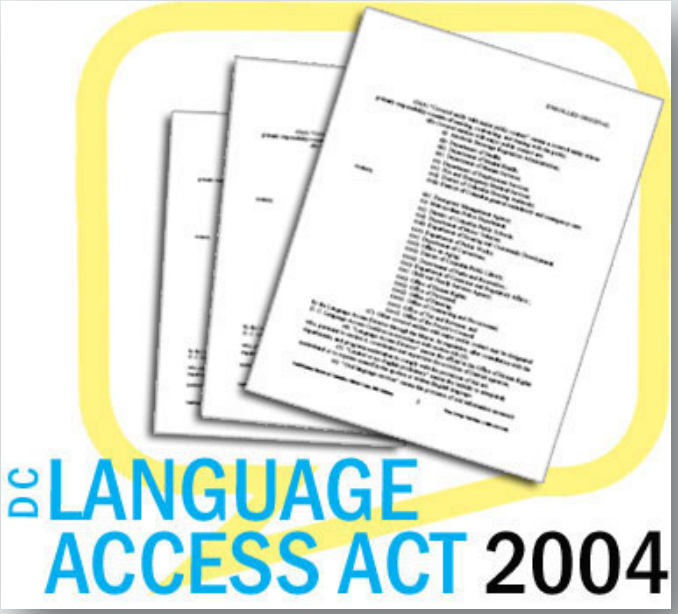
Source: American Community Survey (ACS) Data 2011-2015 ACS (5-Year Estimates)

DC Mt Pleasant Riot & Language Access Video

This video gives a background on why the Language Access Act was created in DC. One of the many reasons why it is important.

https://www.pbs.org/video/mount-pleasant-riots-q9kocq/

DC Language Access Act of 2004



Enacted on April 21, 2004, the purpose of the Act is to provide **greater access and participation** in public services, programs, and activities for the District's LEP/NEP constituents at a level equal to that of English proficient individuals.

http://ohr.dc.gov/publication/dc-language-access-act-2004-english

Who is Covered?

Covered Entities (§ 2-1931 (2)) required to comply with the Language Access Act include:

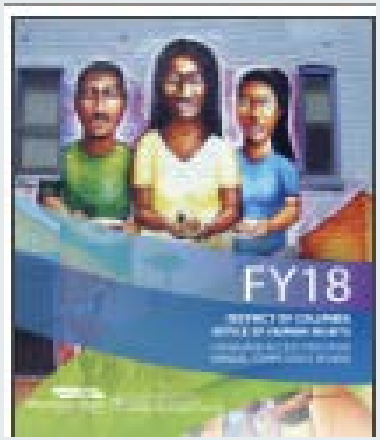
Any District government agency, department, or program that furnishes information or renders services, programs, or activities directly to the public or contracts with other entities, either directly or indirectly, to conduct programs, services, or activities.

THIS INCLUDES GRANTEES AND CONTRACTORS OF AGENCIES PROVIDING DIRECT SERVICES TO THE PUBLIC

The regulations provide interpretational guidelines for the law (Chapter 12).

OHR Language Access Program

- **Established by the Language Access Act of 2004 to be housed at the Office of Human Rights (OHR)**
- Staffed by a Director and Program Analyst
- Charged with coordination and oversight of district-wide implementation of the Language Access Act
- Consults with the Mayor's Ethnic Constituency Offices and the Language Access Coalition
- OHR's LA Program has **4 major responsibilities:**
  i. Technical Assistance
  ii. Compliance Monitoring
  iii. Enforcement
  iv. Outreach and Education



Language Access Testing

Each year, testing is done face-to face and by phone to assess the effectiveness of agency language access services. Results are published in the **Annual Compliance Report** issued by OHR.

Common findings from FY19 testing:

- Turning away testers with no assistance
- Speaking English after tester disclosed they don't speak English
- Providing English-only forms to customers
- Hanging up on calls or forwarding calls to English-only employees and voicemail
- Asking someone to return on a day when a bilingual staff member is present

Compliance Requirements

Any grantee or contractor that provides services under a covered entity's mandate is required to:

I. Collect data on encounters with LEP/NEP customers and report this data to the covered entity on a quarterly basis

II. Provide oral interpretation services via qualified telephonic interpreters, in-person interpreters, or bilingual staff

III. Translate vital documents according to the same standards required of the covered entity

IV. Train personnel on language access compliance requirements

V. Certify in writing that LA Act compliance requirements will be satisfied

VI. Display multilingual signage on availability of interpretation and translations services in all public facing locations

I. Data Collection Requirements

Grantees must collect data on the demand for language assistance by LEP/NEP populations "served or encountered, or likely to be served or encountered and report this data to the funding agency on a quarterly basis.

