



LANGUAGE ACCESS PROGRAM

DISTRICT OF COLUMBIA OFFICE OF HUMAN RIGHTS



LANGUAGE ACCESS TRAINING FY 2017

**OFFICE OF VICTIM SERVICES
AND JUSTICE GRANTS**

GRANTEE TRAINING



Office of Human Rights
DISTRICT OF COLUMBIA



Office of Victim Services
and Justice Grants

WELCOME and Housekeeping

Introductions



Welcome to the LANGUAGE ACCESS TRAINING

As you enter the room, please introduce yourself in the chat and tell us:

- Your name and organization
- How familiar you are with Language Access?
Rate between 1 (not at all familiar) and 5 (very familiar)
- Which foreign languages do you encounter in your daily work?



Today's Presenters

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Objectives



Be familiar with:

- 1. Demographics** – The District's Limited English Proficient and Non-English Proficient (LEP/NEP) community demographics
Laws & Requirements – Laws governing language access & the OHR LA Program (compliance/enforcement)
- 2. Resources & Tools** – How to find and use Language Access resources and tools

Huh?



A prepubescent male situated himself near the intersection of two supporting structural planes at right angles to each other. The aforementioned subject was involved in the ingestion of a saccharine composition prepared in conjunction with the ritual observance of an annual fixed-day religious festival. Insertion into the syrupy constituent of the opposable digit of the forelimb was followed by removal of a drupe of genus prune. Subsequently, the subject made a declarative statement regarding the high quality of his character as a masculine human.

Does this help?



Levels of Proficiency



A prepubescent male situated himself near the intersection of two supporting structural planes at right angles to each other. The aforementioned subject was involved in the ingestion of a saccharine composition prepared in conjunction with the ritual observance of an annual fixed-day religious festival. Insertion into the syrupy constituent of the opposable digit of the forelimb was followed by removal of a drupe of genus prune. Subsequently, the subject made a declarative statement regarding the high quality of his character as a masculine human.

Little Jack Horner
Sat in the corner,
Eating his Christmas pie.
He put in his thumb
And pulled out a plum,
And said
"What a good boy am I!"

1. DEMOGRAPHICS



Important Disclaimer

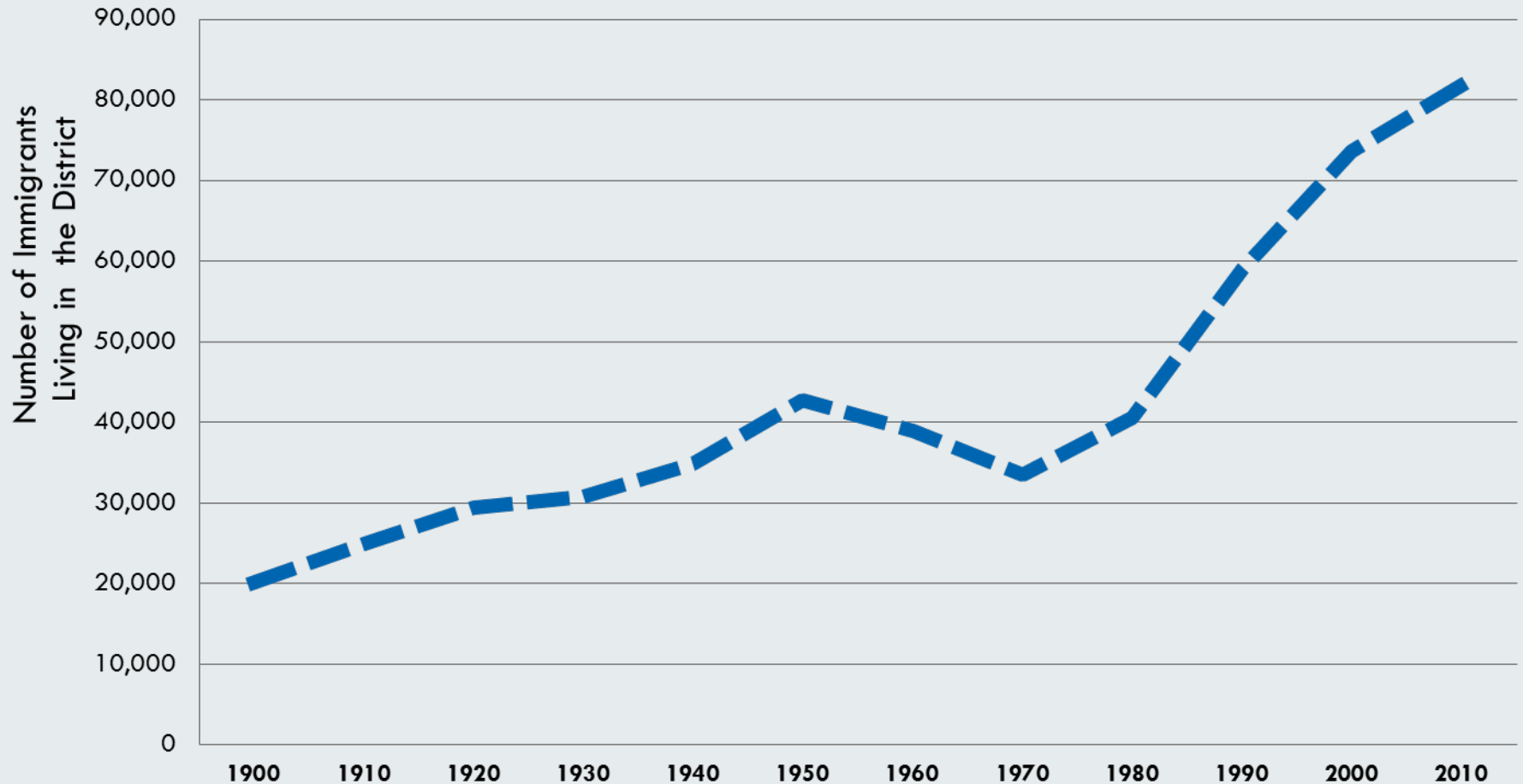


The American Community Survey (ACS, run by the census bureau) is, by far, the largest survey in the US that captures detailed information on people's country of birth, language spoken at home, and English speaking ability.

