

2020



LANGUAGE
ACCESS
PROGRAM

ANNUAL
COMPLIANCE
REVIEW



Cover Artwork by:

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EXECUTIVE SUMMARY

The DC Language Access Act of 2004 (the Act) requires that all District of Columbia government agencies, public-facing contractors, and grantees ensure that Limited and Non-English Proficient (LEP/NEP) individuals have access to the full range of government services and receive translation and interpretation, as needed. The Act outlines requirements for all covered entities and distinguishes between agencies that have major public contact (39) and agencies that have limited public contact but are still required to have a designated language access point of contact (25). The Language Access Program (LAP), housed within the Office of Human Rights, is charged with the responsibility of monitoring and evaluating all covered entities on an annual basis.

The Fiscal Year 2020 (FY20) Annual Compliance Review assesses the District's efforts to fulfill the mandate of the DC Language Access Act

of 2004, with the goal of improving access to the vital government services provided by District agencies. The report includes a detailed summary of compliance requirements under the Act, highlights the achievements of the LAP and important steps taken by covered entities to address language access gaps, and provides individual compliance scorecards for 38 covered entities¹ with major public contact from October 1, 2019 - September 30, 2020.

Accomplishments:

As a result of the pandemic, covered entities with major public contact committed to creating and attending Language Access Roundtable Forums in FY20. The forums provided a space for agencies to learn from one another, share best practices, and develop new strategies to serve the LEP/NEP community.

Key Findings:

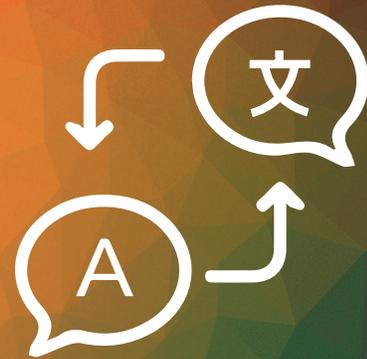
In the midst of the global COVID-19 pandemic and public health emergency, the LAP continued providing language access technical assistance to DC government agencies and other covered entities through the provision of agency compliance training, community "Know Your Rights" workshops, and monitoring the linguistic accessibility of critical information to DC residents. The data collected shows:

- **Nearly 80% (30 of 38) covered entities with major public contact fulfilled reporting** requirements and submitted comprehensive data on encounters with LEP/NEP customers
- **1,959 translated vital documents were made available by all covered entities.** Vital documents were translated into Spanish (1,235), Amharic (469), Chinese - Simplified and Traditional (381), Vietnamese (343), French (341), Korean (118), Arabic (9) Tigrinya (2), Russian (2), Japanese (1), Bengali (1), Thai (1), Urdu (1), and Somali (1)
- **23 out of 38 agencies** reported conducting outreach activities specifically designed to engage LEP/NEP communities

¹The Office of Human Rights (OHR) is a covered entity under the Act and is included in the list of 39 covered entities with major public contact. However, given OHR's enforcement authority over the Act, OHR does not conduct a compliance self-assessment and therefore does not have a compliance scorecard, rounding the number down to 38 scorecards.

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agencies updated their websites to make multilingual content more accessible by providing hyperlinks to translated vital documents



- **144,249 calls were made by frontline employees in FY20 to reach a telephonic interpreter** and communicate with customers speaking 80 different languages
- **13 language access inquiries were made alleging violation of the Language Access Act**, three were dismissed due to lack of jurisdiction or failure to state a claim, four were docketed, and six were resolved during the pre-investigation resolution process
- **1,410 LEP/NEP residents were engaged** through “Know Your Rights” workshops and community events
- **940 multilingual “I Speak” cards were distributed** to LEP/NEP individuals
- **12 of 38 agencies updated their websites to make multilingual content more accessible** by providing hyperlinks to translated vital documents
- **A total of 188 in-person and 5,239 virtual community members were reached through a partnership with the Ethiopian Community Center (ECC)**; LEP/NEP African community members and language access advocates provided information pertaining to their right to language access across a range of subjects, including mental health during the COVID-19 pandemic, unemployment insurance, tenant rights, health insurance, and other topics

NOTE FROM THE LANGUAGE ACCESS TEAM

Dear Stakeholders, Partners, and DC Residents,

The District's Language Access Program is pleased to share the Language Access Annual Compliance Review for Fiscal Year 2020 with stakeholders, partners, and the residents of the District of Columbia. This report assesses the District's efforts to fulfill the mandate of the DC Language Access Act of 2004, with the goal of improving access to the vital government services provided by District agencies that directly engage with the public.

This is a critically important time for the District to monitor and review the accessibility of government services, particularly for the Limited English Proficient and Non-English Proficient (LEP/NEP) population. The events of the year 2020 brought many reminders of the fragile connection between government and the constituents we serve. Violent encounters with police in different parts of the country highlighted concerns that many people of color have with everyday police encounters, and the flood of misinformation about COVID-19 during the height of the pandemic caused concern and confusion about the public health measures put in place. Additionally, the divisive and tense political climate in 2020 bred an environment in which some elected officials and the media attempted to sow seeds of doubt in the validity of the election and the integrity of the voting process. Actions like these cause many people to doubt the integrity and reliability of government services. For people with limited to no English proficiency, the connection to public institutions is already tenuous, and actions that undermine trust in public institutions can mean the difference between taking that difficult step of accessing needed services, despite language barriers, or avoiding local agencies altogether. For this reason alone, our vigilance in ensuring that every District resident has meaningful access to services is vital.

It is within this context that the LAP has prepared this report, highlighting the achievements, lessons learned, and the important steps taken by District agencies to address language access gaps; as well as improving each agency's level of preparedness and readiness to provide effective and equitable services to all constituents.

With their focus on the values of inclusion and access, District agencies responded promptly to the COVID-19 public health emergency and worked diligently to build the necessary resources, systems, and processes to distribute accessible, critical health and public safety information to LEP/NEP residents. The pandemic tested the infrastructure of language access in the District of Columbia government and its funded entities, and provided an opportunity for city officials and language access advocates and stakeholders to assess the city's ability to serve its linguistically diverse population. Agencies responded to this emergency by assessing and adjusting existing protocols and developing plans to communicate with the LEP/NEP residents of the District in an equitable manner. The Language Access

Program is aware that there are lingering language access gaps to address in order for agencies to provide equal access to resources, programs, services, and vital information to all DC residents.

While there remains a need to create a sustainable, citywide language access-compliant emergency communication plan, it is important to acknowledge that the city has laid the groundwork to provide multilingual messaging given the District's 17 years of experience with language access implementation. This groundwork is attributed to the network of designated Language Access Coordinators and Points of Contact's commitment to uphold the Act at their respective agencies (covered entities). The Language Access Program staff observed a renewed willingness, promptness, and creativity by many covered entities to continue to provide language services while also adapting to a fluid situation that required many changes to services and operations. For example, several agencies adopted video remote interpretation as a substitute for in-person services. Others modified their websites to reflect a hybrid model between automatic translations and embedded translated documents. In the area of outreach, agencies maximized social media outlets, multilingual virtual town hall meetings, and robo-calls. The spirit of our city came through by uniting to speak a universal language - compassion for one another. We worked together as one community despite the physical distance required to fight the pandemic.

We are proud to report that in FY20, as a result of the pandemic, covered entities with major public contact committed to creating and attending Language Access Roundtable Forums. The forums provided a space for agencies to learn from one another, share best practices, and develop new strategies to serve the LEP/NEP community.

This report highlights implementation details performed by agencies in FY20, such as: 185,616 encounters with LEP/NEP customers across all District government agencies; 10,845 District government employees (including contractor and grantee staff) received language access compliance training; over 144,249 calls were made by frontline employees to reach a telephonic interpreter, and communicate with customers speaking 80 different languages. This past year, a total of 1,959 translated vital documents were made available by covered entities with major public contact.

As we enter a new phase in our lives, we are challenged to deal with a circumstance that requires agency partners and language access stakeholders to work closely as one community, to strengthen our commitment and increase our efforts to address and improve language access practices. Our collaboration will ensure that the District government provides equal access to every resident, worker, and visitor of the District, no matter what language they speak.

Rosa Carrillo,

Director of the Language Access Program

Priscilla Mendizábal,

Language Access Program Analyst

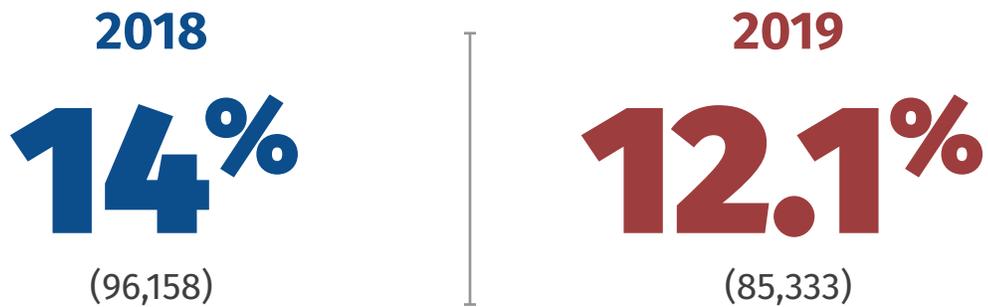
Alkindi Kadir,

Language Access Program Administrative Assistant

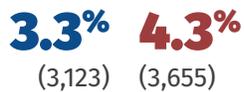


DEMOGRAPHIC PROFILE OF THE DISTRICT'S FOREIGN-BORN AND LIMITED ENGLISH PROFICIENT/ NON-ENGLISH PROFICIENT POPULATIONS

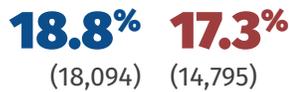
Total Foreign-Born Population



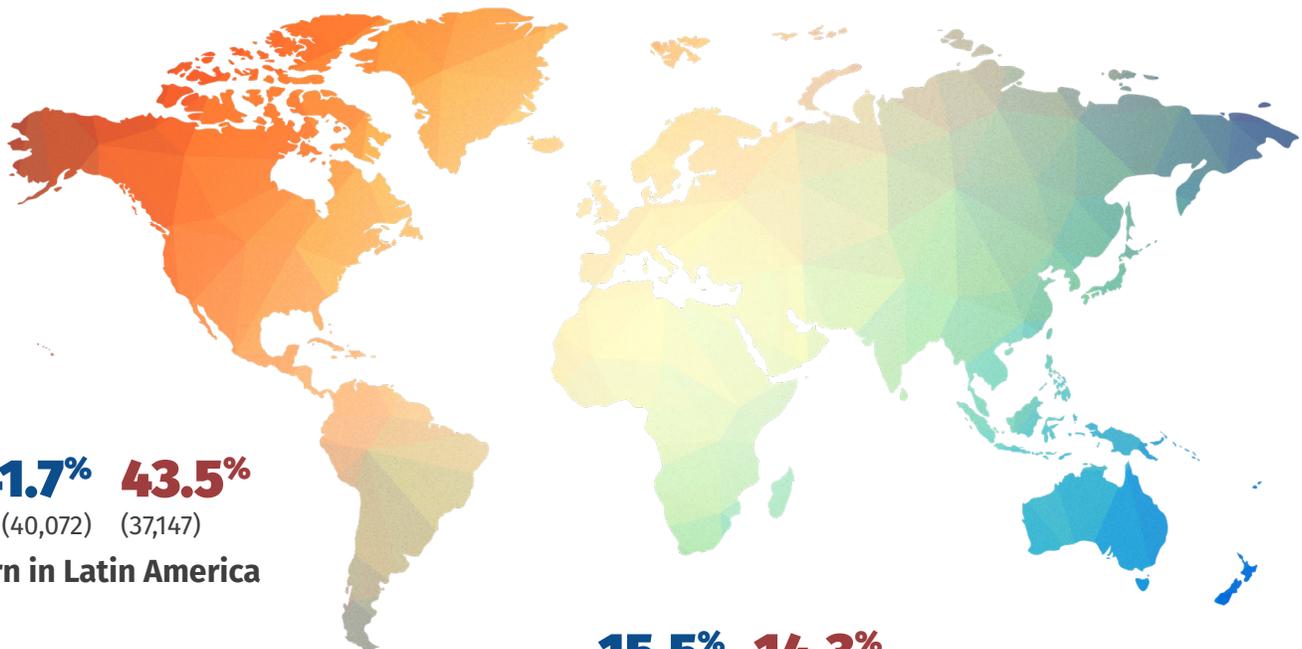
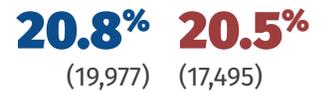
Born in North America



Born in Europe



Born in Asia



Source: Migration Policy Institute tabulations of 2018 and 2019 based on one-year estimate data from the U.S. Census Bureau's American Community Survey (ACS).



39.9%

of the District's foreign-born residents (age five or older) who are noncitizens are limited English proficient

5.1% of District residents aged five or older are limited English proficient

33.3% of the District's 84,627 foreign-born residents (aged five or older) are limited English proficient

26.4% of the District's naturalized, foreign-born residents (aged five or older) are limited English proficient

1.0% of the District's US-born population (aged five or older) is limited English proficient

17.2% of District residents aged five or older speak a language other than English at home

Languages Spoken at Home	Total Number (100%)	Speak English "very well"	Speak English "less than very well" (LEP/NEP)
Spanish	58,536	59.1%	40.9%
French	8,516	79.3%	20.7%
Haitian Creole	910	82.1%	17.9%
Italian	1,494	88.7%	11.3%
Portuguese	1,636	84.2%	15.8%
German	2,647	93.4%	6.6%
Yiddish, Pennsylvania Dutch, or other West Germanic Languages	426	100%	N/A
Russian	1,856	81.4%	18.6%
Polish	375	97.1%	2.9%
Other Slavic Languages	1,378	89.9%	10.1%
Armenian	252	100%	N/A
Persian (including Farsi, Dari)	1,455	79.5%	20.5%
Gujarati	409	91.9%	8.1%
Hindi	1,411	93.6%	6.4%
Urdu	497	97%	3%
Punjabi	240	100%	N/A
Bengali	468	84%	16%
Nepali, Marathi, or Other Indic Languages	660	77.6%	22.4%
Other Indo-European Languages	2,212	92.1%	7.9%
Telugu	171	87.7%	12.3%
Tamil	270	95.2%	4.8%
Malayalam, Kannada, or Other Dravidian Languages	351	100%	N/A
Chinese (including Mandarin, Cantonese)	5,050	64.1%	35.9%
Japanese	901	74.4%	25.6%
Korean	1,512	77.2%	22.8%

Languages Spoken at Home	Total Number (100%)	Speak English "very well"	Speak English "less than very well" (LEP/NEP)
Vietnamese	1,229	46.6%	53.4%
Khmer	128	82.8%	17.2%
Thai, Lao, or Other Tai-Kadai Languages	144	54.9%	45.1%
Other Languages of Asia	782	75.2%	24.8%
Tagalog (including Filipino)	1,799	59.4%	40.6%
Ilocano, Samoan, Hawaiian, or Other Austronesian Languages	401	82.5%	17.5%
Arabic	2,472	71.4%	28.6%
Hebrew	649	94.8%	5.2%
Amharic, Somali, or Other Afro-Asiatic Languages	6,154	46.5%	53.5%
Yoruba, Twi, Igbo, or Other Languages of Western Africa	2,327	80.6%	19.4%
Swahili or Other Languages of Central, Eastern, and Southern Africa	732	69.4%	30.6%
Native Languages of North America	104	88.5%	11.5%
Other and Unspecified Languages	875	95.1%	4.9%

Source: Migration Policy Institute tabulations of 2018 and 2019 based one-year estimate data from the U.S. Census Bureau's American Community Survey (ACS).