OHR requests the following components in data collection reports:

- Languages encountered;
- Number of encounters per language; and
- How interpretation was provided (telephone interpreter, in-person interpreter, or bilingual staff)

Encounters consist of both customers and individual interactions. Each interaction counts as an encounter because every interaction uses agency resources.

II. Interpretation Requirements

Grantees and Contractors must offer interpretation services either over the phone or in person, in the primary language spoken by a customer identified as LEP/NEP and:

- Exclusively use professional and qualified interpreters and not family, friends, neighbors, volunteers, bystanders without obtaining a waiver.
- Set up an active account with a telephonic interpretation service provider in order to have access to an interpreter over the phone at all times.
  - The District uses Language Line Solutions (LLS) for telephonic interpretation services and covered entities set up an account under which a fee is charged for each call.
  - To set up a new account, funded entities should contact LLS directly (call 1-800-752-6096 and press 4).

III. Translation Requirements

Documents must be translated into any language spoken by LEP/NEP populations that constitute 3% or 500 individuals, whichever is less, of the population served or encountered, or likely to be encountered, by the covered entity or by its grantees and contractors.

LEP/NEP populations vary somewhat by agency - the top languages in the District include: Spanish, Amharic, French, Chinese, Korean, Vietnamese, Arabic, Tagalog, German, Korean, Portuguese, and Russian.

Vital documents include, but are not limited to:

- Documents which inform individuals about their rights and responsibilities or eligibility requirements for benefits
- Documents that pertain to the health and safety of the public
- Educational and outreach materials produced by the covered entity

OHR encourages the use of multilingual taglines on non-vital documents.

IV. Training Requirements

All grantee employees in public contact positions must be trained on the requirements of the DC Language Act and the resources they can use to serve LEP/NEP customers.

Language Access Compliance trainings are provided by OHR or by the funding agency, and may be delivered in the following formats upon approval by OHR:

- Web-based training
- In-person training
- New hire orientation

V. CERTIFICATION OF CONTRACTOR/GRANTEE COMPLIANCE WITH THE DC LANGUAGE ACCESS ACT OF 2004

Ensure that contractors hired by the covered entity to carry out services, programs, or activities directly to the public are in compliance with the Act.

[SAMPLE]

CERTIFICATION OF
CONTRACTOR/GRANTEE COMPLIANCE WITH
THE DC LANGUAGE ACCESS ACT OF 2004

_____ is a [contractor/grantee] of _____[INSERT NAME OF COVERED ENTITY] [contracted/funded] to carry out services, programs, or activities directly to the public. This is to certify that _____ understands and agrees to satisfy the following compliance requirements for contractors and grantees of covered entities outlined in Section 1205.16 of the DC Language Access Act of 2004:

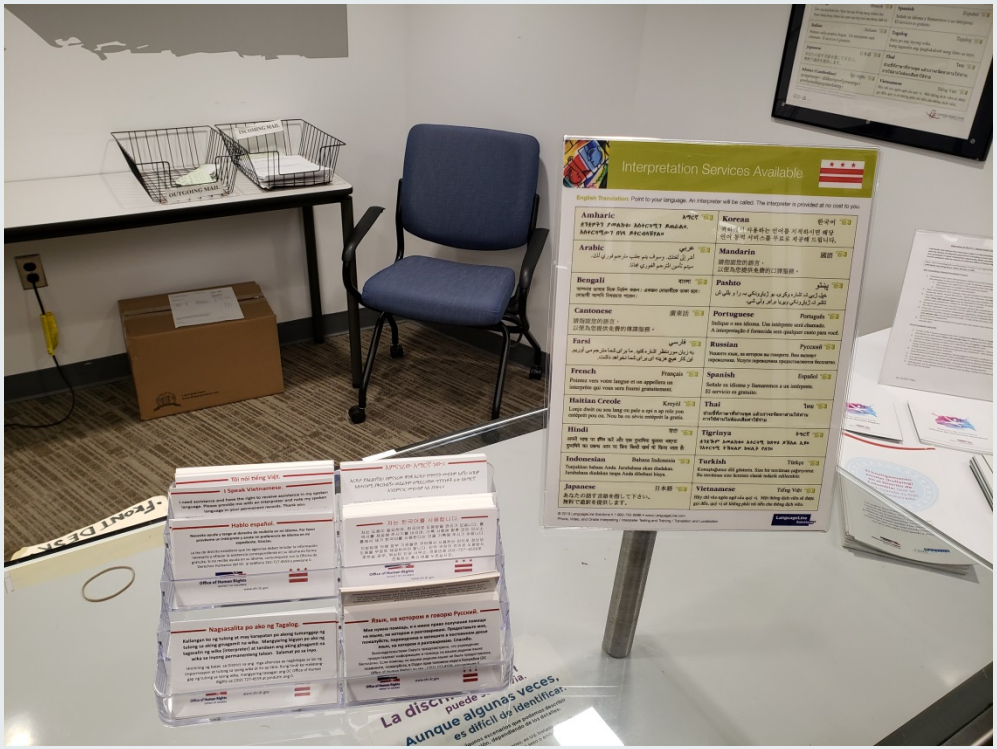
1. Collect data on encounters with Limited or Non-English Proficient (LEP/NEP) customers and report this data to the covered entity on a quarterly basis.
2. Provide oral interpretation services to LEP/NEP customers using telephonic interpretation, in-person interpretation or qualified/certified bilingual staff. Display and disseminate Language Access materials at front facing area or information center including but not limited to know your rights cards, language access fact sheets/posters.
3. Translate vital documents into languages that meet the 3% or 500 threshold of customers served or likely to be served by the contractor/grantee;
4. Provide Language Access Compliance training to all personnel using training provided or approved by the DC Office of Human Rights.
5. Certify in writing that language access compliance requirements will be satisfied.