Although it is the best data source out there, undercount rates are estimated to be:

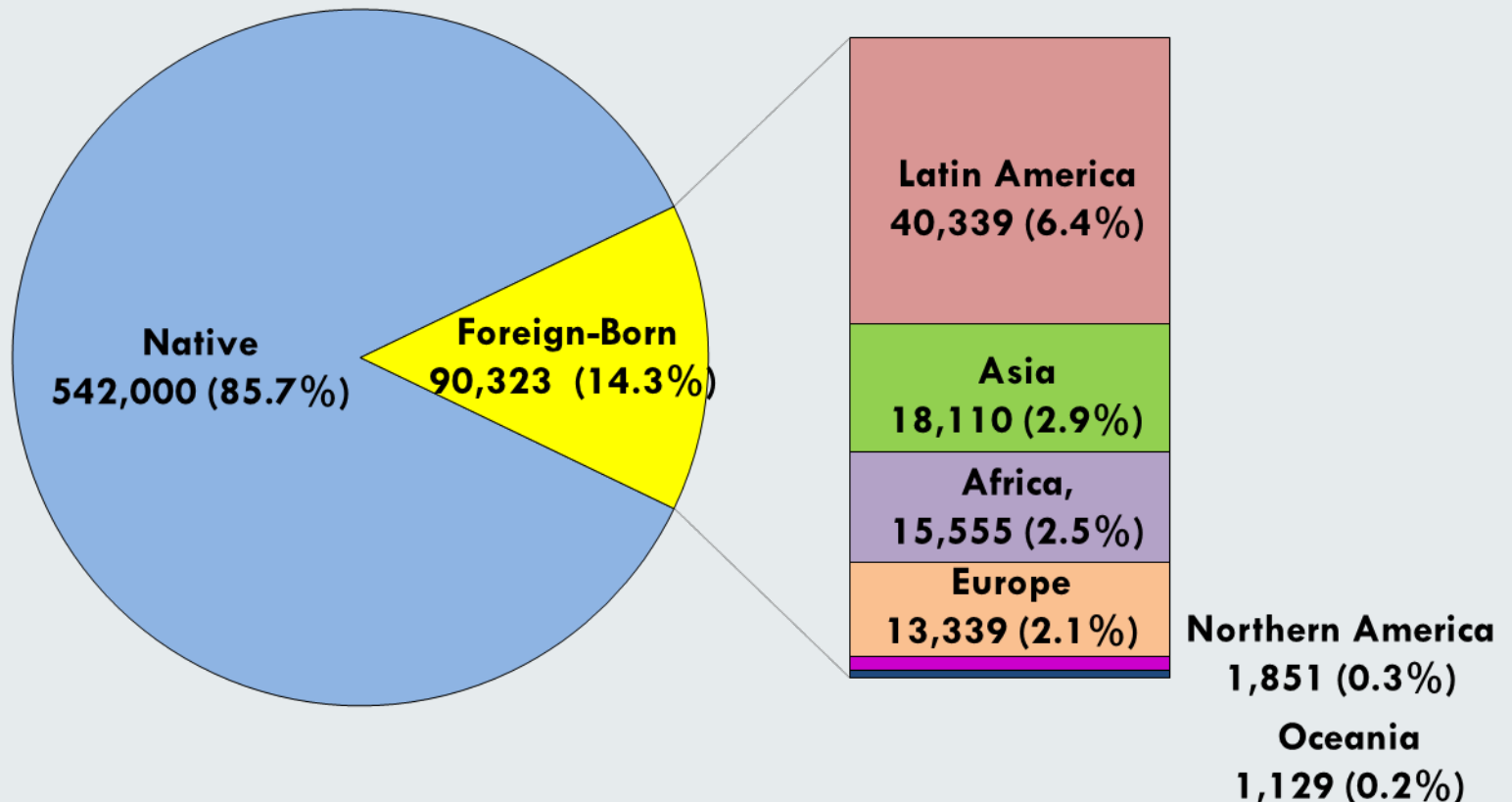
- 0.1 %** for the Asian population
- 1.5 %** for the Hispanic population
- 2.5 %** for legal immigrants as a whole
- 10 %** for undocumented immigrants

The foreign-born population in the District has more than doubled since 1970



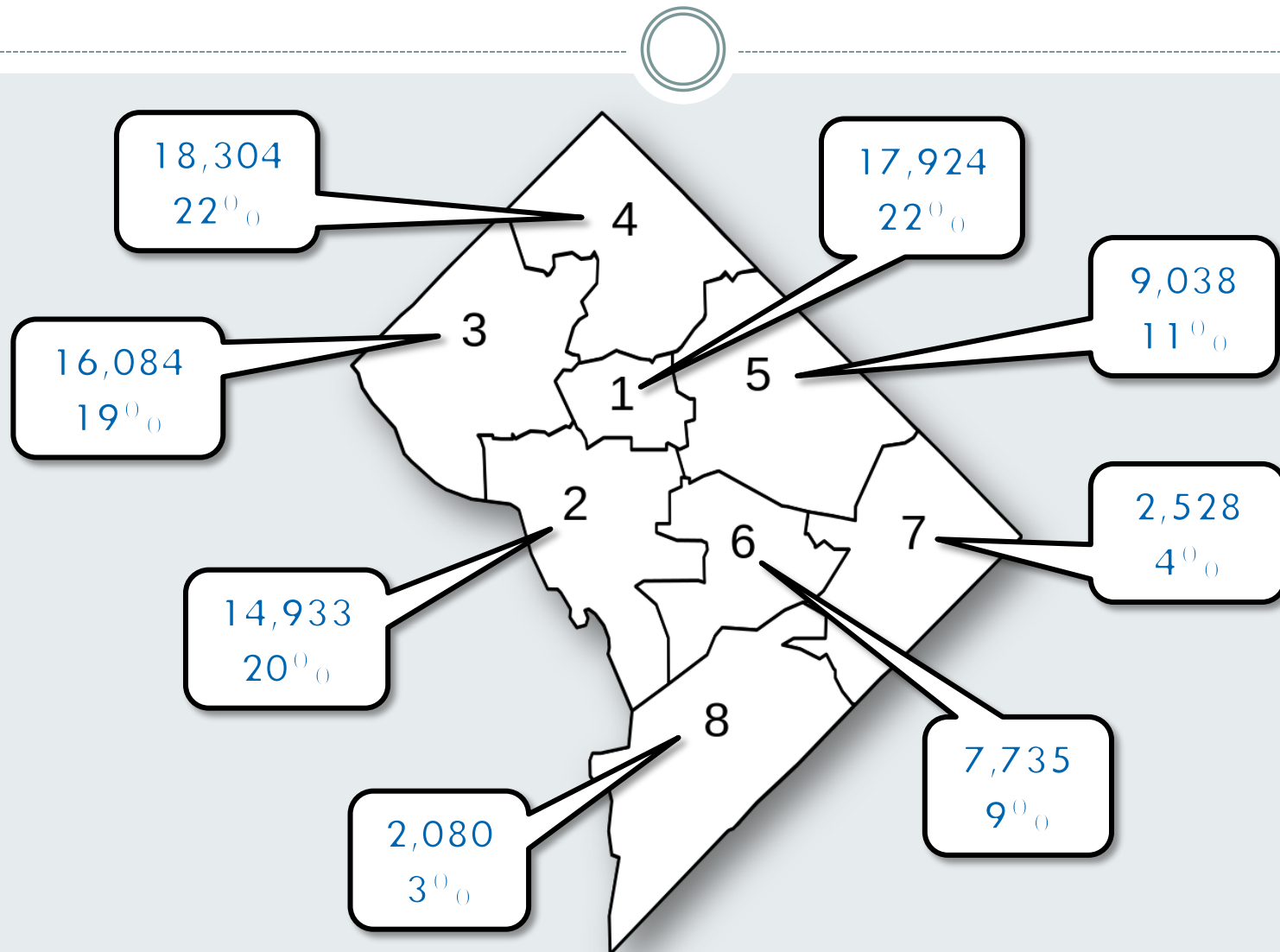
Context: District of Columbia Population by Region of Birth