THE DC LANGUAGE ACCESS ACT OF 2004

The DC Language Access Act of 2004 (the Act) requires that all District of Columbia government agencies, public-facing contractors, and grantees ensure that Limited and Non-English Proficient (LEP/NEP) individuals have access to the full range of government services, and receive translation and interpretation services. The Act outlines requirements for all covered entities and distinguishes between agencies that have major public contact (39) and agencies that have limited public contact (25), but are still required to have a designated language access point of contact. The Language Access Program (LAP), housed within the DC Office of Human Rights, is charged with the responsibility of monitoring and evaluating all covered entities on an annual basis. The FY20 Annual Compliance Review provides individual scorecards for 38 covered entities¹ with major public contact. The report assesses their level of compliance with the Language Access Act and provides a compliance profile for all covered entities. The 25 non-major public contact entities were also assessed for compliance with the Act. Though the assessment for these agencies is less extensive, the LAP continues to work to gradually bring them into compliance with the Act.

¹ To avoid bias, OHR does not score itself.

² Covered entities are required to translate vital documents into non-English languages spoken by 3% of the agency's constituents or 500 individuals, whichever is less.

Covered Entities with Major Public Contact must:

1. Designate a **Language Access Coordinator**;
2. Collect data on the agency's interactions with LEP/NEP customers;
3. Provide interpretation services;
4. Provide written translation of vital documents;²
5. Train staff on language access compliance;
6. Develop a **Biennial Language Access Plan**, and report implementation progress to OHR on a quarterly basis; and
7. **Conduct outreach** to LEP/NEP communities.

Covered Entities must:

1. Designate a **Language Access Point of Contact**;
2. Collect data on the agency's interactions with LEP/NEP customers;
3. Provide interpretation services;
4. Provide written translation of vital documents;²
5. Train staff on language access compliance; and
6. Submit a **yearly implementation report** to OHR.

Covered Entities with Major Public Contact

1. Alcoholic Beverage Regulation Administration
2. Child and Family Services Agency
3. Department of Aging and Community Living
4. Department of Behavioral Health
5. Department of Consumer and Regulatory Affairs
6. Department of Corrections
7. Department of Employment Services
8. Department of Energy & Environment
9. Department of General Services
10. Department of Health Care Finance
11. Department of Housing and Community Development
12. Department of Human Resources
13. Department of Human Services
14. Department of Motor Vehicles
15. Department of Parks and Recreation
16. Department of Public Works
17. Department of Small and Local Business Development
18. Department of Youth Rehabilitation Services
19. Department on Disability Services
20. District Department of Transportation
21. District of Columbia Health
22. District of Columbia Housing Authority
23. District of Columbia Office of Zoning
24. District of Columbia Public Library
25. District of Columbia Public Schools
26. Fire and Emergency Medical Services Department
27. Homeland Security and Emergency Management Agency
28. Metropolitan Police Department
29. Office of Administrative Hearings
30. Office of Contracting and Procurement
31. Office of Human Rights
32. Office of Lottery and Gaming
33. Office of Planning
34. Office of Tax and Revenue
35. Office of the Attorney General – Child Support Services Division
36. Office of the People’s Counsel
37. Office of the State Superintendent of Education
38. Office of the Tenant Advocate
39. Office of Unified Communications

Covered Entities

(with designated Language Access Point of Contact)

1. DC Board of Elections
2. DC Commission on the Arts and Humanities
3. DC Health Benefit Exchange Authority
4. DC Office of Police Complaints
5. DC State Board of Education
6. Department of For-Hire Vehicles
7. Department of Forensic Sciences
8. Department of Insurance, Securities, and Banking
9. District of Columbia Corrections Information Council
10. District of Columbia Housing Finance Agency
11. District of Columbia Retirement Board
12. District of Columbia Water and Sewer Authority
13. Mayor’s Office on Community Affairs
14. Mayor’s Office on Community Relations and Services
15. Office of Cable Television, Film, Music, and Entertainment
16. Office of Disability Rights
17. Office of Employee Appeals
18. Office of the Attorney General
19. Office of the Chief Financial Officer
20. Office of the Chief Medical Examiner
21. Office of the Chief Technology Officer
22. Office of the Inspector General
23. Office of Victim Services and Justice Grants
24. Public Services Commission
25. Real Property Tax Appeals Commission

ABOUT THE LANGUAGE ACCESS PROGRAM

The Language Access Program is tasked with monitoring citywide compliance with the DC Language Access Act of 2004, and providing central coordination and technical assistance to covered entities. The work of the LAP is organized into four principal areas:

ENFORCEMENT

Individuals who believe their language access rights have been violated may file a complaint with OHR. The Language Access Program Director oversees the complaint procedures and investigation, as well as issues final findings. The Language Access Program works with agencies found in non-compliance to implement corrective actions.

TECHNICAL ASSISTANCE

The LAP staff supports all covered entities that offer language access services, by providing guidance on the best practices to complete implementation activities. Technical support includes assisting Language Access Coordinators and Language Access Points of Contact (LACs/LAPOCs) in developing strategies to deliver action items derived from their agency's Biennial Language Access Plan (BLAP), or from a corrective action plan.

COMPLIANCE MONITORING

Additionally, the LAP ensures that all 38 covered entities with major public contact develop an attainable BLAP, submit quarterly/annual reports, and take appropriate steps to meet compliance requirements. The LAP is also tasked with producing an annual compliance assessment of all 63 covered entities.

COMMUNITY ENGAGEMENT

Lastly, the LAP works to ensure that Limited English Proficient/ Non-English Proficient (LEP/NEP) residents, workers, and visitors are aware of their language access rights, through intentional community outreach, in collaboration with community-based organizations that serve immigrant communities. Additionally, LAP staff regularly deliver "Know Your Rights" trainings and work closely with members of the DC Language Access Coalition, and Mayoral ethnic constituency offices to disseminate information about the program. Staff also respond directly to inquiries from members of the public on matters related to the Act.

OUR MISSION

LAP's mission is to eliminate linguistic barriers and ensure that all District agencies have the tools, capacity, and technical knowledge to serve linguistically diverse customers.



PROGRAM HIGHLIGHTS

In FY20, the Language Access Program provided over a dozen training sessions, individualized consultation, and technical assistance to Language Access Coordinators (LACs) and Language Access Points of Contact (LAPOCs). The suite of services outlined below were designed to support implementation of language access requirements, and improve overall compliance with the Language Access Act. At the onset of the public health emergency, the LAP consulted with the Executive Office of the Mayor's Joint Information Center for guidance on the implementation of language access compliance, and sought recommendations for marshalling the necessary resources to assure that public health information was provided in an equitable manner. Unfortunately, the social distancing restrictions and cancellation of public events during the health crisis limited the Language Access Program's traditional outreach strategies. However, as the demand for guidance on virtual language access services grew, the LAP staff were able to create an alternative forum for LACs to brainstorm and discuss creative strategies for providing language access services to their customers. This new forum was called the Language Access Coordinators Roundtable.

Training & Technical Assistance

13

Language access compliance training sessions were delivered directly to 238 District employees, grantees, and contractors.¹

13

Technical assistance sessions were hosted for LACs covering best practices for enhancing data collection and reporting, developing biennial language access plans, and ensuring grantee and contractor compliance.

1

Language access compliance orientation session was held for LAPOCs, providing guidance on language access implementation activities and annual reporting requirements.

15

Meetings were held with the Mayor's Offices on Latino, Asian and Pacific Islander, and African Affairs to coordinate technical assistance efforts.

¹ Note that the decrease in the number of training events from FY19 is due to the restrictions imposed as a result of the COVID-19 public health emergency.

Language Access Coordinators Roundtable

The public health emergency created several challenges to the provision of language access services. At the start of the pandemic, several LACs reached out with similar questions and concerns regarding service delivery; while others had ideas to share. Recognizing the need for better coordination during this time, the Language Access Program created the Language Access Coordinators Roundtable Forum. The purpose of the forum was to re-imagine the ways in which language access services would be offered to Limited English Proficient and Non-English Proficient (LEP/NEP) constituents in light of the pandemic.



Discussion topics for the new forum included:

- Maximizing language access resources;
- Transitioning to virtual remote interpretation;
- Providing virtual interpretation services across different meeting platforms;
- Centralizing translated vital documents, such as public safety notices and forms;
- Clarifying agency roles and fiscal responsibility for vital document translations; and
- Assuring quality control of translation processes (shared by the Mayor's ethnic constituency offices)

LA Response to the Public Health Emergency:

Public Health Safety Signage

OHR's Language Access Program focuses on prevention by training District government agencies and funded entities on language access compliance and requires agencies to translate vital documents such as: health and safety notices, forms, and correspondence. As a result, DC Health produced and distributed translated public health messaging for the LEP/NEP community of the District of Columbia.

Advisory Neighborhood Commission (ANC)

OHR's Language Access Program became the steward of language access provisions to the ANCs. As a result of the Advisory Neighborhood Commissions Omnibus Act of 2016, commissions may now request reimbursement for costs incurred in providing multilingual written translation and verbal interpretation services to the linguistically diverse residents of the District. The LAP provided compliance training as part of the onboarding process of newly-elected and re-elected neighborhood commissioners.

Community Partnerships & Engagement

OHR worked with community-based partners to engage diverse LEP/NEP communities and ensure they knew their rights to avail themselves

of language access services. Please note that COVID-19 severely impacted in-person, public engagements as stay home orders were put in place by Mayor Muriel Bowser.

- 1,410 LEP/NEP residents were reached through workshops, "Know Your Rights" trainings, and other community events
- OHR participated in 53 community events and meetings to share information on language access and distribute multilingual "Know Your Rights" presentations and "I Speak" cards
- 940 multilingual "I Speak" cards were distributed to LEP/NEP individuals
- 13 trainings were offered to constituents, advocates, case managers, and service providers covering language access protections that impact their clients and members
- Through a partnership with the Ethiopian Community Center (ECC), the Language Access Program was able to reach 188 individuals in person and 5,239 virtually. LEP/NEP African community members and LA advocates were provided information pertaining to language access rights across a range of subjects, including: mental health, unemployment insurance, tenant rights, health insurance, and other topics related to the public health emergency.

LANGUAGE ACCESS ENFORCEMENT

The Office of Human Rights investigates language access public complaints filed by individuals who may have been denied their right to language assistance or allege that a covered entity has violated the Language Access Act. Once OHR conducts a pre-investigation, a resolution intervention is initiated to ensure that complainants receive immediate services. All public complaints are docketed and investigated before the OHR Director issues written findings. Agencies found to be in violation of the Language Access Act are required to implement corrective actions mandated by OHR.

In FY20, OHR received a total of **13 language access inquiries** alleging violation of the Language Access Act:

- **Four inquiries** were docketed and are under investigation following a pre-investigation resolution process
- **Six inquiries** were resolved during the pre-investigation resolution process
- **Three inquiries** were administratively dismissed based on lack of jurisdiction or failure to state a claim

In FY20, OHR issued a total of **five Notices of Non-compliance** against the **Metropolitan Police Department (MPD)**. MPD acknowledged non-compliance with the Language Access Act for failure to provide interpretation service during the pre-investigation resolution process in all five complaints. MPD submitted a motion for a **Request for Reconsideration** for **one** of the **five** Notices of Non-compliance.

Corrective Actions Meetings in FY20:

- One corrective action meeting was held with the Metropolitan Police Department
- Four non-compliance inquiries were resolved during the pre-investigation resolution process
- One corrective action meeting was held with the Department of Motor Vehicles

Complaint Outcomes FY15-FY20

	FY20	FY19	FY18	FY17	FY16	FY15
Inquiries	13	19	18	40	19	25
Resolved in pre-investigation with agency acknowledging violation	6	3	0	2	4	0
Final determination, found in non-compliance	5	1	0	2	1	2
Under investigation	4	4	4	12	6	13
Administrative Dismissals	3	11	14	24	8	10
Lack of jurisdiction	2	10	9	12	3	5
OHR unable to contact Complainant	0	0	0	2	1	1
Failure to state a claim	1	0	5	2	2	1
Withdrawn by Complainant	0	1	0	8	2	3

FY20 Complaints under Investigation by Agency

Covered Entity	Number of Complaints
DC Office of Police Complaints	1
Department of Human Services	1
Metropolitan Police Department	2

Inquiries Received by Fiscal Year and Covered Entity, FY15 - FY20

Covered Entity	FY20	FY19	FY18	FY17	FY16	FY15
Child and Family Services Agency	0	0	1	0	0	0
DC Board of Elections	0	0	0	0	0	0
DC Office of Police Complaints	1	0	0	0	0	0
Department of Consumer and Regulatory Affairs	0	0	0	1	0	3
Department of Corrections	0	1	0	0	0	0
Department of Employment Services	0	0	0	1	1	1
Department of Human Services	2	1	1	7	2	2
Department of Motor Vehicles	1	1	0	10	4	6
Department of Public Works	0	0	1	0	0	0
Department of Youth Rehabilitation Services	0	0	0	0	1	0
Department on Disability Services	0	0	0	0	0	1
District Department of Transportation	0	0	1	0	0	0
District of Columbia Health	0	0	0	0	1	0
District of Columbia Housing Authority	0	2	0	0	1	0
District of Columbia Office of Zoning	0	0	0	0	1	0
District of Columbia Public Schools	0	2	0	0	1	1
Fire and Emergency Management Services	0	0	0	2	0	1
Mayor's Office on Community Relations and Services	0	0	1	0	0	0
Metropolitan Police Department	7	2	4	2	4	1
Non-Covered Entities	2	10	9	14	2	6
Office of Planning	0	0	0	0	1	0
Office of the State Superintendent of Education	0	0	0	1	0	1
Total	13	19	18	38	18	23

STAKEHOLDER ACCOMPLISHMENTS

Section 1209 of the Language Access Act of 2004 regulations designates the Mayor's Office on African Affairs, the Mayor's Office on Asian and Pacific Islander Affairs, and the Mayor's Office on Latino Affairs to serve as consultative bodies to assist OHR and District agencies in the implementation of the Language Access Act. The Act's regulations also name the DC Language Access Coalition (DCLAC) as an external, non-governmental body to consult on the implementation of the Act (§1209).

These entities achieved the following outcomes in FY20 as part of their work to strengthen the District's compliance with the Language Access Act:

MAYOR'S OFFICE ON AFRICAN AFFAIRS (MOAA)

Quality Assurance — MOAA provided technical assistance to District government agencies in FY20 by reviewing more than 100 documents translated into African languages, and providing guidance to agencies working to centralize translated vital documents on their websites. MOAA provided quality assurance reviews and technical assistance to the Department of Employment Services (DOES), DC Public Library (DCPL), Department of Health (DC HEALTH), Department of Motor Vehicles (DMV), Department of Energy and Environment (DOEE), the Homeland Security and Emergency Management Agency (HSEMA), and the District's Joint Information Center (JIC)—a taskforce activated specifically to distribute information regarding the pandemic. The translations reviewed included many that were vital to the public health emergency such as "Guidance for Contact with a Person Confirmed

to Have COVID-19," "Wear a Mask," "Reopening Survey Responses," "Building/Testing Door Hanger Information," and "COVID Vaccine FAQ."

Outreach to Limited English Proficient and Non-English Proficient (LEP/NEP) Residents

— MOAA hosted four informational forums in FY20. Additionally, MOAA worked in collaboration with several agencies such as DC Health Link's "Get Covered: Health Insurance Literacy," My School DC's "Discussion on the 2021 School Lottery," and the Department of Insurance, Securities, and Banking's "Family French Read Along for America Saves Week." These efforts reached the District's French, Arabic, and Amharic speaking communities.