Name of Grantee/Contractor _____

Signature _____

Date _____

VI. Display multilingual signage on availability of interpretation and translations services in all public facing locations



LANGUAGE ACCESS PROGRAM

DISTRICT OF COLUMBIA OFFICE OF HUMAN RIGHTS

LANGUAGE ACCESS IMPLEMENTATION RESOURCES

Language Identification Poster

Interpretation Services Available

English Translation: Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

Amharic አማርኛ
ቋንቋዎትን ያመልክቱ። አስተርጓሚ ይጠራል። አስተርጓሚው በነጻ ይቀርብልዎታል።

Arabic عربي
أشر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجانًا.

Bengali বাংলা
আপনার ভাষার দিকে নির্দেশ করুন। একজন দোভাষীকে ডাকা হবে। দোভাষী আপনি নিখরচায় পাবেন।

Cantonese 廣東話
請指認您的語言，以便為您提供免費的口譯服務。

Farsi فارسي
زبان مورد نظر خود را مشخص کنید، یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.

French Français
Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.

Haitian Creole Kreyòl
Lonje dwèt ou sou lang ou pale a epi n ap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.

Hindi हिंदी
अपनी भाषा की इंगित करें। जिसके अनुसार आपके लिए दुभाषिया बुलाया जाएगा। आपके लिए दुभाषिया की निशुल्क व्यवस्था की जाती है।

Indonesian Bahasa Indonesia
Tunjukkan bahasa Anda. Penerjemah akan dihubungi. Penerjemah disediakan gratis tanpa dikenakan biaya.

Japanese 日本語
あなたの話す言語を指してください。無料で通訳サービスを提供します。

Korean 한국어
귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.

Mandarin 國語
請指認您的語言，以便為您提供免費的口譯服務。

Pashto پښتو
خپلې ژبې ته اشاره وکړئ. یو ژباړونکی به راویل شي. ستاسو له پاره د ژباړونکي انتظام په وړیا توګه کوي.

Portuguese Português
Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.

Russian Русский
Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.

Spanish Español
Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.

Thai ไทย
ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาล่ามให้ท่าน การใช้ล่ามไม่ต้องเสียค่าใช้จ่าย

Tigrinya ትግርኛ
ቋንቋኹም አመልክቱ:: አተርጓሚ ከጽዋእ ይኸእል እዩ:: ንአተርጓሚ እትከፍልዎ ገንዘብ ከፍሊት የለን::

Turkish Türkçe
Konuştuğunuz dili gösterin. Sizin için bir çevirmen aranacaktır. Bu çevirmen size ücretsiz sağlanır.

Vietnamese Tiếng Việt
Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

Poster provided by LanguageLine Solutions © 2015 • 1-800-752-6096 • www.LanguageLine.com
Over-the-Phone, Video Remote, and Onsite Interpreting/ Interpreter Testing and Training • Translation and Localization

- Tailored for DC's most common languages, it is available on the OHR website for easy download.
- Should be present at all public facing locations.
- Language Line also provides a similar poster.
- Excellent tool to identify a speaker's language. Language Line can also assist if you are unsure.

"I Speak" Cards

Available in 10 languages:

Amharic, Chinese, French, Korean, Spanish, Vietnamese, Arabic, Portuguese, Tagalog, Russian

I Speak Vietnamese.

I need assistance and have the right to receive assistance in my spoken language. Please provide me with an interpreter and note my spoken language in your permanent records. Thank you.