Note: Being foreign-born does not necessarily indicate LEP/NEP. Many foreign-born residents are highly proficient in English. Context does help illustrate DC's diversity.

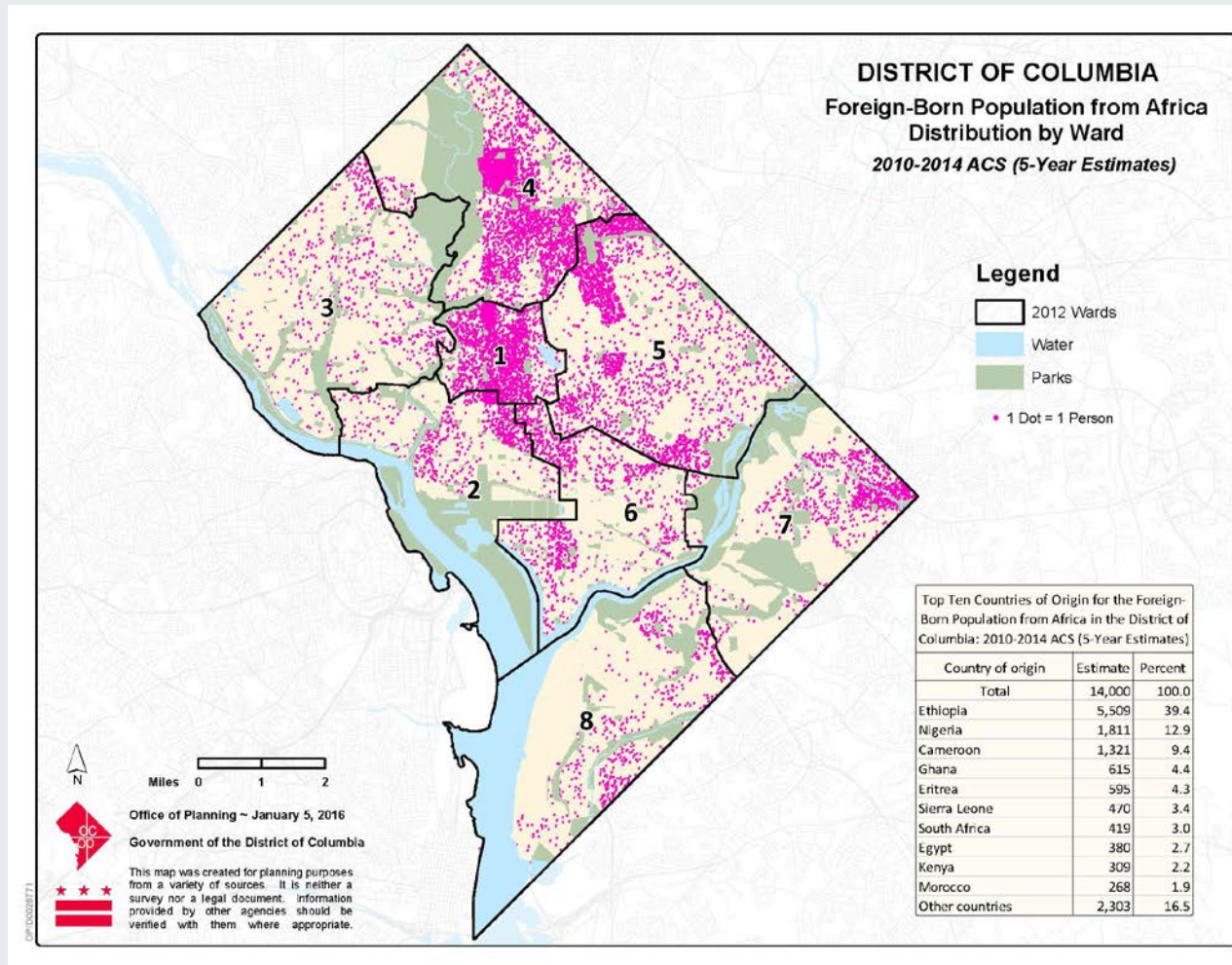


Based on 2012 American Community Survey (ACS) Data