Site Visits — MOAA conducted 28 remote site visits of DC government agencies in FY20. MOAA concluded that the agencies are willing to continue to improve the services they provide to the LEP/NEP community. Most agencies had vital documents

and signage available in both Amharic and French, and continue to send materials for translation and quality control to MOAA. However, MOAA found that there is still a gap in informational materials or outreach events done by offices in Amharic and French. MOAA will continue to encourage agencies to work with them in an effort to improve covered entities' outreach and communication efforts with the District's African community.

MAYOR'S OFFICE ON ASIAN AND PACIFIC ISLANDER AFFAIRS (MOAPIA)



Sara Park,
Language Access Coordinator

Know Your Rights Training — in FY20, one of the MOAPIA's grantees, Asian Pacific American Legal Resource Center (APALRC) conducted two "Know Your Rights" and "Community Organizing" trainings, as well as co-facilitated four trainings with other community partners.

Direct Community Outreach — MOAPIA regularly visited apartment buildings and community centers with a high LEP/NEP, Asian American Pacific Islander (AAPI) concentration around Chinatown, to check in on residents. In FY20, MOAPIA conducted six housing outreach events, reaching a total of 182 residents. In line with the Mayor's COVID-19 stay-at-home order and social distancing mandates, MOAPIA pivoted to phone banking sessions to stay connected with AAPI residents, addressing their concerns, offering assistance, and providing the latest government updates. MOAPIA also compiled a packet of up-to-date information on COVID-19 relief and assistance programs, translated into three languages (Chinese, Vietnamese, and Korean). MOAPIA mailed COVID-19 related materials to 840 businesses.

Outreach Support at the Department of Housing and Community Development (DHCD) — During the public health emergency, MOAPIA promoted DHCD's new assistance programs, including Rental Assistance and COVID-19 Housing Assistance

Program (CHAP). MOAPIA created translated (Chinese and Vietnamese), one-page flyers for both the Rental Assistance Program and CHAP. Out of 182 residents that were reached through MOAPIA's six outreach events on the housing programs, 51 AAPI residents received the DHCD's CHAP and Rental Assistance Program details in their home languages.

Bilingual Outreach Support at the Department of Consumer and Regulatory Affairs (DCRA) —

MOAPIA resolved to deliver the most accurate and up-to-date DCRA information to AAPI business owners in their languages. During the public health emergency, the MOAPIA outreach team transformed its in-person visits to a virtual contact model. MOAPIA kept AAPI small businesses informed as bilingual staff reached out with 344 phone calls, emails, and texts in FY20.

Bilingual Outreach Specialists at the Department of Human Services (DHS) —

MOAPIA bilingual staff assisted with a total of 750 DHS-related cases, including 334 cases with Vietnamese-speaking residents, and 416 cases with Chinese-speaking residents. Moreover, MOAPIA handled 12 document translations in Chinese and Vietnamese for DHS in FY20, including, but not limited to, the following documents: "COVID-19 Hotline," "Phase II Re-Opening for Congregate Shelter Providers," "Do you Qualify for Benefit," and "COVID-19 P-EBT Food Benefits Flyer." MOAPIA also mailed the translated "Emergency Rental Assistance Program (ERAP)" and "P-EBT Flyer" to 502 AAPI residents and 388 AAPI businesses in July 2020.

Site Visits — MOAPIA conducted a total of 3 language access compliance site visits with the Department of Aging and Community Living (DACL), Department of Behavioral Health (DBH) and the Office of Tax and Revenue (OTR), to monitor each agency's implementation of language access. As a result of the site visits, MOAPIA found that agency frontline staff across the board were prepared to assist the AAPI communities in the linguistically-appropriate manner.

Written Translation and Quality Assurance — MOAPIA provided technical assistance to several District government agencies with major public contact in FY20. This support was reflected in MOAPIA’s role in translating and/or providing quality control of previously translated documents such as: “DHS Street Outreach Network,” “DHS - Do you Qualify for Benefits,” “DOES DC Paid Family Leave Employee.” MOAPIA worked closely with DOES to provide translations on the “Unemployment Benefits” page and benefit applications including, but not limited to the “PUA Application” and “COVID-19 Scenario and Benefits.” MOAPIA also assisted in a total of 82 claims related to unemployment benefits for AAPI residents due to the public health emergency.

MOAPIA provided quality assurance and document translation for a total of **430** documents in FY20.

Citywide Community Events — In FY20, MOAPIA participated in the following multilingual community events:

- Multicultural Resource Fair
- Language Access Partner Action Planning Meeting
- Multilingual Education Fair

MAYOR’S OFFICE ON LATINO AFFAIRS (MOLA)



Ronal Avila,
Language Access Coordinator

Language Access Monitoring — MOLA monitored, assisted, and provided feedback to 37 District government agencies to ensure implementation of language access requirements and adoption of best practices.

Bilingual Hiring — MOLA produced and disseminated bi-weekly bilingual job announcements to 10,000+ subscribers in the Latinx community. Announcements included job openings in District government designed to increase the linguistic capacity of District agencies by connecting them with qualified bilingual candidates. The agency collaborated with the District Department of Transportation to prepare Latinx candidates for a Multicultural Employment Fair.

Language Access Lunch & Learn — During FY20, MOLA hosted five “Lunch & Learn” meetings for Language Access Coordinators and other District government employees to share best practices on language access implementation, and to address challenges government employees face in serving LEP/NEP customers.

Quality Assurance — MOLA provided technical assistance to District government agencies throughout FY20 by reviewing over 400 documents translated into Spanish and providing guidance to agencies working to centralize translated vital documents on their websites. MOLA provided quality assurance reviews and technical assistance to the District Department of Transportation (DDOT), Office of People’s Counsel (OPC), DC Fire & Emergency Medical Services

(FEMS), Department of Behavioral Health (DBH), Department on Disability Services (DDS), DC Public Library (DCPL), Child and Family Services Agency (CFSA), District of Columbia Public Schools (DCPS), Department of Motor Vehicles (DMV), Metropolitan Police Department (MPD), and the Office of the Attorney General (OAG).

Outreach to LEP/NEP Residents — In FY20, MOLA distributed more than 1,000 “I Speak Spanish” cards at outreach events including but not limited to, the MOLA Legal Resource Fair, Food Distribution Bank, Cinco de Mayo Celebration, Immigrant Heritage Month Kick-Off, DCPS Back-to-School Night, Hispanic Heritage Month Community Celebration, Fiesta DC Festival, and Mayor Bowser’s State of the District Address.

Cultural Competency Training — MOLA collaborated with OHR, MOAA, and MOAPIA to develop and conduct a cultural competency training series for the Department of Motor Vehicles in FY20. The series included 11 unique sessions, with an overall attendance of 330 agency employees. MOLA also collaborated with the Metropolitan Police Department to develop a cultural awareness video for MPD officers who interact with the District’s Latinx population. MOLA also delivered a cultural competency training for MPD staff.

Capacity Building — MOLA provided interpretation equipment and support to grantees, District government agencies, and other community-based organizations to help facilitate provision of interpretation services for LEP/NEP individuals.

DC LANGUAGE ACCESS COALITION (DCLAC)

OHR acknowledges the DC Language Access Coalition’s steadfast efforts to ensure that LEP/NEP DC residents receive District government services in their language.

Starting at the onset of the public health emergency, DCLAC was at the forefront of identifying language access service gaps in essential and impacted government agencies that have major public contact. DCLAC brought these language access challenges to OHR’s and other government officials’ attention in an effort to find a solution. Some of the areas of concern included:

Lack of translation for the “Emergency Rental Assistance Program (ERAP),” “Temporary Cash Assistance for Needy Families (TANF),” and “DOES Unemployment Insurance Applications.”

As a result, OHR was able to elevate these issues through the appropriate channels and begin rectifying the identified language access service gaps.

In previous years, DCLAC had played a major role in providing input and vital feedback for the development of each major public contact agencies’ Biennial Language Access Plan (BLAP). With DCLAC’s guidance, OHR adopted a new reporting mechanism to increase agencies’ accountability through progress reports that align with BLAP goals. The new strategy was introduced in FY20 and will be implemented in FY21 reporting.



COMPLIANCE PROFILE OF COVERED ENTITIES

The DC Language Access Act of 2004 requires all covered entities to meet all language access requirements. The table below presents an assessment of 24 covered entities¹ and their level of compliance with the Act in FY20. The Language Access Program looks to gradually implement other compliance requirements as listed in the recommendation section of the summaries.

FY20 Compliance Summary and FY21 Priorities

DC Board of Elections (DCBOE)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
◆			◆	

FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: 35
Top Languages Encountered: Spanish and Amharic

In FY20, DCBOE fulfilled reporting requirements by submitting its language access compliance implementation report, maintaining a telephonic interpretation account to meet the accessibility requirement under the Language Access Act. The agency also translated a vital document, “Voter Registration Application” into the top six languages encountered in the District of Columbia. DCBOE developed multilingual signage to inform the LEP/NEP community of language access services. OHR commends DCBOE for adopting language services in response to the public health emergency by providing tablets at voting sites for video remote interpretation in place of in-person interpretation.

For FY21, OHR recommends that DCBOE fulfill language access compliance gaps by: (1) updating its internal language access policy, (2) training its staff on compliance requirements, (3) certifying its funded entities for compliance with the Language Access Act of 2004, (4) improving its tracking and reporting of implementation data, and (5) improving its website to provide equitable access to vital information for the LEP/NEP population.

OHR looks forward to supporting the agency in addressing language access implementation and compliance gaps.

¹Office of the Inspector General not included.

DC Commission on the Arts and Humanities (CAH)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
◆			◆	

FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: No Data Reported
Top Languages Encountered: No Data Reported

In FY20, the CAH reported minimal language access compliance implementation data and no language encounter data. The agency was found non-compliant with the Language Access Act due to its failure to report implementation of the preparedness, accessibility, and quality compliance requirements.

OHR strongly recommends that the agency take immediate steps to close compliance gaps by: (1) collecting and reporting comprehensive data, (2) developing its internal language access policy, (3) training its staff on compliance requirements, (4) certifying its funded entities for compliance with the Act, (5) identifying and translating vital documents, and (6) improving its website to provide equitable access to vital information for the LEP/NEP population.

OHR looks forward to supporting the agency in addressing language access implementation and longstanding compliance gaps.

DC Health Benefit Exchange Authority (HBX)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
◆	◆	◆	◆	◆

FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: 6,589
Top Languages Encountered: Spanish, Amharic, Mandarin, French, Vietnamese, Portuguese, Cantonese, Arabic, Tigrinya, Haitian Creole, and Tagalog

OHR commends HBX for its continued commitment to meeting language access compliance requirements. In FY20, the agency created a new survey for data collection that captures language preferences in 50+ languages.

OHR looks forward to the outcome of the survey and its impact on improving the accessibility and provision of language access services to LEP/NEP customers. The HBX FY20 implementation report indicates that it has moved forward with training its staff on language access compliance requirements, and also reflects that grantees were also trained on the proper way to interface with the LEP/NEP clients. The agency provides language access services, including the use of telephonic interpretation, multilingual taglines on documents, and other tools to ensure equal access. In FY20, HBX also made an effort to collect grantees' LEP/NEP encounters.

Additionally, the agency translated 107 case-specific and public-facing documents in the top six languages encountered in the District. The agency’s website is accessible to the LEP/NEP community, as it has adopted a hybrid model of Google Translate and Language Support Pages (LSPs). However, it is noted that vital information about the American Rescue Plan and insurance coverage does not transfer to the translated pages when selecting a Language Resources menu item. This causes a barrier for LEP/NEP constituents seeking vital public health services.

The agency continues to mail out all customer notices generated by DC Health Link with taglines in Amharic, Spanish, French, Korean, Simplified Chinese, Traditional Chinese, and Vietnamese. In FY20, HBX continues to utilize 18 taglines required by the Centers for Medicare and Medicaid Services as well as the U.S. Department of Health and Human Services for exchange marketplaces. The 18 taglines are implemented in all notices and made available on the dhealthlink.com website. OHR strongly recommends that the agency take steps to close language access compliance gaps by: (1) collecting and reporting comprehensive data, (2) developing its internal language access policy, (3) training its staff on language access compliance requirements, (4) certifying its funded entities for compliance with the Language Access Act of 2004, (5) conducting quality assurance checks to ensure that website functionality is consistent when multilingual features are activated, and (6) enhancing its existing training regimen by adding the Language Line Solutions training to strengthen compliance in the area of accessibility.

OHR looks forward to supporting the agency in addressing language access implementation and compliance gaps.

DC Office of Police Complaints (DCOPC)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
◆	◆	◆	◆	◆

FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: 76

Top Languages Encountered: Spanish, Korean, French, Mandarin, Kurdish, Arabic, and Italian

In FY20, DCOPC fulfilled reporting requirements by submitting a language access compliance implementation report, attending the annual language access meeting, and creating a telephonic interpretation account to meet the interpretation requirements under the Language Access Act. The agency also translated one document and trained all new hires on language access compliance.

The agency’s FY20 implementation report indicated that DCOPC hosted a Facebook live stream to engage the Spanish speaking community. The event titled “Afrontando Juntos: Mental Health Awareness Chats via Facebook Live,” was facilitated in Spanish and provided mental health education and strategies to the Latinx community during the public health emergency. DCOPC also participated in the Washington English Center’s Community Service and Health Fair, a community event that connects adult immigrant students with local organizations.

OHR notes DCOPC’s continued effort to implementing language access compliance requirements. However, the agency had one language access discrimination complaint filed against it. OHR recommends that the agency take steps to close compliance gaps by: (1) developing its internal language policy, (2) training its staff and funded entities on language access compliance requirements, (3) certifying its funded entities for compliance with the Act, (4) identifying and translating vital documents, and (5) improving its website to provide equitable access to vital information for the LEP/NEP population.

OHR looks forward to further supporting the agency in addressing language access implementation and encourages the agency to explore ways to expand its engagement with Asian and Pacific Islander and African LEP/NEP communities in the District.

DC State Board of Education (SBOE)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
◆		◆	◆	

FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: No Data Reported
Top Languages Encountered: No Data Reported

In FY20, the SBOE did not report language encounter data; however, the Language Access Program was able to retrieve it from the District’s contracted telephonic interpretation vendor. The data shows that the agency had 23 encounters in the following languages: Spanish, Amharic, French, Haitian Creole, and Vietnamese.

SBOE partially fulfilled reporting requirements in FY20 by submitting its language access compliance implementation report, providing interpretation services in at least three meetings, certifying one bilingual staff for language proficiency, and translating documents in the top six languages encountered in the District. Although SBOE is not required by the Language Access Act to perform outreach, the agency participated in four outreach events with 9,022 participants. However, it is unclear if the LEP/NEP community was provided language services. The agency also made itself accessible to the LEP/NEP community by ensuring its advertisements included multilingual messaging. While the agency reported expenditure for translation and interpretation services, it is unclear what LA services were utilized due to discrepancies in reporting.

For FY21, OHR recommends that the agency take steps to close compliance gaps by: (1) improving its collection and reporting of comprehensive data, (2) developing its internal language access policy, (3) training its staff and funded entities on compliance requirements, (4) certifying its funded entities for compliance with the Act, (5) identifying and translating vital documents, and (6) improving its website to provide equitable access to vital information for the LEP/NEP population.

OHR looks forward to supporting the agency in addressing language access implementation and compliance gaps.

Department of For-Hire Vehicles (DFHV)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility



FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: No Data Reported
Top Languages Encountered: No Data Reported

In FY20, the DFHV was found non-compliant with the Language Access Act due to its failure to report implementation of the preparedness, accessibility, and quality compliance requirements.