District law requires that agencies provide you with information and assistance in your language for free. If you do not receive help in your language, please call the DC Office of Human Rights at (202) 727-4559 and press 0.

Office of Human Rights
DISTRICT OF COLUMBIA
www.ohr.dc.gov

Tôi nói tiếng Việt.

Tôi cần sự trợ giúp và tôi có quyền được nhận sự trợ giúp trong ngôn ngữ mà tôi nói. Xin hãy cung cấp cho tôi một thông dịch viên, và ghi vào hồ sơ của quý vị rằng tôi sẽ nói tiếng Việt trong mọi lần giao tiếp trong tương lai.

Luật lệ của Quận quy định rằng mọi cơ quan phải cung cấp miễn phí cho quý vị những thông tin và trợ giúp bằng ngôn ngữ của quý vị. Nếu quý vị không nhận được sự trợ giúp bằng ngôn ngữ của quý vị, xin gọi số 202-727-4559 và nhấn số 0 để nối với Văn Phòng Nhân Quyền của DC.

Office of Human Rights
DISTRICT OF COLUMBIA
www.ohr.dc.gov

Language Line Solutions Call Demonstration

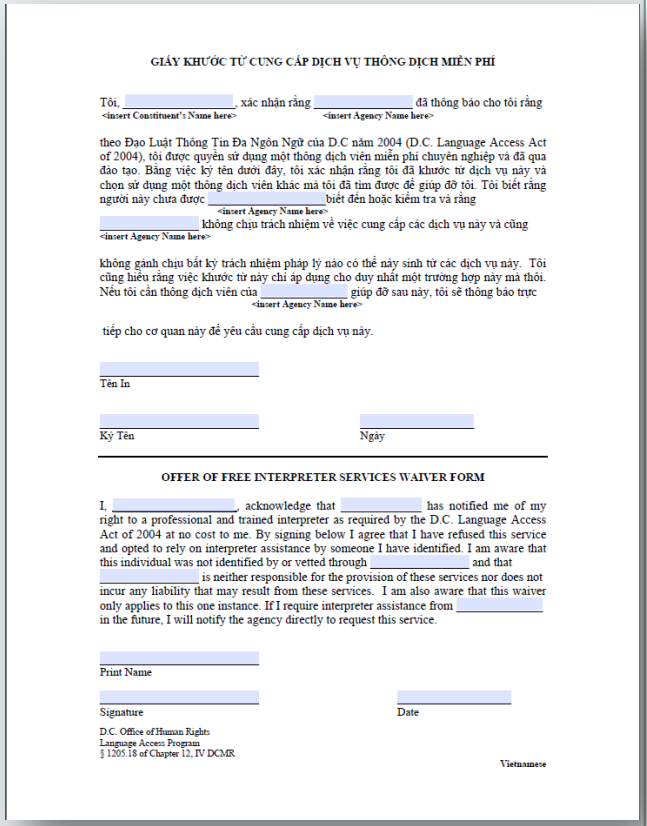
https://www.youtube.com/watch?v=LQoCRen--M4

Interpreter Waiver Form (in 6 languages)

Covered entities are required to use professional interpreters or bilingual staff at all times and should **never rely on minors**, friends, family members, or other customers to serve as an interpreter.

If a LEP/NEP customer refuses the interpretation services you offer, the customer must sign this form.

The form **<u>should be made available in the language of the customer</u>** and confirm that the LEP/NEP customer is voluntarily waiving his or her right to free interpretation and/or translation services.



GIẤY KHƯỚC TỪ CUNG CẤP DỊCH VỤ THÔNG DỊCH MIỄN PHÍ

Tôi, _____ , xác nhận rằng _____ đã thông báo cho tôi rằng
<insert Constituent's Name here> <insert Agency Name here>

theo Đạo Luật Thông Tin Đa Ngôn Ngữ của D.C năm 2004 (D.C. Language Access Act of 2004), tôi được quyền sử dụng một thông dịch viên miễn phí chuyên nghiệp và đã qua đào tạo. Bằng việc ký tên dưới đây, tôi xác nhận rằng tôi đã khước từ dịch vụ này và chọn sử dụng một thông dịch viên khác mà tôi đã tìm được để giúp đỡ tôi. Tôi biết rằng người này chưa được _____ biết đến hoặc kiểm tra và rằng
<insert Agency Name here>
_____ không chịu trách nhiệm về việc cung cấp các dịch vụ này và cũng
<insert Agency Name here>

không gánh chịu bất kỳ trách nhiệm pháp lý nào có thể này sinh từ các dịch vụ này. Tôi cũng hiểu rằng việc khước từ này chỉ áp dụng cho duy nhất một trường hợp này mà thôi. Nếu tôi cần thông dịch viên của _____ giúp đỡ sau này, tôi sẽ thông báo trực
<insert Agency Name here>

tiếp cho cơ quan này để yêu cầu cung cấp dịch vụ này.