The District's Foreign-Born Population

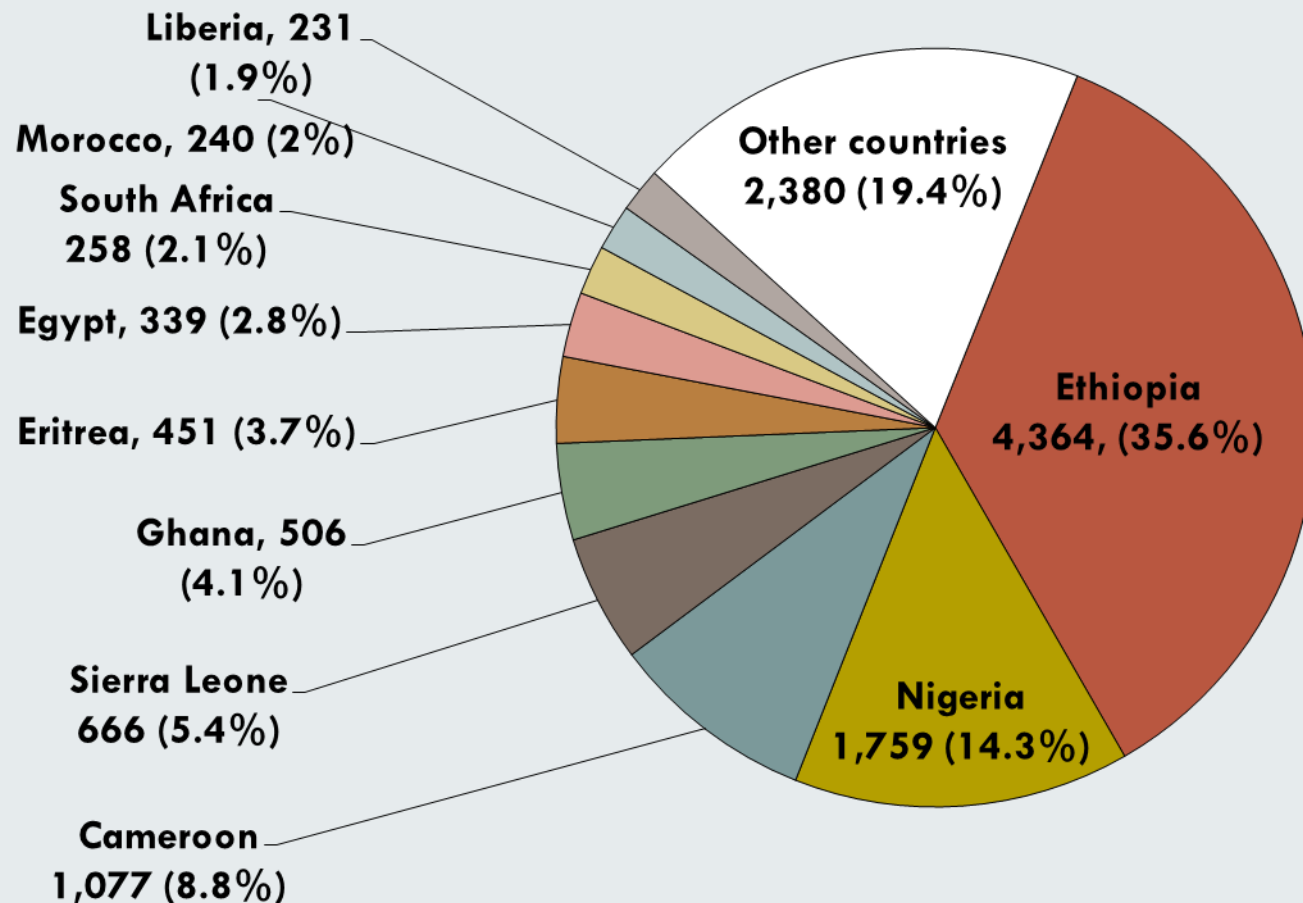


District's Foreign-Born Population - Africa

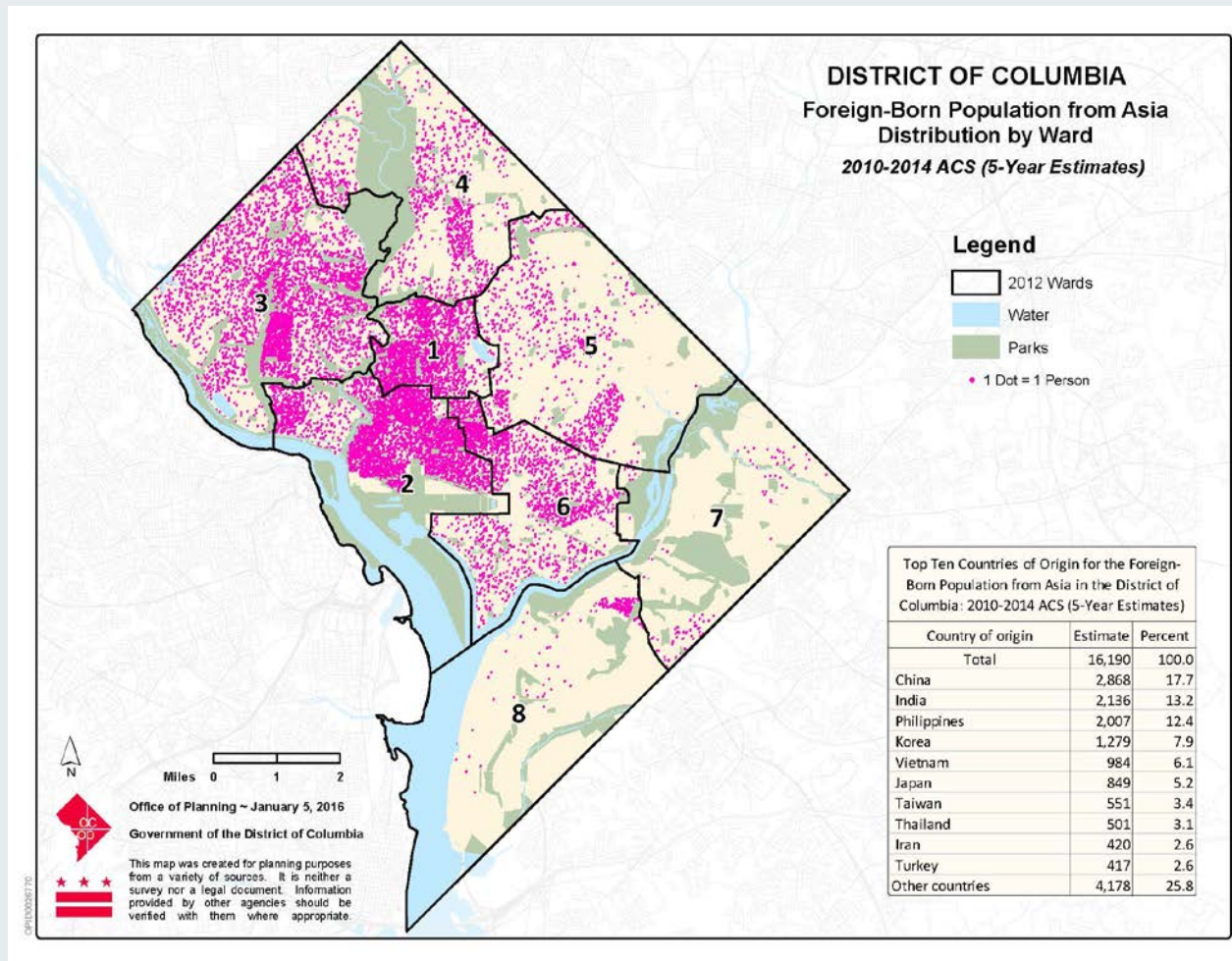


Source: American Community Survey (ACS) Data 2010-2014 ACS (5-Year Estimates)