OHR strongly recommends that the agency take immediate steps to close compliance gaps by: (1) collecting and reporting comprehensive data, (2) developing its internal language access policy, (3) training its staff on compliance requirements, (4) certifying its funded entities for compliance with the Act, (5) identifying and translating vital documents, and (6) improving its website to provide equitable access to vital information for the LEP/NEP population.

OHR looks forward to supporting the agency in addressing language access implementation and compliance gaps.

Department of Forensic Sciences (DFS)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility



FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: No Data Reported
Top Languages Encountered: No Data Reported

In FY20, DFS created a Language Support Page in Spanish, however it reported minimal language access compliance implementation data. The agency did not fulfill other vital requirements under the Language Access Act.

OHR strongly recommends that the agency take immediate steps to close compliance gaps by: (1) collecting and reporting comprehensive data, (2) developing its internal language access policy, (3) training its staff on compliance requirements, (4) certifying its funded entities for compliance with the Act, (5) identifying and translating vital documents, (6) improving its website to provide equitable access to vital information for the LEP/NEP population, and (7) registering with Language Line Solutions for on-demand access to telephonic interpretation services.

OHR looks forward to supporting the agency in addressing language access implementation and compliance gaps.

Department of Insurance, Securities, and Banking (DISB)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility



FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

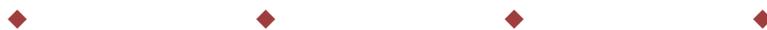
In FY20, DISB reported minimal language access compliance implementation data. The Language Access Program notes that the agency is not required to perform outreach under the Language Access Act, as it is not a compliance requirement that applies to non-major public contact agencies. Despite this, the agency engaged with community-based organizations that serve LEP/NEP individuals to disseminate information about the agency. Organizations included: Ethiopian Community Center, Housing Counseling Services, and Carlos Rosario International Public Charter School.

OHR strongly recommends that the agency take immediate steps to close compliance gaps by: (1) collecting and reporting comprehensive data, (2) training its staff on compliance requirements, (3) certifying its funded entities for compliance with the Act, (4) identifying and translating vital documents, and (5) improving its website to provide equitable access to vital information for the LEP/NEP population.

OHR looks forward to supporting the agency in addressing language access implementation and compliance gaps.

District of Columbia Corrections Information Council (CIC)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility



FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

In FY20, the CIC fulfilled reporting requirements by submitting a language access compliance implementation report, attending the annual language access meeting, and creating a telephonic interpretation account to meet the interpretation requirements under the Language Access Act. The agency also translated one vital document into Spanish, the “CIC Consent Form.” The Language Access Program acknowledges the CIC for implementing several recommendations from its FY19 compliance review.

For FY21, OHR strongly recommends that the CIC: (1) collect and report comprehensive data, (2) provide language access training to public-facing staff, (3) adopt a language access policy, and (4) add a language support section to the agency’s website.

District of Columbia Housing Finance Agency (DCHFA)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility

FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

In FY20, the DCHFA was non-compliant with the Language Access Act due to its failure to report implementation of preparedness, accessibility, and quality compliance requirements.

For FY21, OHR recommends that the agency take immediate steps to close compliance gaps by: (1) improving its collection and reporting of comprehensive data, (2) developing its internal language access policy, (3) training its staff and funded entities on compliance requirements, (4) certifying its funded entities for compliance with the Act, (5) identifying and translating vital documents, and (6) improving its website to provide equitable access to vital information for the LEP/NEP population.

OHR looks forward to supporting the agency in addressing language access implementation and compliance gaps.

District of Columbia Retirement Board (DCRB)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility

FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

In FY20, DCRB was found non-compliant with the Language Access Act due to its failure to report implementation of preparedness, accessibility, and quality compliance requirements.

For FY21, OHR recommends that the agency take immediate steps to close compliance gaps by: (1) improving its collection and reporting of comprehensive data, (2) developing its internal language access policy, (3) training its staff and funded entities on compliance requirements, (4) certifying its funded entities for compliance with the Act, (5) identifying and translating vital documents, and (6) improving its website to provide equitable access to vital information for the LEP/NEP population.

OHR looks forward to supporting the agency in addressing language access implementation and compliance gaps.

District of Columbia Water and Sewer Authority (DC Water)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility

FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: No Data Reported
Top Languages Encountered: No Data Reported

In FY20, DC Water was found non-compliant with the Language Access Act due to its failure to report implementation of preparedness, accessibility, and quality compliance requirements.

For FY21, OHR recommends that the agency take immediate steps to close compliance gaps by: (1) improving its collection and reporting of comprehensive data, (2) developing its internal language access policy, (3) training its staff and funded entities on language access compliance requirements, (4) certifying its funded entities for compliance with the Act, (5) identifying and translating vital documents, and (6) improving its website to provide equitable access to vital information for the LEP/NEP population.

OHR looks forward to supporting the agency in addressing language access implementation and compliance gaps.

Mayor’s Office on Community Affairs (MOCA)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
◆		◆	◆	

FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: No Data Reported
Top Languages Encountered: No Data Reported

In FY20, MOCA reported language access implementation data, as it is now designated as covered entity under the Language Access Act of 2004.

Though the entity did not report on language encounter data, the Language Access Program was able to retrieve some data on encounters from the District’s contracted telephonic interpretation vendor records. The data reflected that the agency encountered seven Spanish-speaking individuals and one Laotian-speaking individual who required language assistance.

MOCA took meaningful steps towards compliance by offering the language proficiency certification for MOCA staff to effectively respond in-language when interacting with LEP/NEP community members. It was also noted that MOCA has increased the number of translated digital materials, made virtual events accessible to LEP/NEP communities, and continues to train MOCA staff and new hires on language access compliance requirements.

For FY21, OHR recommends that the entity establish language access protocols to meet compliance requirements by: (1) collecting and reporting comprehensive data, (2) developing its internal language access policy, (3) training its staff on compliance requirements, (4) certifying its funded entities for compliance with the Act, (5) identifying and translating vital documents, (6) improving its website to provide equitable access to vital information for the LEP/NEP population, and (7) allocating funds for language accessibility services for each of its 13 individual offices.

OHR looks forward to supporting the agency in addressing language access implementation and compliance gaps.

Mayor’s Office on Community Relations and Services (MOCRS)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
◆		◆	◆	

FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: 23
Top Languages Encountered: Spanish, Amharic, and Laotian

In FY20, MOCRS reported language access implementation data, as it is now designated as covered entity under the Language Access Act of 2004, as a result of a non-compliance finding in a language access discrimination complaint filed in FY18. OHR is currently working with the MOCRS on a corrective action plan to address the non-compliance finding.

Moreover, MOCRS reported 23 language encounters for Spanish, Amharic, and Laotian in FY20 as well as conducted compliance training for its staff and grantees. OHR noted that the MOCRS has begun to use language access resources such as telephonic interpretation and “I Speak” cards when engaging with the LEP/NEP community of the District.

Office of Cable Television, Film, Music, and Entertainment (OCTFME)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
◆	◆	◆	◆	

FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: 23
Top Languages Encountered: Spanish, Mandarin, and Arabic

In FY20, OCTFME reported language access implementation data and conducted a “How To” training on telephonic interpretation for frontline staff. Although the agency reported data, it is unclear if implementation efforts fulfilled all compliance requirements.

OHR strongly recommends that the agency take steps to close compliance gaps by: (1) collecting and reporting comprehensive data, (2) developing its internal language access policy, (3) identifying and translating vital documents, and (4) improving its website to provide equitable access to vital information for the LEP/NEP population.

OHR looks forward to supporting the agency in addressing language access implementation and compliance gaps.

Office of Disability Rights (ODR)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
			◆	

FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: No Data Reported
Top Languages Encountered: No Data Reported

In FY20, ODR was non-compliant with the Language Access Act due to its failure to report implementation of preparedness, accessibility, and quality compliance requirements.

For FY21, OHR strongly recommends that the agency take immediate steps to close compliance gaps by: (1) collecting and reporting comprehensive data, (2) developing its internal language access policy, (3) training its staff on language access compliance requirements, (4) certifying its funded entities for compliance with the Act, (5) identifying and translating vital documents, and (6) improving its website to provide equitable access to vital information for the LEP/NEP population.

OHR looks forward to supporting the agency in addressing language access implementation and compliance gaps.

Office of Employee Appeals (OEA)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
◆			◆	

FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: No Data Reported
Top Languages Encountered: No Data Reported

In FY20, OEA was non-compliant with the Language Access Act due to its failure to report implementation of the preparedness, accessibility, and quality compliance requirements.

For FY21, OHR strongly recommends that the agency take immediate steps to close compliance gaps by: (1) collecting and reporting comprehensive data, (2) developing its internal language access policy, (3) training its staff on compliance requirements, (4) certifying its funded entities for compliance with the Act, (5) identifying and translating vital documents, and (6) improving its website to provide equitable access to vital information for the LEP/NEP population.

OHR looks forward to supporting the agency in addressing language access implementation and compliance gaps.

Office of the Attorney General for the District of Columbia (OAG)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
◆	◆	◆	◆	◆

FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

In FY20, OAG reported minimal language access compliance implementation data. The agency has not reported language encounter data; however, the Language Access Program recognizes that the covered entity has a division with major public contact, the OAG Child Support Services Division (CSSD), in which it shares a telephonic interpretation service account that tracks encounter/usage data. It is unclear which telephonic interpretation encounters belong to OAG-CSSD and which belong to OAG’s main office. The distinction of telephonic interpretation services used by each division is critical, especially for larger agencies, as encounters are used to measure strategic investment in language access resources.

The agency reported zero trainings of agency staff, but translated 15 documents in the top six languages encountered in the District. These documents included but are not limited to: “Stimulus Check Scam Alert,” “COVID-19 Know Your Rights,” and “Tenant Eviction Flyer.” Although the Language Access Act does not require non-major public contact agencies to perform outreach, it is noted that the agency participated in the Pay Stub Clinic event and provided interpretation services in Spanish. OHR applauds OAG for prioritizing website accessibility as its site houses the translations of vital informative documents and ensures equitable access to public safety information for the LEP/NEP community.

For FY21, OHR recommends that OAG improve compliance by: (1) collecting and reporting comprehensive data, (2) developing its internal language access policy, (3) certifying its funded entities for compliance with the Act, and (4) training its staff and funded entities on compliance requirements.

OHR looks forward to supporting the agency in addressing language access implementation and compliance gaps.

Office of the Chief Financial Officer (OCFO)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
◆	◆		◆	◆

FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

In FY20, the OCFO was found non-compliant with the Language Access Act due to its failure to report implementation of preparedness, accessibility, and quality compliance requirements.

OHR strongly recommends that the agency take immediate steps to close compliance gaps by: (1) collecting and reporting comprehensive data, (2) creating its internal language access policy, (3) training its staff on compliance requirements, (4) certifying its funded entities for compliance with the Act, (5) identifying and translating vital documents, and (6) improving its website to provide equitable access to vital information for the LEP/NEP population.

OHR looks forward to supporting the agency in addressing language access implementation and compliance gaps.

Office of the Chief Medical Examiner (OCME)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility

FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

In FY20, the OCME was found non-compliant with the Language Access Act due to its failure to report implementation of preparedness, accessibility, and quality compliance requirements.

For FY21, OHR recommends that the agency take immediate steps to close compliance gaps by: (1) improving its collection and reporting of comprehensive data, (2) developing its internal language access policy, (3) training its staff and funded entities on compliance requirements, (4) certifying its funded entities for compliance with the Act, (5) identifying and translating vital documents, and (6) improving its website to provide equitable access to vital information for the LEP/NEP population.

OHR looks forward to supporting the agency in addressing language access implementation and compliance gaps.

Office of the Chief Technology Officer (OCTO)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
◆		◆	◆	◆

FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: 3

Top Language Encountered: Spanish

In FY20, OCTO reported minimal language access compliance implementation data. The agency reported two programs that had direct engagement with DC residents, however, based on reporting discrepancies, it is unclear if translated marketing materials were available to ensure access to LEP/NEP communities.

For FY21, OHR recommends that the agency take immediate steps to close compliance gaps by: (1) improving its collection and reporting of comprehensive data, (2) developing its internal language access policy, (3) training its staff and funded entities on compliance requirements, (4) certifying its funded entities for compliance with the Act, (5) identifying and translating vital documents, and (6) improving its website to provide equitable access to vital information for the LEP/NEP population.

OHR looks forward to supporting the agency in addressing language access implementation and compliance gaps.

Office of Victims Services and Justice Grants (OVSJG)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
◆	◆	◆	◆	◆

FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: 7,445

Top Languages Encountered: Spanish, Amharic, Vietnamese, Bengali, French, Japanese, Cantonese, Russian, Arabic, Urdu, and Korean

In FY20, the OVSJG fulfilled reporting requirements by submitting a language access compliance implementation report, attending the annual language access meeting, and creating a telephonic interpretation account to meet the interpretation requirements under the Language Access Act. The agency also certified two bilingual staff in their target languages, translated one document, and trained its staff and network of grantees on language access.

In FY21, the Language Access Program looks forward to providing technical support to OVSJG in fulfilling its implementation goals of (1) developing an internal language access policy, and (2) adding a language access information landing page to its website.

Public Services Commission (PSC)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
◆	◆	◆	◆	

FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: 23

Top Languages Encountered: Spanish

In FY20, PSC reported minimal language access compliance implementation data. The agency reported meeting preparedness criteria by utilizing “I Speak” cards in their public encounters and translation of one document.

For FY21, OHR recommends that the agency take steps to close compliance gaps by: (1) collecting and reporting comprehensive data, (2) developing its internal language access policy, (3) training its staff and funded entities on compliance requirements, (4) certifying its funded entities for compliance with the Act, (5) identifying and translating vital documents, and (6) improving its website to provide equitable access to vital information for the LEP/NEP population.

OHR looks forward to supporting the agency in addressing language access implementation and compliance gaps.

Real Property Tax Appeals Commission (RPTAC)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
◆		◆	◆	

FY20 Limited English Proficient and Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

In FY20, RPTAC reported minimal language access compliance implementation data. The agency reported meeting preparedness criteria by posting “Language Identification” posters to publicize the availability of interpretation service to LEP/NEP clients and providing a list of bilingual staff at the agency.

For FY21, OHR recommends that the agency take steps to close compliance gaps by: (1) collecting and reporting comprehensive data, (2) developing its internal language access policy, (3) training its staff and funded entities on compliance requirements, (4) certifying its funded entities for compliance with the Act, (5) identifying and translating vital documents, and (6) improving its website to provide equitable access to vital information for the LEP/NEP population.

OHR looks forward to supporting the agency in addressing language access implementation and compliance gaps.

COMPLIANCE RATING METHODOLOGY

Covered Entities with Major Public Contact

*Please note that the areas with shaded text are not applicable for the FY20 compliance review.

Rating Methodology

PREPAREDNESS (P)	
Requirements	Evaluation questions
P1. Agency provided comprehensive data on FY20 encounters.	<ul style="list-style-type: none"> • Did the agency record its encounters with LEP/NEP constituents and report them to OHR? • Is the agency using more than one method to collect data? • Did the agency implement OHR's recommendations and/or FY19/20 BLAP action items related to data collection?
P2. Agency has a current language access policy.	<ul style="list-style-type: none"> • Did the agency develop or revise its language access policy over the last two years? • Has the agency submitted a policy for OHR's approval within the last two years? • Did the agency have its policy reviewed by OHR and approved by the agency's Director and/or General Counsel?
P3. Agency staff were trained in FY20.	<ul style="list-style-type: none"> • Did the agency train staff on language access requirements and resources? • Did the agency implement OHR's recommendations and/or FY19/20 BLAP action items related to staff training?
P4. Agency communicated effectively.	<ul style="list-style-type: none"> • Did the agency send a representative to the bi-monthly Language Access Coordinators meetings hosted by OHR? • Was the agency responsive to OHR's inquiries? • Did the agency proactively reach out to OHR?
P.5 Agency took steps to meet grantee and contractor compliance requirements.	<ul style="list-style-type: none"> • Did the agency take reasonable steps to ensure that its grantees and contractors complied with the Language Access Act? • Did the agency train grantees/contractors and their employees on language access compliance requirements? • Did the agency modify contracts or Memorandums of Understanding (MOUs), or obtain signed agreements from grantees/contractors to include language access requirements?