_____
Tên In

_____ _____
Ký Tên Ngày

OFFER OF FREE INTERPRETER SERVICES WAIVER FORM

I, _____, acknowledge that _____ has notified me of my right to a professional and trained interpreter as required by the D.C. Language Access Act of 2004 at no cost to me. By signing below I agree that I have refused this service and opted to rely on interpreter assistance by someone I have identified. I am aware that this individual was not identified by or vetted through _____ and that _____ is neither responsible for the provision of these services nor does not incur any liability that may result from these services. I am also aware that this waiver only applies to this one instance. If I require interpreter assistance from _____ in the future, I will notify the agency directly to request this service.

_____
Print Name

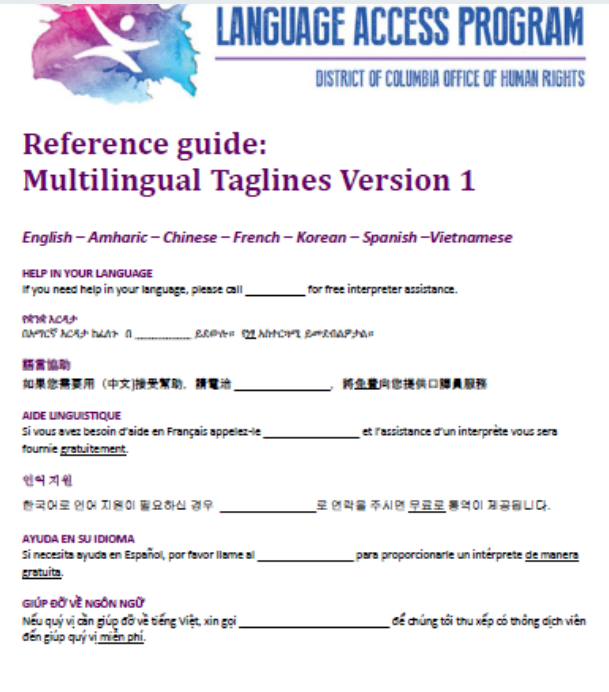
_____ _____
Signature Date

D.C. Office of Human Rights
Language Access Program
§ 1205.18 of Chapter 12, IV DCMR

Vietnamese

*You can read the form over Language Line if the language you need is not available.

Taglines (available in 6 languages)



LANGUAGE ACCESS PROGRAM

DISTRICT OF COLUMBIA OFFICE OF HUMAN RIGHTS

Reference guide:
Multilingual Taglines Version 1

English – Amharic – Chinese – French – Korean – Spanish –Vietnamese

HELP IN YOUR LANGUAGE
If you need help in your language, please call _____ for free interpreter assistance.

[illegible]

語言協助
如果您需要用（中文)接受幫助，請電洽 _____，將免費向您提供口譯員服務

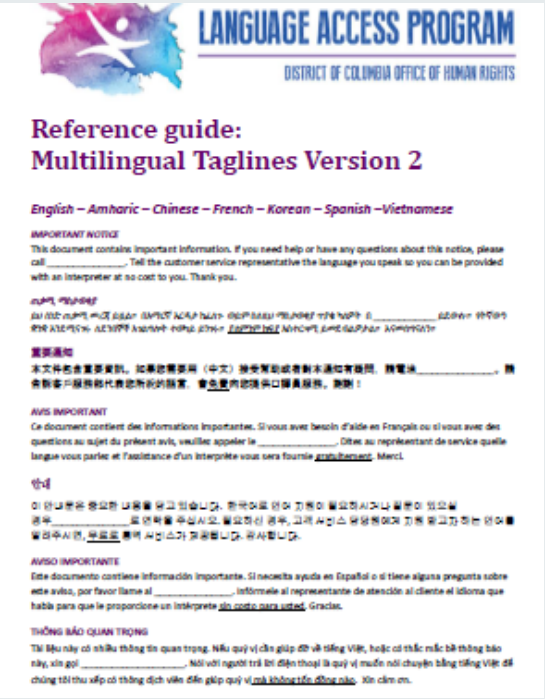
AIDE LINGUISTIQUE
Si vous avez besoin d'aide en Français appelez-le _____ et l'assistance d'un interprète vous sera fournie gratuitement.

언어 지원
한국어로 언어 지원이 필요하신 경우 _____로 연락을 주시면 무료로 통역이 제공됩니다.