African Countries Represented in the District

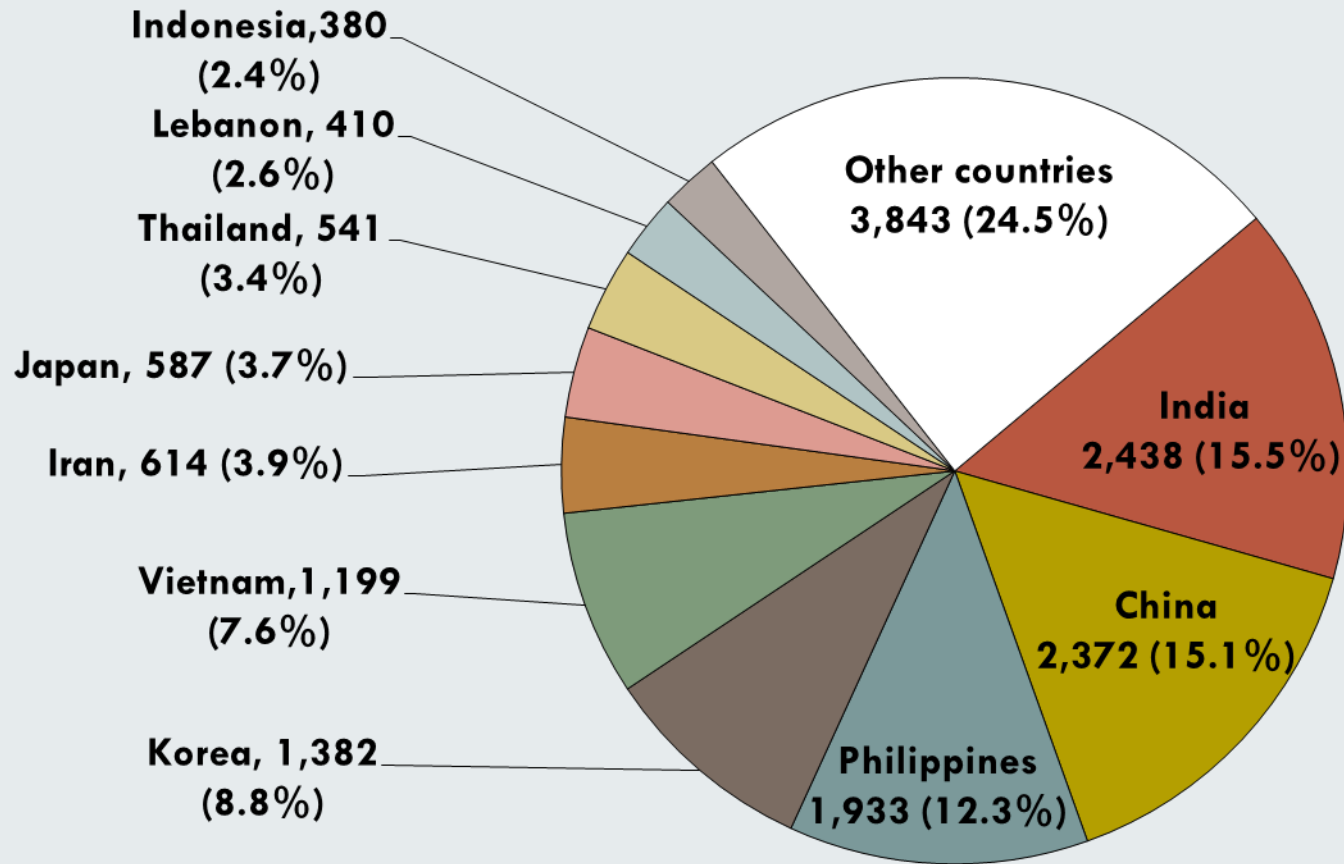


District's Foreign-Born Population - Asia

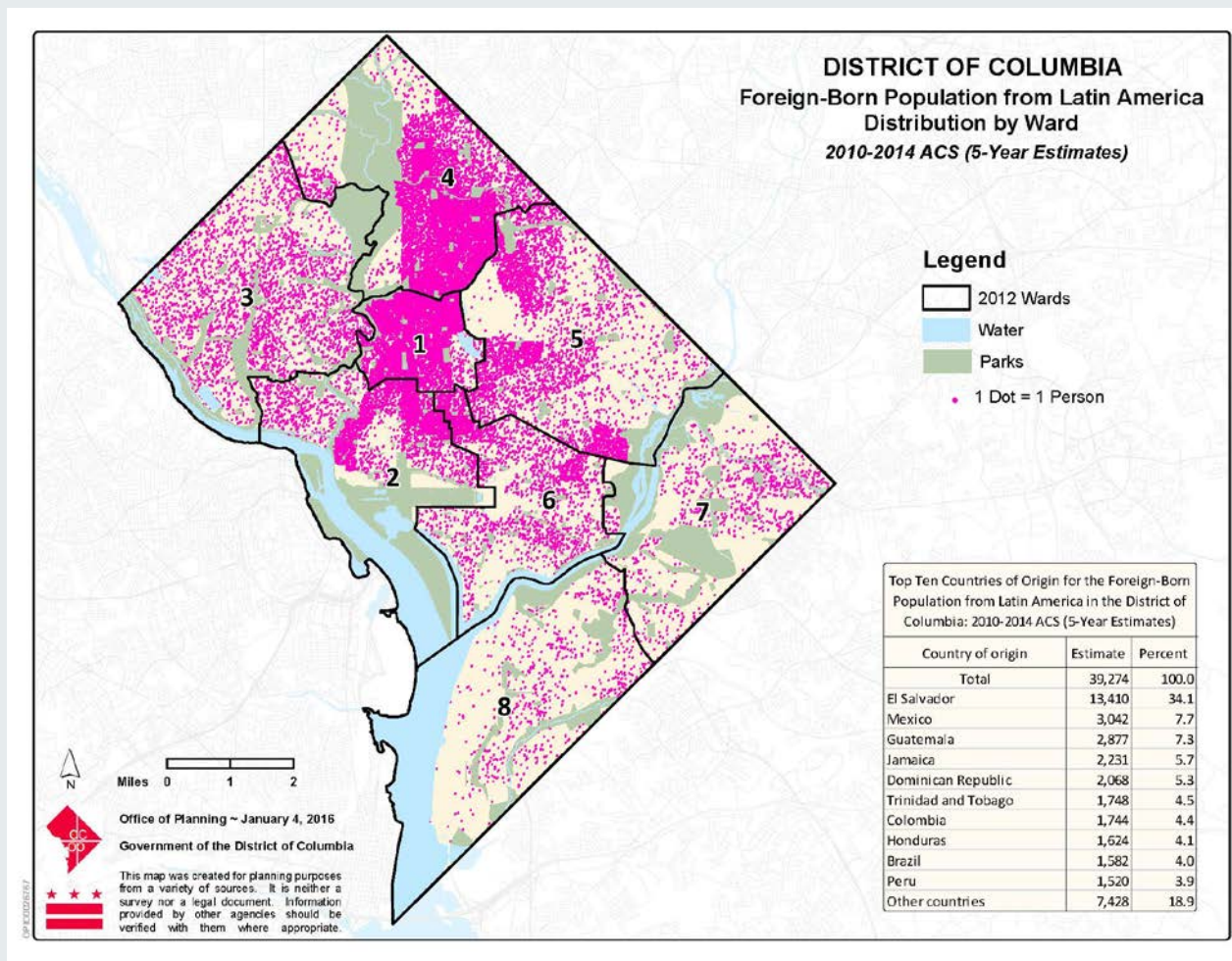


Source: American Community Survey (ACS) Data 2010-2014 ACS (5-Year Estimates)