ACCESSIBILITY (A)**Requirements****Evaluation questions**

A6. Agency displayed adequate language access signage in public-facing locations.
(N/A in FY20)

THIS CATEGORY IS NOT APPLICABLE IN FY20

- Does the agency’s public-facing locations display multilingual signs informing LEP/NEP customers about their right to language assistance?
- Does the agency visibly display language identification posters, “I Speak” cards, multilingual banners, or other tools that allow LEP/NEP customers to identify their language?

A7. Vital documents were translated and/or updated in FY20.

- Did the agency translate any vital documents in FY20?
- Has the agency translated documents into all languages that the agency encounters regularly?
- Did the agency implement OHR’s recommendations or FY19/20 BLAP action items related to document translation?

A8. Translated vital documents are accessible on agency website.

- Does the agency have any language support pages or webpages in languages other than English?
- Are the agency’s public-facing vital documents available on the website in languages other than English?
- Did the agency implement OHR’s recommendations or FY19/20 BLAP action items related to online accessibility of translated documents?

A9. Efforts were made to reach out to LEP/NEP communities in FY20.

- Did the agency conduct outreach specifically targeting LEP/NEP communities?
- Did outreach initiatives bring the agency into meaningful contact with LEP/NEP constituents?
- Did the agency implement OHR’s recommendations or FY19/20 BLAP action items related to outreach to LEP/NEP communities?

QUALITY (Q)**Requirements****Evaluation questions**

Q10. No complaints were filed against the agency in FY20.

- Were any complaints filed against the agency?

Q11. Agency was not found in non-compliance in FY20.

- Did any complaints result in a non-compliance finding?
- Has the agency received multiple complaints regarding the same issue?
- Does the agency have outstanding corrective actions?

Q12. No tester was turned away during tests.
(N/A in FY20)

THIS CATEGORY IS NOT APPLICABLE IN FY20

- Did all testers receive interpretation and, when appropriate, translation services?
- If not, were there any mitigating circumstances?

<p>Q13. All testers who accessed employee or interpretation received requested information or services. (N/A in FY20)</p>	<p style="text-align: center;">THIS CATEGORY IS NOT APPLICABLE IN FY20</p> <ul style="list-style-type: none"> • When testers did receive language assistance, were they able to obtain the information or resources that they requested? • Were they able to communicate effectively through the services offered?
<p>Q14. OHR observed improvement in language access implementation in FY20.</p>	<ul style="list-style-type: none"> • Has the agency taken steps to provide or sustain full access to LEP/NEP customers? • Has the agency addressed some, if not all, systemic issues to close gaps in compliance and improve agency's service to LEP/NEP customers? • Did the agency meet OHR's FY19 recommendations listed in the abovementioned categories?

IMPLEMENTATION BY THE NUMBERS

Summary of findings based on implementation reports from 38 covered entities with major public contact and 25 covered entities assessed in FY20.

Preparedness:

185,616

encounters with Limited English Proficient and Non-English Proficient (LEP/NEP) customers were reported in FY20 across all District government agencies.

10,845

District government employees, including contractors and grantees, received language access compliance or a refresher training in FY20.¹

30 out of 38

covered entities with major public contact fulfilled reporting requirements and submitted comprehensive data on encounters with LEP/NEP customers.

19 out of 38

covered entities with major public contact adopted revised language access policies in FY20.

Accessibility:

144,249

calls were made by frontline employees in FY20 to reach a telephonic interpreter and communicate with customers speaking **80 different languages.**

- **1,959** translated vital documents were made available by all covered entities. Vital documents were translated into Spanish (1,235), Amharic (469), Chinese - Simplified and Traditional (381), Vietnamese (343), French (341), Korean (118), Arabic (9), Tigrinya (2), Russian (2), Japanese (1), Bengali (1), Thai (1), Urdu (1), and Somali (1).
- **23 out of 38** agencies reported conducting outreach activities specifically designed to engage LEP/NEP communities.²
- **12 out of 38** agencies updated their websites by providing links to translated vital documents.

¹ The decrease in training activities by covered entities is due to the restrictions of the COVID-19 public health emergency.

² The decrease in outreach activities by covered entities is due to the restrictions of the COVID-19 public health emergency. Note that agencies adopted virtual outreach activities to provide vital information to the public.

Based on Language Line³ usage, the top 10 languages served were:

Spanish	Amharic	French	Vietnamese	Chinese (Mandarin-Cantonese)	Bengali	Arabic	Tigrinya	Korean
126,506	10,728	2,281	1,583	1,640	449	358	357	347

Based on agency encounters, the top 10 languages served were:

Spanish	Amharic	French	Vietnamese	Mandarin
159,620	13,977	3,751	2,262	1,690

Cantonese	Korean	Arabic	Russian	Tigrinya
1,574	420	378	260	198

Quality:



Among the **13** complaints received in FY20, **three were dismissed** based on lack of jurisdiction or failure to state a claim, **four were docketed**, and **six inquiries were resolved** during the pre-investigation resolution process.

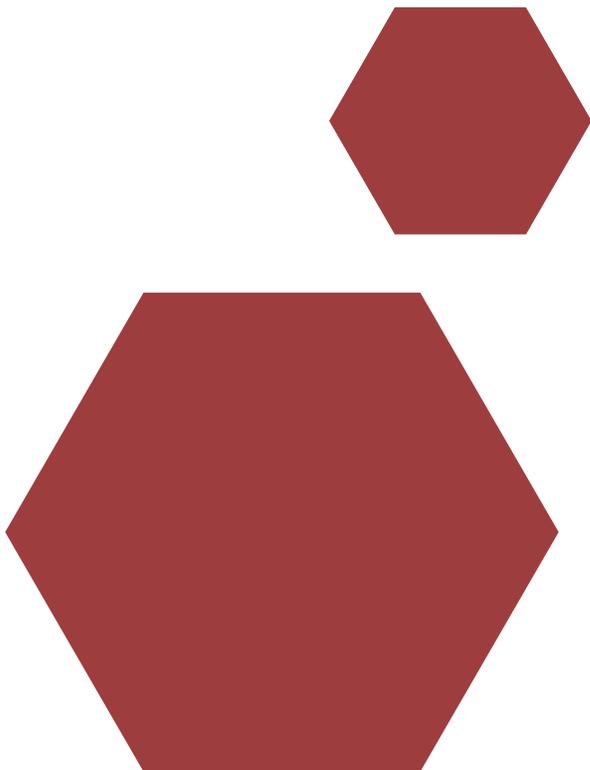
Four of the docketed cases are currently under investigation as of October 2021.

³ Telephonic Interpretation services were provided by Language Line Solutions.

COMPLIANCE DETAILS

AGENCY SCORES AT-A-GLANCE

Agencies scores are based on questions related to compliance with the Language Access Act. A '◆' indicates successful completion of the requirement. 'N/A' is where a particular question does not apply to the specific agency for FY20.



AGENCY NAME	ABRA	CFSA	DACL	DBH	DCRA	DOC	DOES	DOEE	DGS
PREPAREDNESS									
P1. Agency provided comprehensive data on FY20 encounters.	◆	◆	◆	◆	◆	◆	◆	◆	
P2. Agency has a current language access policy.				◆	◆		◆	◆	
P3. Agency staff were trained in FY20.		◆		◆			◆	◆	
P4. Agency communicated effectively.	◆	◆	◆	◆	◆	◆	◆	◆	◆
P5. Agency took steps to ensure grantee/contractor compliance.	◆		◆	◆			◆	◆	
PREPAREDNESS SCORE	3	3	3	5	3	2	5	5	1
ACCESSIBILITY									
A6. Agency displayed adequate signage in public facing locations,	N/A								
A7. Vital documents were translated and/or updated in FY20.			◆	◆		◆	◆	◆	
A8. Translated vital documents are accessible on agency website.						◆			
A9. Efforts were made to engage diverse LEP/NEP communities in FY20.	◆	◆	◆	◆			◆	◆	
ACCESSIBILITY SCORE	1	1	2	2	0	2	2	2	0
QUALITY									
Q10. No language access public complaints were filed against the agency in FY20.	◆	◆	◆	◆	◆	◆	◆	◆	◆
Q11. OHR has not issued a finding of non-compliance against the agency in FY20.	◆	◆	◆	◆	◆	◆	◆	◆	◆
Q12. No tester was turned away during tests.	N/A								
Q13. All testers who accessed employee or interpretation received requested information or services.	N/A								
Q14. OHR has observed improvement in LA implementation in FY20.							◆	◆	
QUALITY SCORE	2	2	2	2	2	2	3	3	2
TOTAL AGENCY SCORE	6	6	7	9	5	6	10	10	3
TOTAL POSSIBLE SCORE	11								

AGENCY NAME	DHCF	DHCD	DCHR	DHS	DMV	DPR	DPW	DSLBD	DYRS
PREPAREDNESS									
P1. Agency provided comprehensive data on FY20 encounters.		◆	◆	◆	◆	◆	◆	◆	◆
P2. Agency has a current language access policy.					◆	◆			◆
P3. Agency staff were trained in FY20.			◆	◆	◆	◆		◆	◆
P4. Agency communicated effectively.	◆	◆	◆	◆	◆	◆	◆	◆	◆
P5. Agency took steps to ensure grantee/contractor compliance.			◆	◆	◆	◆	◆	◆	◆
PREPAREDNESS SCORE	1	2	4	4	5	5	3	4	5
ACCESSIBILITY									
A6. Agency displayed adequate signage in public facing locations,	N/A								
A7. Vital documents were translated and/or updated in FY20.		◆	◆	◆	◆	◆		◆	◆
A8. Translated vital documents are accessible on agency website.			◆			◆			
A9. Efforts were made to engage diverse LEP/NEP communities in FY20.			◆	◆		◆		◆	◆
ACCESSIBILITY SCORE	0	1	3	2	1	3	0	2	2
QUALITY									
Q10. No language access public complaints were filed against the agency in FY20.	◆	◆	◆	◆	◆	◆	◆	◆	◆
Q11. OHR has not issued a finding of non-compliance against the agency in FY20.	◆	◆	◆			◆	◆	◆	◆
Q12. No tester was turned away during tests.	N/A								
Q13. All testers who accessed employee or interpretation received requested information or services.	N/A								
Q14. OHR has observed improvement in LA implementation in FY20.			◆					◆	
QUALITY SCORE	2	2	3	1	1	2	2	3	2
TOTAL AGENCY SCORE	3	5	10	7	7	10	5	9	9
TOTAL POSSIBLE SCORE	11								

AGENCY NAME	DDS	DDOT	DC Health	DCHA	DCOZ	DCPL	DCPS	FEMS	HSEMA	MPD
PREPAREDENESS										
P1. Agency provided comprehensive data on FY20 encounters.	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆
P2. Agency has a current language access policy.		◆	◆		◆		◆			◆
P3. Agency staff were trained in FY20.	◆	◆	◆		◆	◆	◆		◆	◆
P4. Agency communicated effectively.	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆
P5. Agency took steps to ensure grantee/contractor compliance.	◆		◆		◆	◆				◆
PREPAREDENESS SCORE	4	4	5	2	5	4	4	2	3	5
ACCESSIBILITY										
A6. Agency displayed adequate signage in public facing locations,	N/A									
A7. Vital documents were translated and/or updated in FY20.	◆	◆	◆	◆	◆	◆	◆		◆	◆
A8. Translated vital documents are accessible on agency website.					◆	◆	◆			◆
A9. Efforts were made to engage diverse LEP/NEP communities in FY20.	◆	◆	◆	◆	◆	◆	◆		◆	◆
ACCESSIBILITY SCORE	2	2	2	2	3	3	3	0	2	3
QUALITY										
Q10. No language access public complaints were filed against the agency in FY20.	◆	◆	◆	◆	◆	◆	◆	◆	◆	
Q11. OHR has not issued a finding of non-compliance against the agency in FY20.	◆	◆	◆	◆	◆	◆	◆	◆	◆	
Q12. No tester was turned away during tests.	N/A									
Q13. All testers who accessed employee or interpretation received requested information or services.	N/A									
Q14. OHR has observed improvement in LA implementation in FY20.		◆		◆	◆	◆	◆			◆
QUALITY SCORE	2	3	2	3	3	3	3	2	2	1
TOTAL AGENCY SCORE	8	9	9	7	11	10	10	4	7	9
TOTAL POSSIBLE SCORE	11									

AGENCY NAME	OAH	OCPC	OLG	OP	OTR	OAG-CSSD	OPC	OSSE	OTA	OUC
PREPAREDENESS										
P1. Agency provided comprehensive data on FY20 encounters.	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆
P2. Agency has a current language access policy.	◆		◆		◆		◆	◆		
P3. Agency staff were trained in FY20.	◆		◆	◆		◆	◆	◆	◆	
P4. Agency communicated effectively.	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆
P5. Agency took steps to ensure grantee/contractor compliance.	◆		◆	◆		◆	◆	◆	◆	◆
PREPAREDENESS SCORE	5	2	5	4	3	4	5	5	4	3

ACCESSIBILITY										
A6. Agency displayed adequate signage in public facing locations,	N/A									
A7. Vital documents were translated and/or updated in FY20.	◆		◆				◆	◆	◆	◆
A8. Translated vital documents are accessible on agency website.	◆		◆		◆		◆	◆		◆
A9. Efforts were made to engage diverse LEP/NEP communities in FY20.	◆		◆	◆		◆	◆	◆	◆	◆
ACCESSIBILITY SCORE	3	0	3	1	1	1	3	3	2	3

QUALITY										
Q10. No language access public complaints were filed against the agency in FY20.	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆
Q11. OHR has not issued a finding of non-compliance against the agency in FY20.	◆	◆	◆	◆	◆	◆	◆	◆	◆	◆
Q12. No tester was turned away during tests.	N/A									
Q13. All testers who accessed employee or interpretation received requested information or services.	N/A									
Q14. OHR has observed improvement in LA implementation in FY20.	◆		◆				◆	◆	◆	◆
QUALITY SCORE	3	2	3	2	2	2	3	3	3	3
TOTAL AGENCY SCORE	11	4	11	7	6	7	11	11	9	9
TOTAL POSSIBLE SCORE	11									

COVERED ENTITIES WITH MAJOR PUBLIC CONTACT

ABOUT THE SCORECARDS

This report features compliance scorecards for 38 District agencies with major public contact. Scorecards provide an overview of how accessible a covered entity with major public contact is to constituents who are Limited and Non-English Proficient (LEP/NEP). Each scorecard includes a numeric evaluation, narrative description of an agency's accomplishments, and recommendations for addressing gaps in compliance. The numeric evaluation provides an agency's overall compliance score based on three performance categories: preparedness, accessibility, and quality.

The category of preparedness evaluates the extent to which an agency has laid the necessary groundwork for interacting with LEP/NEP constituents, such as by collecting data on encounters and training frontline staff on language access requirements. **The category of accessibility** measures the current state of language access services at an agency, including interpretation, translation, website accessibility, and outreach. **The category of quality** reflects how well an agency is implementing its services with respect to customer experience. Field test results and formal complaints filed against the agency are also considered in this category; however in FY20, field testing was not conducted.