AYUDA EN SU IDIOMA
Si necesita ayuda en Español, por favor llame al _____ para proporcionarle un intérprete de manera gratuita.

GIÚP ĐỠ VỀ NGÔN NGỮ
Nếu quý vị cần giúp đỡ về tiếng Việt, xin gọi _____ để chúng tôi thu xếp có thông dịch viên đến giúp quý vị miễn phí.

Translated documents should be available for languages that hit the 3% threshold.



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DISTRICT OF COLUMBIA OFFICE OF HUMAN RIGHTS

Reference guide:
Multilingual Taglines Version 2

English – Amharic – Chinese – French – Korean – Spanish –Vietnamese

IMPORTANT NOTICE
This document contains important information. If you need help or have any questions about this notice, please call _____. Tell the customer service representative the language you speak so you can be provided with an interpreter at no cost to you. Thank you.

[illegible]

重要通知
本文件包含重要資訊。如果您需要用（中文）接受幫助或者對本通知有疑問，請電洽_____，請告訴客戶服務部代表您所說的語言，會免費向您提供口譯員服務。謝謝！

AVIS IMPORTANT
Ce document contient des informations importantes. Si vous avez besoin d'aide en Français ou si vous avez des questions au sujet du présent avis, veuillez appeler le _____. Dites au représentant de service quelle langue vous parlez et l'assistance d'un interprète vous sera fournie gratuitement. Merci.

안내
이 안내문은 중요한 내용을 담고 있습니다. 한국어로 언어 지원이 필요하시거나 질문이 있으실 경우_____로 연락을 주십시오. 필요하신 경우, 고객 서비스 담당원에게 지원 받고자 하는 언어를 알려주시면, 무료로 통역 서비스가 제공됩니다. 감사합니다.

AVISO IMPORTANTE
Este documento contiene información importante. Si necesita ayuda en Español o si tiene alguna pregunta sobre este aviso, por favor llame al _____, infórmele al representante de atención al cliente el idioma que habla para que le proporcione un intérprete sin costo para usted. Gracias.

THÔNG BÁO QUAN TRỌNG
Tài liệu này có nhiều thông tin quan trọng. Nếu quý vị cần giúp đỡ về tiếng Việt, hoặc có thắc mắc bề thông báo này, xin gọi _____. Nói với người trả lời điện thoại là quý vị muốn nói chuyện bằng tiếng Việt để chúng tôi thu xếp có thông dịch viên đến giúp quý vị mà không tốn đồng nào. Xin cảm ơn.

Version 1:
"If you need help in your language, please call _____ for free interpreter assistance."

Version 2:
"This document contains important information. If you need help or have any questions about this notice, please call _____. Tell the customer service representative the language you speak so you can be provided with an interpreter at no cost to you. Thank you."

Proper use of taglines

- **Incorrect usage of taglines:**

If you need information about electronics recycling in Spanish, Chinese, Vietnamese, Korean, Amharic or French, please call (202) 535-2600.

- LEP/NEP person cannot understand because it is in English only.

Correct usage:

Language Assistance

¿Necesita ayuda en su idioma? Llame al (202) 727-2525
በቋንቋዎት እርዳታ ማግኘት ይሻሉ? በስልክ ቁጥር (202) 727-2525 ይደውሉ።
需要以您的语言帮助？拨打Call (202) 727-2525
Cần sự trợ giúp ngôn ngữ của bạn? Hãy gọi (202) 727-2525
Avez-vous besoin d'aide dans votre langue? Appelez le (202) 727-2525
모국어로 도움이 필요하세요? (202) 727-2525 로 전화해주세요