Asian Countries Represented in the District

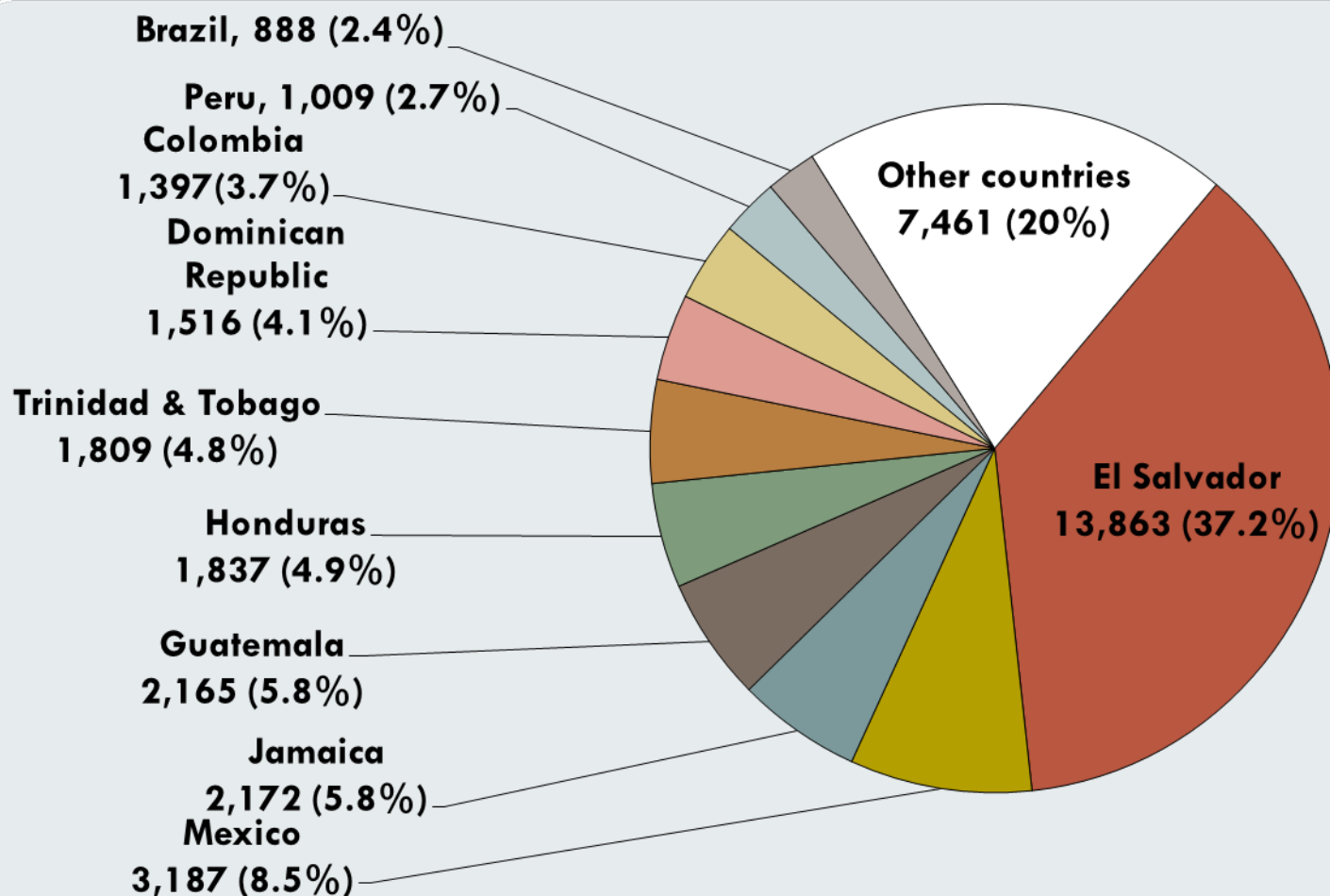


District's Foreign-Born Population – Latin America/Caribbean



Source: American Community Survey (ACS) Data 2010-2014 ACS (5-Year Estimates)