Due to the COVID-19 pandemic, nearly all District government agencies began remote/telework operations on March 16, 2020, converting more traditional, in-person services with customers to telephonic and virtual services. These changes needed to be considered when scoring compliance. Therefore, standard language access compliance areas such as signage and testing were not assessed as in prior years.

In FY20, to receive a perfect compliance score, an agency must fulfill all the requirements under each of these three categories. Each requirement corresponds to one point, allowing for a maximum possible score of 11, in accordance with the scoring criteria as well as reflecting the areas applicable for operations during the COVID-19 pandemic. Individual agency scores, per requirement, are available in the compliance details section starting on the following page.

In lieu of traditional annual field testing, OHR would like to recognize the efforts of the Equal Rights Center (ERC) in conducting an independent investigation into language access provisions under the public health emergency of the District's service providers, as well as those of its neighboring jurisdictions in the publication: [Navigating A Pandemic When "English Only" Threatens Public Health](#). The findings were essential in alerting OHR to the initial challenges that all agencies would be facing throughout the public health emergency, and recommendations made by the ERC were also considered when addressing these unique challenges.

AGENCY

ALCOHOLIC BEVERAGE REGULATION ADMINISTRATION



FY20 Encounters	NOT REPORTED
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FY20 Top Languages Encountered:

Spanish, Amharic, Bengali, French, Korean, and Thai

FY19 Encounters: 32 | **FY19 Score:** 4/12

The Alcoholic Beverage Regulation Administration (ABRA) met three of the prerequisites in the area of preparedness in FY20. This is an improvement from FY19 when it met none of the criteria for this implementation area. However, the agency is still in non-compliance with two long-standing implementation items: 1) updating its internal Language Access Policy, and 2) training on language access compliance for staff.

In the area of accessibility, zero vital documents were translated in FY20. The agency continues to fail in translating documents and providing equitable website access to Limited English Proficient and Non-English Proficient (LEP/NEP) individuals, for example, the “Sidewalk Dining Endorsement” and “Application for ABC Licenses” documents remain untranslated. Although the agency has a language support webpage, the translated versions of the aforementioned documents are not posted. The agency listed six outreach events with 177 attendees. However, it is unclear if the LEP/NEP community was targeted or present.

In the area of quality, despite the lack of field testing in FY20, the agency is still showing no improvement in enhancing its customer experience for LEP/NEPs.

In FY21, OHR will continue to engage and support ABRA with the goal of bringing the agency into compliance with the Language Access Act of 2004 and its requirements. Considering ABRA’s engagement with the District’s linguistically diverse business owners and LEP/NEP residents, OHR strongly recommends that the agency take immediate steps to close compliance gaps by: (1) collecting and reporting comprehensive data, (2) training its staff on compliance requirements, (3) certifying its funded entities for compliance with the Act, (4) identifying and translating vital documents, (5) improving its website to provide equitable access to vital information for the LEP/NEP population, and (6) engaging the LEP/NEP community through outreach efforts. OHR looks forward to supporting the agency in addressing gaps in language access implementation and compliance.

PREPAREDNESS

3/5

In FY20, ABRA met three of the preparedness requirements by improving communication, attendance at the bi-monthly meetings, and data reporting.

ACCESSIBILITY

1/3

In FY20, the agency made a slight improvement in its engagement with LEP/NEP communities.

QUALITY

2/3

The agency had zero complaints filed in FY20.

AGENCY

CHILD AND FAMILY SERVICES AGENCY



FY20 Encounters **NOT REPORTED**

FY20 Top Languages Encountered:

Spanish, Amharic, Tigrinya, French, and Vietnamese

FY19 Encounters: 1,793 | **FY19 Score:** 10/12

The Child and Family Services Agency (CFSA) met three of five preparedness requirements by using two data tracking sources and attending all Language Access Coordinator meetings. CFSA's FY20 language access implementation report indicates that the agency delivered 3 compliance training sessions during the year. The Language Access Program urges CFSA to provide definitive information about whether compliance requirements are included in its Memorandums of Understanding (MOUs) and contracts with grantee organizations.

In the area of accessibility, there was a decrease in the translation of documents compared to the previous year, down from three documents in FY19 to zero in FY20. OHR strongly recommends that CFSA improve its website accessibility. This has been a long-standing recommendation. Currently, the CFSA website has language support webpages, which include agency and program descriptions. However, it does not have links to translated documents. The agency participated in one outreach event across the city's eight Wards.

OHR strongly recommends that the agency take immediate steps to close compliance gaps by: (1) collecting and reporting comprehensive data, (2) increasing the frequency of its staff training on compliance requirements, (3) certifying its funded entities for compliance with the Act, (4) identifying and translating vital documents, and (5) improving its website to provide equitable access to vital information for the LEP/NEP population. OHR looks forward to supporting the agency in addressing gaps in language access implementation and compliance.

PREPAREDNESS

3/5

CFSA attended all bi-monthly meetings in FY20 and trained frontline employees and managers on language access compliance requirements.

ACCESSIBILITY

1/3

In FY20, the agency participated in one outreach event.

QUALITY

2/3

In FY20, zero language access complaints were filed against CFSA.

AGENCY

DEPARTMENT OF AGING AND COMMUNITY LIVING



FY20 Encounters **1,776**

FY20 Top Languages Encountered:

Spanish, Chinese, Amharic, Vietnamese, Korean, and Mandarin

FY19 Encounters: 176 | **FY19 Score:** 8/14

In the area of preparedness, the Department of Aging and Community Living (DACL) has improved in its efforts to collect implementation data, such as language encounters by the agency and its grantees. Although this is an improvement in data collection, the Language Access Program urges DACL to focus on enhancing the mechanism to better track and report bilingual employee and grantee encounters with the LEP/NEP community. DACL must address two compliance requirements: (1) to finalize its internal language access policy, and (2) conduct more staff trainings to equip employees with the necessary tools to provide language access services. The Language Access Program commends DACL for including language access compliance language in its Request For Applications (RFAs) with grantees/ contractors.

In the area of accessibility, DACL translated the following two documents into the top six languages encountered in the District of Columbia: “DACL Response to COVID-19,” and “Senior Stay Cool”. However, the documents are not uploaded onto the Language Support Section of DACL’s website. OHR strongly recommends that the agency continue to develop its language support webpages with translated documents to promote equal access to vital information. DACL engaged LEP/NEP seniors in the Asian & Pacific Islander and Latinx communities by participating in community events such as the “VIDA’s Holiday Event,” and “API Senior Center Outreach Event.”

In the area of quality, DACL did not follow through with language access implementation and recommendations from the FY19 compliance review. However, the agency created a comprehensive Biennial Language Access Plan and included its senior management team throughout the process. The Language Access Program looks forward to working with DACL to include language access compliance language in DACL’s position descriptions for the recruitment of bilingual staff and setting up compliance trainings for grantees.

PREPAREDNESS

3/5

DACL met most planning and reporting requirements in FY20 and drastically improved its participation in the Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

2/3

DACL conducted two outreach events with a total of 170 participants.

QUALITY

2/3

In FY20, DACL had zero complaints filed against the agency.

AGENCY

DEPARTMENT OF BEHAVIORAL HEALTH



FY20 Encounters **16,720**

FY20 Top Languages Encountered:

Spanish, Amharic, French, Chinese, Vietnamese, Korean, Russian, Arabic, and Hindi

FY19 Encounters: 25,385 | **FY19 Score:** 11/12

In the area of preparedness, the Department of Behavioral Health (DBH) met all planning and reporting requirements by providing comprehensive data from three sources of LEP/NEP encounters. The agency also updated its Language Access Policy and delivered 15 language access compliance training sessions for staff, grantees, network providers, and new agency hires, reaching a total of 119 attendees.

In the area of accessibility, DBH has translated three vital documents into three languages including Spanish, Amharic, and Vietnamese. For the third year in a row, OHR urges DBH to take the necessary steps to enhance the accessibility of its website to LEP/NEP customers by creating language support pages with vital translated materials. It is imperative that the agency move towards the completion of this recommended action item to ensure equitable access for the LEP/NEP customers it serves.

OHR commends DBH for effectively adapting to virtual operations by keeping DBH stakeholders informed of mental health and wellness resources as they pertain to COVID-19 through virtual events and meeting platforms. The agency provided equitable access to this information by providing interpretation services for DBH LEP/NEP customers. OHR recommends that the agency expand its outreach efforts to target all LEP/NEP communities. The data reported by the agency does not reflect that it has engaged a culturally and linguistically diverse population.

In the area of quality, as in previous annual reviews, OHR urges DBH to take the necessary steps to enhance the accessibility of its website to LEP/NEP customers. OHR looks forward to supporting the agency in addressing gaps in language access implementation and compliance.

PREPAREDNESS

5/5

DBH met planning and reporting requirements in FY20, and language access compliance requirements. The agency had perfect attendance at all Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

2/3

In FY20, DBH participated in 46 community outreach events with a total of 2,900 participants.

QUALITY

2/3

No language access public complaints were filed against DBH in FY20.

AGENCY

DEPARTMENT OF CONSUMER AND REGULATORY AFFAIRS



FY20 Encounters **781**

FY20 Top Languages Encountered:

Spanish, Amharic, Vietnamese, Korean, Tigrinya, and Mandarin

FY19 Encounters: 790 | **FY19 Score:** 7/14

In the area of preparedness, for the second year in a row, the Department of Consumer and Regulatory Affairs (DCRA) lacked data tracking for in-person interpretation and bilingual staff encounters with LEP/NEP clients. The data indicates there were zero language access staff trainings offered in FY20. As with previous reviews, OHR urges DCRA to verify whether the agency has contractors/grantees and, if so, to certify their language access compliance.

In the area of accessibility, DCRA met zero compliance requirements for FY20. The agency did not translate any documents and continues to lack an accessible language support section on its website, as it does not include any of the translated documents like permit applications, affidavits, and notices on its current site. Additionally, DCRA did not participate in any outreach events. OHR strongly recommends that the agency renew outreach efforts and collaborate with the Mayor’s ethnic constituency offices to help with its outreach to the District’s Latinx, Asian and Pacific Islander, and African communities.

In the area of quality, OHR strongly recommends that the agency take immediate steps to close compliance gaps by: (1) collecting and reporting comprehensive data, (2) training its staff on language access compliance requirements, (3) certifying its funded entities for compliance with the Act, (4) identifying and translating vital documents, (5) improving its website to provide equitable access to vital information for the LEP/NEP population, and (6) engaging the LEP/NEP community through outreach efforts. OHR looks forward to supporting the agency in addressing gaps in language access implementation and compliance.

PREPAREDNESS

3/5

In FY20, DCRA attended most Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

0/3

DCRA has met zero compliance requirements for FY20.

QUALITY

2/3

In FY20, no language access public complaints were filed against DCRA.

AGENCY

DEPARTMENT OF CORRECTIONS



FY20 Encounters **271**

FY19 Top Languages Encountered:

Spanish, Mandarin, Hindi, Arabic, and Amharic

FY19 Encounters: 564 | **FY19 Score:** 3/12

In the area of preparedness, the Department of Corrections (DOC) provided data on LEP/NEP encounters; however, the agency did not track encounters through bilingual staff. OHR recommends that the agency develop and implement a data collection mechanism for capturing bilingual staff encounters with LEP/NEP individuals.

In the area of accessibility, the agency translated five public-facing and confidential documents into Spanish, including but not limited to the “DOCS Call Remote Visits Flyer,” “Immigration Interview Approval Form Final,” and “Medical Stay in Place.” Currently, the agency website language resources are split between the “En Español” page, accessible via the main menu, and the language support pages, accessible via the featured content sidebar. The “En Español” page has been developed and houses several translated vital documents in Spanish, but it is not synchronized with the language support page for Spanish. The Language Access Program notes that DOC performed outreach via radio; however, it is unclear if the LEP/NEP communities were targeted.

In the area of quality, the agency has not met training requirements or grantee/contractor compliance certification, and it must update its internal language access policy. OHR strongly recommends that the agency take immediate steps to close compliance gaps by: (1) collecting and reporting comprehensive data, (2) training its staff on compliance requirements, (3) certifying its funded entities for compliance with the Act, and (4) improving its website to provide equitable access to vital information for the LEP/NEP population. OHR looks forward to supporting the agency in addressing gaps in language access implementation and compliance.

PREPAREDNESS

2/5

DOC attended four of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

2/3

DOC created an “Español” page to serve its most encountered language, and it is displayed prominently on its website.

QUALITY

2/3

DOC had zero complaints filed against the agency in FY20.

AGENCY

DEPARTMENT OF EMPLOYMENT SERVICES



FY20 Encounters **11,137**

FY20 Top Languages Encountered:

Spanish, Amharic, Vietnamese, French, Chinese, Mandarin, Korean, Bengali, Arabic, Tigrinya, Thai, Tagalog, Cantonese, Russian, Oromo, and Mongolian

FY19 Encounters: 7,208 | **FY19 Score:** 12/14

In the area of preparedness, the Department of Employment Services (DOES) has successfully and fully implemented all language access requirements by: (1) reporting comprehensive data using the three recommended sources, (2) updating its internal language access policy, and (3) facilitating 16 trainings for its staff and funded entities on compliance requirements. However, OHR urges DOES to take the additional step of confirming that language access compliance requirements are included in contracts/Memorandums of Understanding (MOUs) between the agency and its funded entities.

In the area of accessibility, DOES translated 128 documents into the top six languages encountered in the District - including three that were specific to COVID: the "COVID-19 Employees FAQ," "COVID-19 Employers FAQ," and "COVID-19 How to File For UI." Although DOES provided equitable communication regarding UI benefits and employee/employer requirements, OHR recommends that the agency enhance its website accessibility by: (1) ensuring document titles are translated and housed in the corresponding language support pages, and (2) ensuring translated documents are organized by language and not by program subject matter. In FY20, the agency adapted outreach efforts by conducting virtual outreach events during the COVID-19 public health emergency.

In the area of quality, despite DOES' added responsibility due to the public health emergency, the agency was able to translate vital information into non-English languages, regardless of the 500 encounters threshold for a particular language group. The agency also conducted webinars to inform constituents of the adjustments to Paid Family Leave, as a result of the public health emergency.

For FY21, OHR strongly recommends that DOES enhance its website accessibility by linking or uploading translations onto the language support pages of its website and improve translation and accessibility of documents in the other top six languages encountered in the District, regardless of threshold. As was evident during the pandemic, DOES is an agency that services customers across a very wide spectrum of languages.

PREPAREDNESS

5/5

DOES met reporting and planning requirements in FY20 and met all preparedness requirements. The agency attended three out of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

2/3

DOES engaged in seven outreach events with 932 participants.

QUALITY

3/3

No language access public complaint was filed against DOES in FY20.

AGENCY

DEPARTMENT OF ENERGY & ENVIRONMENT



FY20
Encounters

297

FY20 Top Languages Encountered:

Spanish, Amharic, Mandarin, Korean, and Arabic

FY19 Encounters: 243 | FY19 Score: 11/12

In the area of preparedness, the Department of Energy and Environment (DOEE) continues to excel in the implementation of Language Access Act requirements. The agency reported two sources of encounters: bilingual staff and telephonic interpretation. Additionally, DOEE ensured that grantees reported on their encounters with the LEP/NEP communities of the District. The Language Access Program will continue to support DOEE's efforts to equip its existing and newly-hired staff and its funded entities by facilitating language access compliance training.