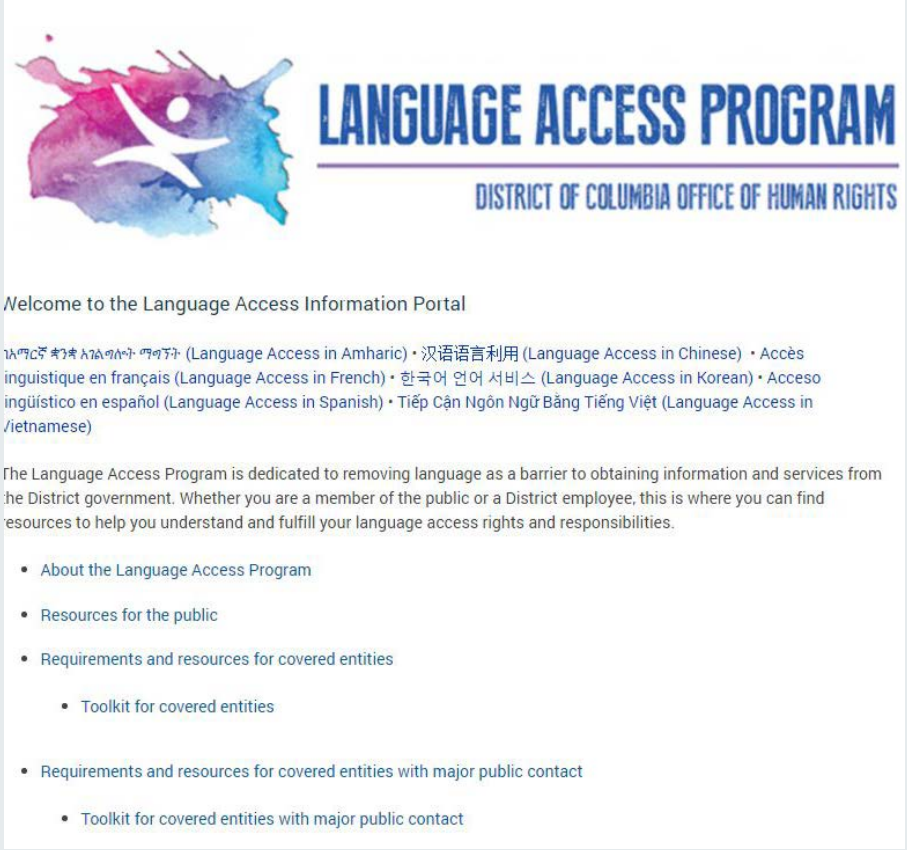
The taglines are in the foreign languages. The LEP/NEP individual will understand because it is in their language.

LA Information: Portal

OHR has produced a series of tools at http://ohr.dc.gov. Resources include:

- Vendor details & contact info
- Downloadable signage & forms
- Helpful guides for Language Line
- Best-practice references for data collection and reporting
- Policy templates
- Regulation text

If you need to access a resource or document, you can ask OHR!



DC Office of Human Rights

The DC Office of Human Rights (OHR) provides oversight, central coordination, and technical assistance to agencies in their implementation of the Act's provisions.

Rosa Carrillo
Director, Language Access Program

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Rosa.carrillo3@dc.gov • priscilla.mendizabal@dc.gov
http://ohr.dc.gov/

Language Access Program Partners

- **Mayor's Office on Latino Affairs**
  - (202) 671-2825 | ola.dc.gov
- **Mayor's Office on Asian and Pacific Islander Affairs**
  - (202) 727-3120 | apia.dc.gov
- **Mayor's Office on African Affairs**
  - (202) 727-5634 | oaa.dc.gov
- **DC Language Access Coalition**
  - (202) 470-6835 | dclaccoordinator@gmail.com

OVSJG Zoomgrants Reporting Guidelines

HOW YOU WILL REPORT ALL LANGUAGE ACCESS DATA IN ZOOMGRANTS

Zoomgrants Reporting: Step 1

Login into Zoomgrants and click on Language Access tab:

Zoomgrants Reporting: Step 2

Read instructions listed for definitions of types of encounters

OVSJG

Zoom Tutorial

USD$ 100,000.00 requested

Application Status: Approved USD$ 0.00

Risk Assessment: Low

Funding Source: FY20 VS Local

Reimbursement Schedule: Quarterly

✓ Submitted: 10/21/2019 9:31:16 AM (Pacific)

Print/Preview

Summary | Application Questions | Budget | Language Access | DOCUMENTS/REQUIRED ATTACHMENTS | Activity Log

Invoices | Report | Report Totals

You might need to click on show

Print Budget

Language Access

(answers are saved automatically when you move to another field)

Instructions Show/Hide

Include all LEP/NEP encounters for each table listed below separated by quarters. Below are definitions for each encounter:

Bilingual staff: Any staff member of your organization that was able to provide interpretation.

Telephonic Interpretation: use of Language Access Line, Victim Services Interpreter Bank, or any interpretation that was provided via phone

In-person Interpretation: This service is provided by a certified interpreter and does not include staff that is at your organization. If a LEP/NEP customer refuses the interpretation services you offer, the customer must sign a waiver form voluntarily waiving their right to interpretation services.

Unable to provide services: If your organization was not able to provide services by, bilingual staff, in-person interpretation, or telephonic interpretation. List total number of individuals.

Waiver: If a LEP/NEP customer refuses the interpretation services you offer, the customer must sign a waiver form voluntarily waiving their right to interpretation services. The individual providing services MUST be over the age of 18.

No interpretation provided: check box if there were no encounters for the quarter for the specific language.