Latin American/Caribbean Countries Represented in the District

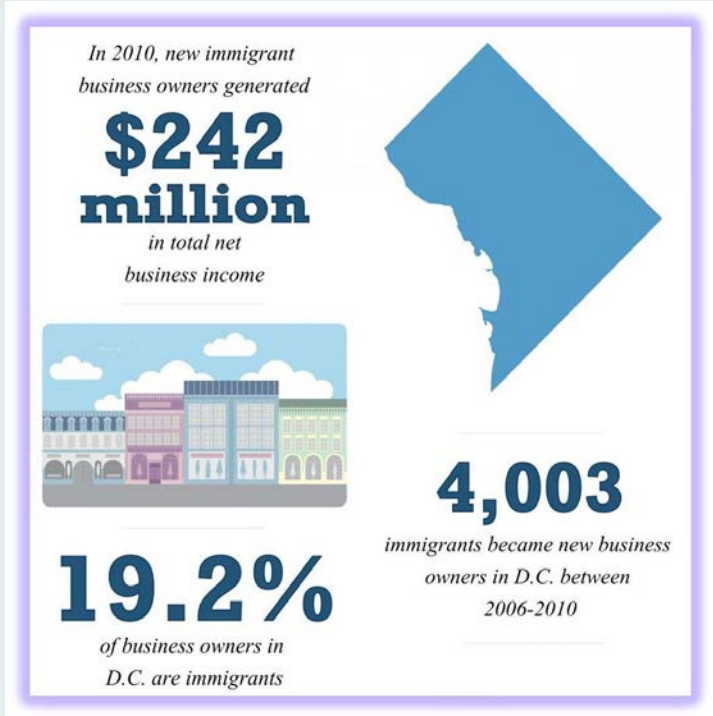


The District's LEP/NEP Population (2012)

- Total number of DC residents: 632,323
- Foreign-born population in DC: 90,323 (14%)
- **15.6%** or 98,434 DC residents speak a language other than English at home
- **5.4%** DC residents speak English “less than very well” (self-reported, likely low)
- **2/3** of LEP/NEP households in DC are linguistically isolated.*

*No one in the household above the age of 14 speaks English.

Remember, being US-born does *not* guarantee English proficiency, just as being foreign born does *not* automatically indicate an LEP/NEP individual.



Top languages



Name at least 4 major languages
spoken in the District
(other than English)

The District is one of the most linguistically diverse cities in the nation



Español

Tiếng Việt

Russian

አማርኛ

한국어

Kru

中文

العربية

Português

Français

Tagalog



The Law:

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)) 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.

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

Compliance Requirements

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

- Collect data on encounters with LEP/NEP customers and report this data to the covered entity on a quarterly basis
- Provide oral interpretation services via qualified telephonic interpreters, in-person interpreters, or bilingual staff
- Translate vital documents according to the same standards required of the covered entity
- Train personnel on language access compliance requirements
- Certify in writing that LA Act compliance requirements will be satisfied

Data Collection Requirements



Covered entities must collect and report data on the demand for language assistance by LEP/NEP populations “served or encountered, or likely to be served or encountered, by the covered entity or their contractors & grantees”

All contractors and grantees that provide public services must report this data to their 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.

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.

LEP/NEP populations vary somewhat by agency - the top 10 languages in the District (2012) were: Spanish, French, Chinese, Tagalog, German, Kru, Italian, Portuguese, and Vietnamese.

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

Reporting



All grantees will report the following data on the reporting screen of Zoomgrants.com.

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

Zoomgrants Screen Shot

15. Please tally the number of encounters your organization has had during the reporting period with person(s) who speak the following languages and have limited or no English proficiency (LEP/NEP)?

Edit

Please enter numeric value only. If n/a or none, please enter "0".

Their Answer Amharic

Their Answer Arabic

Their Answer Cantonese

Their Answer Chinese

Their Answer Farsi

Their Answer French

Their Answer Haitian Creole

Their Answer Hindi

Their Answer Indonesian

Their Answer Japanese

Their Answer Korean

Their Answer Kru

Their Answer Mandarin

Their Answer Portuguese

Their Answer Russian

Their Answer Spanish

Their Answer Tagalog

Their Answer Thai

Their Answer Turkish

Their Answer Vietnamese

16. If not listed above please list and total other languages you have encountered during this reporting period. If no other languages encountered write N/A.

Edit

Their Answer (limit 500 characters)

17. Please report for each encounter how interpretation was provided (telephone interpreter, in-person interpreter, or bilingual staff)

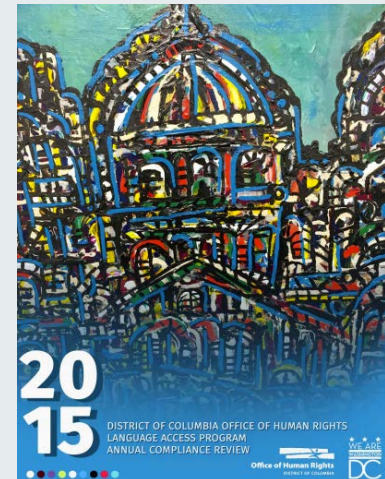
Edit

Their Answer (limit 30000 characters)

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 Complaints



The Language Access Act provides for the filing of **Formal** and **Informal Complaints** by customers who are LEP/NEP.

- LA complaints can be filed over the phone, via email, or online using a multilingual form.
- Advocates can file third party complaints on behalf of an LEP/NEP individual.
- OHR conducts a pre-investigation resolution process before assigning LA complaints for full investigation.
- Complaint forms are available on OHR's website in six (6) languages:
<http://ohr.dc.gov/webform/language-access-public-complaint-form>

Language Access Testing & OHR's Scorecards



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 FY16 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

Discuss: Do you feel prepared to “pass the test”?



POLLING QUESTIONS

Comprehension Check

3. LANGUAGE ACCESS RESOURCES



Available Resource Options



- Telephonic interpretation services
- Victim Services Interpreter Bank
- Language Line posters
- “I Speak...” cards
- Translated documents
- Interpretation waiver forms
- Language Access Portal: Quick Reference Guides
- Mayor’s Constituency Affairs Offices



Ayuda's Victim Services Interpreter Bank

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An interpreter bank of victim-centered, trauma-informed interpreters available 24 hours a day to assist in delivering required services.