In the area of accessibility, DOEE's report indicated that the agency translated seven documents into the top six languages encountered in the District, including but not limited to the "Lead and Construction Workers" and "Renovate Right Tip Sheet for Preventing Lead Exposure" documents. The agency engaged ethnic and social media outlets to fulfill its outreach requirements. The agency also supported constituency offices during the early months of the pandemic by distributing Personal Protection Equipment (PPE). DOEE's Lead and Healthy Housing program conducted workshops targeting the Amharic and Spanish speaking communities, informing them of safety requirements for housing. It is noted that the agency continued to notify the Spanish, Korean, and Chinese speaking communities about energy assistance programs through various media outlets.

In the area of quality, OHR commends DOEE's long-standing commitment to upholding the compliance requirements of the Act. In FY20 the DOEE Language Access Coordinator met with the Mayor's Office on Latino Affairs and Office on Asian and Pacific Islander Affairs, in an effort to identify partnership opportunities.

OHR recommends that the agency enhance its website accessibility for the District's linguistically diverse communities by: (1) improving equitable access to vital information by ensuring that documents are fully translated, including document titles, and (2) organizing translated documents available by language within the language support pages, and not by program/subject matter. Additionally, OHR looks forward to working with DOEE to update its internal language access policy.

PREPAREDNESS

5/5

DOEE met planning and reporting requirements in FY20. The agency participated in four out of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

2/3

In FY20, DOEE conducted outreach using a variety of media outlets, Twitter, Facebook, ethnic radio, and potentially reached an audience of 78,174.

QUALITY

3/3

In FY20, no language access complaints were filed against the agency. The agency continues to take steps to meet all language access compliance requirements.

AGENCY

DEPARTMENT OF GENERAL SERVICES



FY20 Encounters **NOT REPORTED**

FY20 Top Languages Encountered:
Not Reported

FY19 Encounters: Not Reported | **FY19 Score:** 4/14

In the area of preparedness, the Department of General Services (DGS) failed to comply with most reporting requirements as mandated by the Language Access Act in FY20. OHR urges DGS to take immediate action to bring the agency into compliance with the Act.

In the area of accessibility, DGS failed to meet all of the accessibility compliance requirements.

In the area of quality, the agency did not show any improvement in language access implementation. OHR strongly recommends that the agency take immediate steps to close compliance gaps by: (1) collecting and reporting comprehensive data, (2) developing its internal language access policy, (3) training its staff on compliance requirements, (4) certifying its funded entities for compliance with the Act, (5) identifying and translating vital documents, (6) improving its website to provide equitable access to vital information for the LEP/NEP population, and (7) engaging the LEP/NEP community through outreach efforts.

PREPAREDNESS

1/5

DGS failed to meet most compliance requirements in FY20. The agency attended four out of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

0/3

DGS failed to report any efforts in FY20 to translate prioritized vital documents, provide a language support section on its website, or conduct outreach to engage LEP/NEP communities.

QUALITY

2/3

No complaints were filed against DGS in FY20.

AGENCY

DEPARTMENT OF HEALTH CARE FINANCE



FY20 Encounters **NOT REPORTED**

FY19 Encounters: Not Reported | **FY19 Score:** 3/12

In the area of preparedness, the Department of Health Care Finance (DHCF) did not comply with a majority of reporting requirements mandated by the Language Access Act. OHR urges DHCF to take immediate action to bring the agency into compliance.

In the area of accessibility, DHCF did not meet any language access compliance requirements.

In the area of quality, the agency did not show any improvement. OHR strongly recommends that the agency take immediate steps to close language access compliance gaps by: (1) collecting and reporting comprehensive data, (2) developing its internal language access policy, (3) training its staff on compliance requirements, (4) certifying its funded entities for compliance with the Language Access Act of 2004, (5) identifying and translating vital documents, (6) improving its website to provide equitable access to vital information for the LEP/NEP population, and (7) engaging the LEP/NEP community through outreach efforts. OHR looks forward to supporting the agency in addressing gaps in language access implementation and compliance.

PREPAREDNESS

1/5

DHCF failed to meet most compliance requirements in FY20. The agency attended three out of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

0/3

DHCF failed to report any efforts in FY20 to translate prioritized vital documents or provide a language support section on its website.

QUALITY

2/3

In FY20, no language access complaints were filed against DHCF. The agency has not taken any steps to fulfill any of the recommendations from the previous compliance review.

AGENCY

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT



FY20 Encounters **36**

FY20 Top Languages Encountered:

Spanish and Amharic

FY19 Encounters: 149 | **FY19 Score:** 10/12

In the area of preparedness, the Department of Housing and Community Development (DHCD) has two data sources for LEP/NEP encounters; however, the agency needs to improve its reporting of other language access implementation actions. While DHCD completed some implementation actions, the information was not captured, and therefore, provides an inaccurate depiction of its current compliance with the Language Access Act of 2004.

In the area of accessibility, DHCD translated one vital document, titled “Tenant-Based Rental Assistance.” Due to the agency’s inconsistent reporting efforts, it is unclear whether the agency conducted any outreach activities to engage the District’s LEP/NEP community.

In the area of quality, it is unclear if the agency has adhered to the 2019 Annual Compliance Review recommendations. OHR strongly recommends that the agency take immediate steps to close compliance gaps by: (1) collecting and reporting comprehensive data, (2) updating its internal language access policy, (3) training its staff on language access compliance requirements, (4) certifying its funded entities for compliance with the Act, (5) improving its website to provide equitable access to vital information for the LEP/NEP population, and (6) engaging the LEP/NEP community through outreach efforts. OHR looks forward to supporting the agency in addressing gaps in language access implementation and compliance.

PREPAREDNESS

2/5

DHCD attended five out of five Language Access Coordinator bi-monthly meetings in FY20.

ACCESSIBILITY

1/3

DHCD submitted incomplete language access implementation data.

QUALITY

2/3

No complaints were filed against the agency in FY20.

AGENCY

DEPARTMENT OF HUMAN RESOURCES



FY20 Encounters **603**

FY20 Top Languages Encountered:

Spanish, Amharic, French, Chinese, Vietnamese, and Mandarin

FY19 Encounters: 87 | **FY19 Score:** 10/12

In the area of preparedness, the Department of Human Resources (DCHR) has met most of the requirements by continuing to track and report LEP/NEP encounters. In the previous compliance review, OHR recommended that the agency finalize its internal Language Access Policy. It is noted that the agency does not have public-facing contractors/grantees. However, the agency has proactively included contractor/grantee compliance language in its drafted internal language access policy. OHR looks forward to supporting the agency to finalize that policy and help train its staff.

In the area of accessibility, DCHR translated one vital document into Spanish, the “COVID Family Paid Leave Form,” as this is the only language that meets the language threshold for the agency. To improve accessibility, OHR recommends that translated forms that are specifically for District government employees should be housed within the DCHR language access portal. The agency conducted five outreach events; however it is unclear whether any LEP/NEP constituents were targeted or if language access was provided at the events.

In the area of quality, DCHR created a language access portal for employees in FY20. This portal contains the language access regulations as well as additional implementation resources.

OHR recommends that the agency make continued improvements in the implementation areas of preparedness and accessibility by targeting the LEP/NEP community through its outreach and external training events.

PREPAREDNESS

4/5

DCHR attended three out of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

3/3

In FY20, DCHR conducted five outreach events with 220 participants.

QUALITY

3/3

DCHR had zero complaints filed against the agency in FY20.

AGENCY

DEPARTMENT OF HUMAN SERVICES



FY20 Encounters **25,269**

FY20 Top Languages Encountered:

Spanish, Amharic, Vietnamese, Mandarin, French, Chinese, Arabic, Bengali, Oromo, Portuguese, Korean, Cantonese, and Burmese

FY19 Encounters: 27,489 | **FY19 Score:** 9/14

In the area of preparedness, the Department of Human Services (DHS) maintained its data collection system to capture in-person, bilingual staff, and telephonic interpretation encounters with LEP/NEP individuals. The agency also conducted language access compliance training sessions with its staff.

In the area of accessibility, the agency translated 58 documents into seven languages; however, the agency’s website still lacks a language support section and instead, has adopted Google Translate as its main, multilingual accessibility engine. OHR noted that there are technical issues with the linked documents on the website, as the Google Translate feature does not extend to the linked documents. This oversight creates an accessibility barrier to equitable public health and safety information for the linguistically diverse populations served by DHS. Based on the agency-reported data, DHS participated in outreach events, but it is uncertain how the LEP/NEP population was engaged or if the agency partnered with the Mayor’s three ethnic constituency offices, as recommended in previous annual compliance reviews.

In the area of quality, the agency has not fulfilled the majority of the recommendations from previous annual compliance reviews. OHR strongly recommends that the agency: (1) improve data collection and reporting of compliance activities, (2) update its internal language access policy, (3) include compliance language in its agreements, contracts, and Memorandums of Understanding (MOUs) with funded entities, and (4) strengthen its training efforts to educate its staff and funded entities about their obligation to comply with the Language Access Act of 2004.

PREPAREDNESS

4/5

DHS attended three out of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

2/3

DHS conducted six outreach events to engage 739 participants.

QUALITY

1/3

There was one language access public complaint filed against DHS in FY20.

AGENCY

DEPARTMENT OF MOTOR VEHICLES



FY20 Encounters **3,129**

FY20 Top Languages Encountered:

Spanish, Amharic, Arabic, French, Mandarin, Vietnamese, Korean, Cantonese, Farsi, and Portuguese

FY19 Encounters: 5,096 | **FY19 Score:** 7/14

In the area of preparedness, the Department of Motor Vehicles (DMV) met all compliance requirements by tracking and reporting encounter data, training its staff, and including grantee/contractor compliance certification language in its existing policy. Although the agency was awarded a point in data tracking/reporting, it is still only reporting from one source: telephonic interpretation.

In the area of accessibility, the agency has translated one document into French: “Instructions for a Garage Keepers Lien.” The DMV did not provide equitable access to translated documents on its website, as none of the documents translated in the past two years are available on the its website language support pages. The agency has not followed the FY18 or FY19 annual compliance review recommendations to strengthen outreach strategies to engage the District’s LEP/NEP community.

In the area of quality, despite the fact that the agency was awarded a point for not having any complaints filed in FY20, the agency has not reached an agreement for the proposed Corrective Action Plan derived from a non-compliance finding in FY17. It is noted that the agency has a language access policy on file and is due to review and reissue the policy to its staff, with an acknowledgement receipt.

OHR strongly recommends that the agency take immediate steps to close compliance gaps by: (1) collecting and reporting comprehensive data that includes more than one LEP/NEP encounter source, (2) certifying its funded entities for compliance with the Language Access Act of 2004, (3) improving its website to provide equitable access to vital information for the LEP/NEP population, and (4) engaging the LEP/NEP community through outreach efforts in partnership with the Mayor’s ethnic constituency offices. OHR looks forward to supporting the agency in addressing gaps in language access implementation and compliance.

PREPAREDNESS

5/5

DMV attended four out of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

1/3

DMV reported zero outreach events engaging LEP/NEP communities.

QUALITY

1/3

No formal language access complaints were filed against DMV in FY20.

AGENCY

DEPARTMENT OF PARKS AND RECREATION



FY20 Encounters **27**

FY20 Top Languages Encountered:
Spanish, French, and Amharic

FY19 Encounters: 65 | **FY19 Score:** 10/14

In the area of preparedness, the Department of Parks and Recreation (DPR) met all compliance requirements by tracking and reporting encounter data, training its staff and including grantee/contractor compliance certification.

In the area of accessibility, the agency translated five documents into six languages, including the “DC Free Meals Summer” and “DPR Core Programs” documents. However, the documents are not available on the language support pages of its website, making them inaccessible to the LEP/NEP community. Furthermore, the agency participated in one outreach event to engage the Asian & Pacific Islander community; however OHR recognizes that the public health emergency drastically impacted outreach events.

In the area of quality, although the agency was awarded a point in data tracking and reporting, it is still only reporting one source of encounters: telephonic interpretation. OHR strongly recommends that the agency capture bilingual staff encounters with the LEP/NEP population. Additionally, OHR notes that the agency has a language access policy on file and that is up for review and reissuance to its staff in FY21, with an acknowledgement receipt. DPR should engage OHR to move forward with in-person and virtual training for all DPR staff, grantees, and contractors, considering its negative field-testing results in FY19. OHR looks forward to collaborating with the agency to develop and approve an online module for training. Due to the nature of the agency’s services, OHR recommends that DPR update the language support page section of its website, in accordance with changes that were made to the English version of the website. This is the second year in a row that OHR has made this particular recommendation.

PREPAREDNESS

5/5

DPR attended three out of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

3/3

DPR engaged in one outreach event with 55 participants.

QUALITY

2/3

No complaints were filed against DPR in FY20.

AGENCY

DEPARTMENT OF PUBLIC WORKS



FY20 Encounters **535**

FY20 Top Languages Encountered:
Spanish, Amharic, and Arabic

FY19 Encounters: 535 | **FY19 Score:** 9/12

In the area of preparedness, the Department of Public Works (DPW) reported two data sources for LEP/NEP encounters: telephonic interpretation and bilingual staff. However, the agency has not updated its language access policy since 2015 nor reported any trainings for its staff in the past two years. In DPW's implementation report, it stated no public-facing grantees or contractors under its purview.

In the area of accessibility, DPW reported translating one document titled: "DC Home Composting." However, the document submitted via its implementation report was not translated or accessible through the language support page of its website. OHR notes that the agency had COVID-19 related updates on its website, but it did not provide equitable access to the vital operation information to the linguistically diverse population that it serves. Additionally, the agency reported zero outreach events.

In the area of quality, DPW did not demonstrate any improvement in compliance and continues to fall short in each of the three compliance areas. OHR strongly recommends that the agency take immediate steps to close its compliance gaps by: (1) collecting and reporting comprehensive data, (2) developing its internal language access policy, (3) training its staff on compliance requirements, (4) identifying and translating vital documents, (5) improving its website to provide equitable access to vital information for the LEP/NEP population, and (6) engaging the LEP/NEP community through outreach efforts. OHR looks forward to supporting the agency in addressing gaps in language access implementation and compliance.

PREPAREDNESS

3/5

DPW attended three out of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

0/3

DPW did not meet any of the accessibility compliance requirements.

QUALITY

2/3

In FY20, there were zero complaints filed against DPW.

AGENCY

DEPARTMENT OF SMALL AND LOCAL BUSINESS DEVELOPMENT



FY20 Encounters **21**

FY20 Top Languages Encountered:
Spanish and Korean

FY19 Encounters: Not Reported | **FY19 Score:** 3/14

In the area of preparedness, the Department of Small and Local Business Development (DSLBD) reported three data sources for LEP/NEP encounters: bilingual staff, in-person interpretation, and telephonic interpretation. Though the agency’s language access policy on file is outdated, OHR commends DSLBD for strides made in other compliance areas including its increased training efforts in FY20. Additionally, DSLBD took steps to ensure funded entity compliance through training the grants manager to capture language access implementation data. The agency also certified its funded entities by including compliance language in its Memorandums of Understanding (MOUs)/ contracts.

In the area of accessibility, the agency translated two documents into Spanish and used the tagline system to inform the LEP/NEP community of the availability of language services. Although the agency has a language support section on its website, it is not fully functional due to lack of hyperlinks to vital agency services information. Furthermore, the agency engaged in digital outreach via a multilingual Twitter post and virtual meetings during the public health emergency.

In the area of quality, OHR commends DSLBD for taking swift action to meet most compliance requirements; however, there are areas for improvement, such as: (1) fully training its funded entities, (2) finalizing its updated language access policy in collaboration with OHR, and (3) improving website accessibility to provide equitable access to program services.