Zoomgrants Reporting: Step 3

Fill in number of encounters corresponding to each language in the appropriate type of encounter used for the quarter. If no interpretation was requested for a language then click on the check box for each language under "NO INTERPRETATION REQUESTED". This part is critical to data collection.

zoomgrants.com/gprop2.asp?display=ovsjg1@dc.gov&donorid=2121&rfpid=2265&propid=147915

Quarter 1 Language Access

Encounters from October 1, 2019 - December 31, 2019

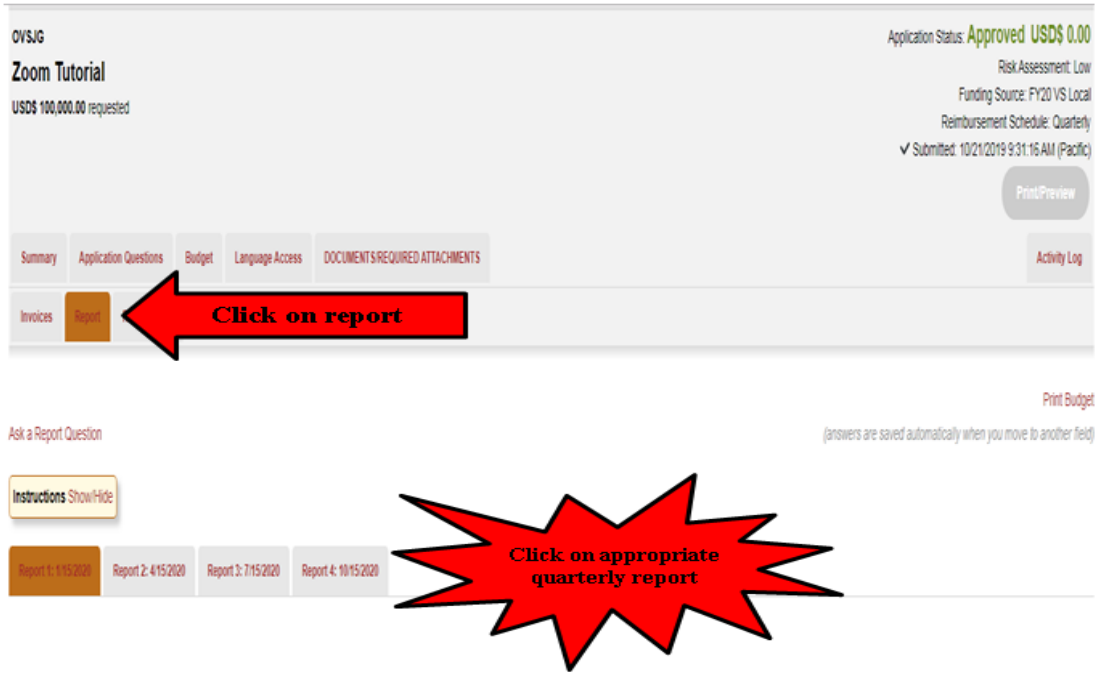
Language	Bilingual Staff	Telephonic Interpretation	In-person Interpretation	Unable to provide services	Waiver Used	No interpretation requested	TOTAL
Amharic	2	6	2	3	3	☐	10
Arabic						☑	
Bengali						☑	
Chinese		3				☐	3
Chinese Cantonese						☑	0
Chinese Mandarin						☑	0
Farsi						☑	0
French						☑	0
Haitian Creole						☑	0
Hindi						☑	0
Indonesian						☑	0
Japanese						☑	0
Korean						☑	0
Kru						☑	0
Nepali						☑	0

Waiver Used

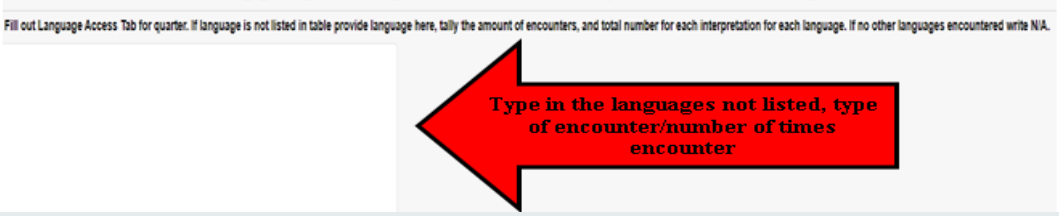
Place ☑ if not requested

Zoomgrants Reporting: Step 4

For all languages that are not listed in the table, complete corresponding question in quarterly programmatic report stating the language, amount of encounters, and type of interpretation encountered



Scroll down to the appropriate question that asks you the following:



THANK YOU!