SERVICES AVAILABLE

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☐ Live Interpretation

- In-person interpretation services by specially-trained interpreters in 13 languages: Amharic, Arabic, American Sign
- Language (including Certified Deaf Interpreters), French, Korean, Mandarin, Quechua, Russian, Spanish, Swahili, Tigrinya, Taiwanese, and Vietnamese.

SERVICES AVAILABLE

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☐ **Telephonic Interpretation**

Interpretation services over the phone in just about any language. Video Remote Interpreting (VRI) is available for deaf/hard of hearing clients (limited to just American Sign Language).

☐ **Document Translations**

Translate documents into a large number of languages.

Questions about Interpreter Bank

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- For other questions, please contact Interpreter Bank Staff at InterpreterBank@ayuda.com.
- You can also refer to our website for additional information: <http://ayuda.com/wp/get-help/language-services/non-legal-victim-serviceproviders/procedures-forms-non-legal-victim/>

How to set up a Language Line Account



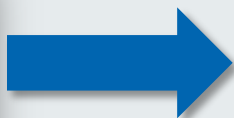
Language Line Solutions (LLS) is the vendor currently contracted to provide telephonic interpretation services to D.C. government. To use these services, callers must provide the operator with a Client ID, which links to an account, and a Client ID under which a fee is charged for each call.

- Covered entities and grantees may have multiple LLS accounts according to their needs.
- To set up a new account, funded entities should contact LLS directly (call 1-800-752-6096 and press 4).

How to Use Language Line



**LEP
Caller**



**Agency
Employee**



1. Identify the customer's language
2. Dial Language Line Services
3. State language needed
4. Have ID and access code available
5. When connected to interpreter, write down the agent ID#
6. Brief the interpreter on the nature of the call
7. Add customer to the call or conversation
8. Speak directly to the customer, with pauses for interpretation
9. Close the call when done

Interpreter



Remember, interpretation is for **any language, any time**. No 3% threshold.

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 ቋንቋዎን ያመልክቱ። አስተርጓሚ ይጠራል። አስተርጓሚው በነጻ ይተርገሳል።	Korean 한국어 귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.
Arabic عربي اشر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجاناً.	Mandarin 國語 請指認您的語言，以便為您提供免費的口譯服務。
Bengali বাংলা আপনার ভাষার দিকে নির্দেশ করুন। একজন দোভাষীকে ডাকা হবে। দোভাষী আপনি নিব্রতায় আসবেন।	Pashto پښتو ځايي ژبي ته اشاره وکړئ او ژباړونکي به راوبلل شي. ستاسو له پاره ژباړونکي تنظيم په وړيا توگه کيږي.
Cantonese 廣東話 請指認您的語言，以便為您提供免費的口譯服務。	Portuguese Português Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
Farsi فارسی زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.	Russian Русский Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.
French Français Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.	Spanish Español Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
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.	Thai ไทย ช่วยชี้ถึงภาษาที่ท่านพูด แล้วเราจะจัดหาผู้แปลให้ท่าน การให้บริการนี้ไม่มีค่าใช้จ่าย
Hindi हिंदी अपनी भाषा की दिशा में दिक्कत बताएं। आपको दिए हुए भाषा में बुलाया जाएगा। आपके दिए हुए भाषा की विशेष व्यवस्था की जाती है।	Tigrinya ትግርኛ ቋንቋዎን ያመልክቱ። አስተርጓሚ ከጽዋ ይጠራል። አስተርጓሚው በነጻ ይተርገሳል።
Indonesian Bahasa Indonesia Tunjukkan bahasa Anda. Penerjemah akan dihubungi. Penerjemah disediakan gratis tanpa dikenakan biaya.	Turkish Türkçe Konuştuğunuz dili gösterin. Sizin için bir çevirmen aranacaktır. Bu çevirmen size ücretsiz sağlanır.
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。	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.



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.



www.ohr.dc.gov



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

GIẤY KHƯƠC 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 nảy 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 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
§ 1205.15 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.


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

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

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.



LANGUAGE ACCESS PROGRAM

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.

重要通知
本文档包含重要资讯。如果您需要帮助（中文）或有其他问题，请致电_____. 请告知客服人员您所讲的語言，我们会为您提供免费的口译服务。谢谢！

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.

언어
이 안내문을 중요한 내용을 알고 있습니다. 한국어로 언어 지원이 필요하시거나 질문이 있으실 경우 _____로 연락을 주십시오. 필요한 경우, 고객 서비스 담당행에게 어떤 언어로 말할지 말하십시오. 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 bất kỳ 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 miễn phí. 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.”

Vendors



- Comprehensive Language Center, Inc (CLCI)



- Dupont Computers, Inc (DCI)



- Multicultural Community Service (MCS)



- LanguageLine Solutions (LLS)

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!



LANGUAGE ACCESS PROGRAM

DISTRICT OF COLUMBIA OFFICE OF HUMAN RIGHTS

Welcome to the Language Access Information Portal

አማርኛ ቋንቋ አገልግሎት ማግኘት (Language Access in Amharic) • 汉语语言利用 (Language Access in Chinese) • Accès linguistique en français (Language Access in French) • 한국어 언어 서비스 (Language Access in Korean) • Acceso lingüístico en español (Language Access in Spanish) • Tiếp Cận Ngôn Ngữ Bằng Tiếng Việt (Language Access in Vietnamese)

The Language Access Program is dedicated to removing language as a barrier to obtaining information and services from the District government. Whether you are a member of the public or a District employee, this is where you can find resources to help you understand and fulfill your language access rights and responsibilities.

- [About the Language Access Program](#)
- [Resources for the public](#)
- [Requirements and resources for covered entities](#)
 - [Toolkit for covered entities](#)
- [Requirements and resources for covered entities with major public contact](#)
 - [Toolkit for covered entities with major public contact](#)

Reminders



What to DO

- ✓ Smile and demonstrate positive body language.
- ✓ Call Language Line when asked, not only if you determine need.
- ✓ Provide translated documents or documents with taglines.
- ✓ Expect longer conversations and work around cultural issues.
- ✓ Maintain a patient and calm attitude.

What to AVOID

- ✓ Do not ask someone to return on a day when bilingual staff are present.
- ✓ Avoid implying or stating that English must be spoken to receive service.
- ✓ Speak slowly and clearly, but not louder.
- ✓ Do not ask a friend or family member, especially a child, to interpret.
- ✓ Avoid asking the interpreter's opinion, avoid using acronyms and/or jargon.

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 | dclacordinator@gmail.com

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.

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