PREPAREDNESS

4/5

DSLBD attended three out five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

2/3

DSLBD engaged in two outreach events with 500 participants.

QUALITY

3/3

In FY20, no language access complaints were filed against DSLBD.

AGENCY

DEPARTMENT OF YOUTH REHABILITATION SERVICES



FY20 Encounters **680**

FY20 Top Languages Encountered:
Spanish

FY19 Encounters: 212 | **FY19 Score:** 11/12

In the area of preparedness, the Department of Youth Rehabilitation Services (DYRS) maintained comprehensive data collection and reporting on the types and frequency of language encounters to include bilingual, in-person, and telephonic interpretation. DYRS updated its internal language access policy. The agency continued to train its staff on language access compliance. DYRS also ensured that its grantees/contractors were prepared to engage the LEP/NEP population that it serves by posting language access signage throughout their public-facing spaces.

In the area of accessibility, the agency translated seven documents into Spanish, including the “Credible Messenger,” “MBYDC Building on Strength of Our Youth,” and “The Road to Restoration-Resources for Our Parents and Care Givers” documents. The agency has not included translated material in the language support section of its website and this is a much needed resource. It is noted that the agency engaged in outreach events with the Asian & Pacific Islander and African communities in FY20.

In the area of quality, the agency did not follow through on a key FY19 recommendation to provide translated documents, in Spanish and other languages, on the corresponding language support pages. Although the agency included language access compliance requirements in its policy for funded entities, it is critical that the agency also provide training to these entities. OHR looks forward to supporting the agency in addressing gaps in language access implementation and compliance.

PREPAREDNESS

5/5

DYRS attended four out of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

2/3

In FY20, DYRS participated in two outreach events; however, the number of participants is uncertain.

QUALITY

2/3

No language access public complaint was filed against DYRS in FY20.

AGENCY

DEPARTMENT ON DISABILITY SERVICES



FY20 Encounters **1,209**

FY20 Top Languages Encountered:

Spanish, Amharic, Mandarin, Arabic, Swahili, Haitian Creole, Tigrinya, French, and Cantonese

FY19 Encounters: 260 | **FY19 Score:** 9/12

In FY20, the Department on Disability Services (DDS) significantly improved its collection and reporting of comprehensive data on LEP/NEP encounters. The agency also took proactive steps by certifying its bilingual staffs' foreign language proficiency. Additionally, the agency improved greatly in training its staff in language access compliance requirements. The agency held 21 trainings in comparison to one training in FY19 and certified its funded entities for language access compliance.

In the area of accessibility, DDS reported a notable increase in the translation of documents. In FY20, 40 document translations into three languages were generated, in comparison to only seven translated documents in FY19. These documents included a "Message to the Community about COVID-19," "DDS COVID-19 Public Announcement of Service Changes April 2020," and "DDS COVID Educational PowerPoint April 2020." DDS achieved another implementation benchmark by increasing its outreach events by 50% from last fiscal year. However, OHR noted that the agency did not closely track and report whether these events engaged the LEP/NEP communities of the District.

In the area of quality, OHR recommends that the agency take the following steps to improve language access compliance: (1) finalize an internal language access policy in collaboration with the Language Access Program, (2) collect and report comprehensive data on implementation activities, (3) improve its website to provide equitable access to vital information for the LEP/NEP population and (4) train its funded entities on compliance requirements. OHR looks forward to supporting the agency in addressing gaps in language access implementation and compliance.

PREPAREDNESS

4/5

DDS attended four out of five Language Access Coordinator bi-monthly meetings and met most planning and reporting requirements.

ACCESSIBILITY

2/3

DDS participated in 20 community outreach events engaging 2,701 participants.

QUALITY

2/3

No language access public complaints were filed against DDS in FY20. DDS continues to make efforts to meet language access compliance requirements.

AGENCY

DISTRICT DEPARTMENT OF TRANSPORTATION



FY20 Encounters **126**

FY20 Top Languages Encountered:

Spanish, Mandarin, Vietnamese, Chinese, Korean, Amharic, and Cantonese

FY19 Encounters: 261 | **FY19 Score:** 11/14

In the area of preparedness, the District Department of Transportation (DDOT) successfully updated its internal language access policy in FY20 as recommended in its FY19 compliance review. The agency continued to report comprehensive data for LEP/NEP encounters and maintained its commitment to language access compliance by ensuring that staff and funded entities were trained on the Act's compliance requirements. Although the agency continues to provide training for its grantees and contractors, it has not verified that grantees' and contractors' certification.

In the area of accessibility, the agency translated 21 documents into the top six languages encountered in the District of Columbia. However, these documents are not available on the language support page section of the agency's website. In addition, the agency engaged in outreach events with the Amharic and Spanish speaking LEP/NEP community.

In the area of quality, the agency continues to strive to uphold the requirements of the Language Access Act. OHR recommends that the agency take steps to close Language Access compliance gaps by: (1) certifying its funded entities for compliance with the Language Access Act of 2004, (2) improving its website to provide equitable access to vital information for the LEP/NEP population, and (3) engaging the LEP/NEP community through outreach efforts by collaborating with the Mayor's ethnic constituency offices. OHR looks forward to supporting the agency in addressing gaps in language access implementation and compliance.

PREPAREDNESS

4/5

DDOT participated in four out of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

2/3

In FY20, DDOT engaged in three events with 205 participants.

QUALITY

3/3

No language access public complaints were filed against DDOT in FY20.

AGENCY

DISTRICT OF COLUMBIA HEALTH



FY20 Encounters **37,912**

FY20 Top Languages Encountered:

Spanish, Amharic, French, Korean, Vietnamese, and Chinese

FY19 Encounters: 25,680 | **FY19 Score:** 10/14

In the area of preparedness, the District of Columbia Department of Health (DC Health) continued to report comprehensive data for LEP/NEP encounters. The agency's internal Language Access Policy is current, but will be due for an update at the end of FY21. The agency has maintained its commitment to training all its staff through in-house language access and cultural competency training. However, it is not clear if the agency has certified its grantees or contractors for language access compliance.

In the area of accessibility, the agency translated 15 vital documents into the top six languages encountered in the District of Columbia, including the "COVID-19 Testing Factsheet," "COVID-19 Directive," and "Student COVID Testing Consent Form." However, the agency's language support pages do not contain any links to translated vital documents. The Language Access Program commends the agency's outreach efforts to engage the LEP/NEP community, especially during the public health emergency.

In the area of quality, it is noted that DC Health is working beyond capacity as the global public health threat of COVID-19 ensues and has put DC Health in the center of the fight to beat the pandemic. However, the agency is still bound by the requirements of the Language Access Act of 2004. DC Health did not fulfil the recommendations made in FY19. As such, OHR strongly recommends that the agency take swift action to reconcile compliance gaps by: (1) strengthening its contractors' compliance with the Language Access Act of 2004, and (2) improving its website to provide equitable access to vital information for its LEP/NEP customers. OHR looks forward to supporting the agency in addressing gaps in language access implementation and compliance.

PREPAREDNESS

5/5

In FY20, DC Health attended three out of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

2/3

DC Health conducted 13 outreach events with 31,402 participants.

QUALITY

2/3

No language access complaints were filed against DC Health in FY20.

AGENCY

DISTRICT OF COLUMBIA HOUSING AUTHORITY



FY20 Encounters **382**

FY20 Top Languages Encountered:

Spanish, Amharic, Vietnamese, Arabic, Mandarin, Thai, and French

FY19 Encounters: 1,344 | **FY19 Score:** 7/14

In the area of preparedness, the DC Housing Authority (DCHA) slightly improved its attendance at the bi-monthly Language Access Coordinator meetings and communication with the Language Access Program. The agency continues to show adequate improvements to meet the preparedness requirements such as updating its internal language access policy. However, it remains unclear if the agency included language access compliance requirements in its Memorandums of Understanding (MOUs) and contracts with its grantees/contractors.

In the area of accessibility, the agency translated five documents into three languages. However, these documents are not accessible on the DCHA website. It has been noted that the agency is currently using Google Translate as its translation engine. It is recommended that the agency translate the linked documents, as Google Translate does not extend to hyperlinked documents. The Language Access Program strongly recommends that the agency create a language support section on its site to house translated documents, as the current state of the website does not provide equitable access to vital information to the LEP/NEP community.

In the area of quality, it is noted that the agency went through a transition in the Language Access Coordinator position and responded by assigning two attorneys to oversee compliance requirements, including: (1) developing the agency Biennial Language Access Plan, (2) reporting in a timely manner, and (3) conducting outreach to engage the LEP/NEP communities that it serves. Additionally, the agency has outstanding corrective action items from a complaint non-compliance finding in FY19. OHR strongly recommends that the agency establish a mechanism to continue to remind staff/grantees of their obligations under the Language Access Act.

PREPAREDNESS

2/5

DCHA attended three of five bi-monthly Language Access Coordinator meetings.

ACCESSIBILITY

2/3

DCHA conducted two meetings with the Mayor's Offices on Asian & Pacific Islander Affairs and Latino Affairs.

QUALITY

3/3

No language access complaints were filed against the agency in FY20.

AGENCY

DISTRICT OF COLUMBIA OFFICE OF ZONING



FY20 Encounters **5**

FY20 Top Languages Encountered:
Spanish and Korean

FY19 Encounters: 7 | **FY19 Score:** 11/12

In the area of preparedness, the Office of Zoning (DCOZ) has met compliance requirements by maintaining its encounter tracking mechanism, submitting timely reports, and having an internal language access policy that is up-to-date. The agency hosted two quarterly meetings regarding improvements in the area of customer service and also issued language access compliance requirement reminders to its staff. The agency reported that it did not have any public-facing, funded entities.

In the area of accessibility, the agency has once again meet all compliance requirements by translating four documents into the six most encountered languages in the District of Columbia, including the “DC OZ Operating Information,” and “DCOZ Description Services/Mission Statement.” The agency has taken the proactive step to ensure accessibility to LEP/NEP individuals with low literacy in their native language. This was accomplished by embedding audio clips that inform constituents of DCOZ’s mission and services in each of the language support pages on their website.

In the area of quality, the agency has shown commitment to improve its outreach efforts by reaching out to the DC Language Access Coalition (DCLAC) for recommendations on how to best distribute information and education about DCOZ to the District’s LEP/NEP community.

The Language Access Program has observed improvement in DCOZ’s attendance at the Language Access Coordinator meetings, as recommended in the last fiscal year’s compliance review. Moving forward, OHR recommends that the agency take steps to improve Language Access compliance by: (1) conducting comprehensive language access training of DCOZ staff in FY21, (2) improving its website to provide equitable access to vital information for the LEP/NEP population, and (3) working with the three Mayor’s ethnic constituency offices to engage the LEP/NEP community. OHR looks forward to supporting the agency in addressing gaps in language access implementation and compliance.

PREPAREDNESS

5/5

DCOZ attended four out of five Language Access Coordinator bi-monthly meeting.

ACCESSIBILITY

3/3

DCOZ conducted one outreach event by meeting with LA stakeholders.

QUALITY

3/3

No language access public complaint was filed against DCOZ in FY20.

AGENCY

DISTRICT OF COLUMBIA PUBLIC LIBRARY



FY20 Encounters **94**

FY20 Top Languages Encountered:

Spanish, Amharic, Mandarin, French, Arabic, Vietnamese, Farsi, and Russian

FY19 Encounters: 116 | **FY19 Score:** 12/14

In FY20, the District of Columbia Public Library (DCPL) met most of its preparedness requirements and submitted all quarterly and annual reports on time. DCPL is actively working to update its internal language access policy. Despite the changes caused by the public health emergency, the agency was able to adapt to virtual training of its staff. DCPL also strengthened its partnership with the Language Access Program by consistently attending bi-monthly meetings and maintaining open communication.

In the area of accessibility, OHR commends DCPL for adapting to the public health emergency by conducting virtual outreach events. The agency translated seven documents into the top six languages encountered in the District of Columbia including, the “Welcome to Your Library Brochure,” and “Fines and Penalties Policy”. DCPL continues to proactively translate into and market its Summer Reading Challenge in the agency’s most frequently encountered languages. OHR notes that DCPL has improved its website by creating language support pages; however the webpages lack the same information in all six languages encountered in the District. As it stands, the Spanish webpage has greater accessibility to translated information than the others.

In the area of quality, the agency fulfilled its training requirement as recommended in the FY19 compliance review. OHR looks forward to providing technical support to DCPL as it works to update its internal language access policy and completes bilingual staff certification to ensure staff members are equipped to deliver in-language services to the LEP/NEP community.

OHR recommends that the agency focus on improving the visibility of language support resources available on its website by creating an icon that directs viewers to language access services and resources. Additionally, DCPL should increase online accessibility to translated information beyond Spanish and make the same vital documents and information available for other languages.

PREPAREDNESS

4/5

DCPL attended four of five Language Access Coordinator bi-monthly meetings, and provided three language access trainings to managers and frontline staff members.

ACCESSIBILITY

3/3

DCPL engaged diverse LEP/NEP communities through 141 in-person and virtual outreach events with a total of 12,700 participants.

QUALITY

3/3

DCPL had zero complaints filed against the agency in FY20.

AGENCY

DISTRICT OF COLUMBIA PUBLIC SCHOOLS



FY20 Encounters **17,256**

FY20 Top Languages Encountered:

Spanish, Mandarin, Vietnamese, Bengali, Amharic, Haitian Creole, Nepali, Swahili, French, Arabic, Tigrinya, Turkish, Cambodian, Korean, Japanese, Cantonese, Italian, Russian, Slavic, and Somali

FY19 Encounters: 36,263 | **FY19 Score:** 9/14

In the area of preparedness, District of Columbia Public Schools (DCPS) successfully reported comprehensive data on LEP/NEP encounters. The Language Access Program recommends that DCPS provide vital information about its bilingual workforce as required by the Act. The agency fulfilled the previous recommendation by the Language Access Program to finalize its internal language access policy. The agency continues to provide compliance trainings, and although the training events decreased, the number of participants increased substantially from 371 attendees in FY19 to 6,518 in FY20. This significant increase is attributed to the agency's move to an online training module and a systematic scheduling approach. This virtual approach appears to be effective for the size of the DCPS workforce and to help to ensure that staff is on notice of their responsibility to provide and uphold language access compliance obligations. The Language Access Program urges DCPS to provide evidence of grantee/contractor compliance with the Act, as this item has been an ongoing compliance gap.

In the area of accessibility, the agency has translated, edited, and/or updated 696 documents in the top five languages encountered by the agency. These documents included confidential, programmatic, and informative communication. Although the agency prominently displays its language support pages and adopted the Google Translate widget as its translation engine, it is recommended that the agency improve on its website accessibility accuracy by merging the "Google Translate" feature and the corresponding language support pages. For example, the "Como ser voluntario en nuestras escuelas" hyperlink prompts the user to the English landing page of the site. OHR commends DCPS for effectively adapting and keeping DCPS stakeholders informed of vital operational information through virtual events/meeting platforms during the public health emergency. The agency provided equitable access to this information by providing interpretation services for DCPS LEP/NEP families.

In the area of quality, DCPS fulfilled most of the FY19 compliance review recommendations such as: (1) completion of its internal language access policy, and (2) successfully transitioning to an online training manual, which dramatically increased the number of trained staff.

The Language Access Program looks forward to providing technical support as the agency continues to enhance implementation of language access.

PREPAREDNESS

4/5

DCPS has attended all LAC bi-monthly meetings and conducted 12 language access compliance trainings.

ACCESSIBILITY

3/3

DCPS fully met all language access accessibility compliance requirements. The agency engaged in 20 outreach events with a total 2,246 participants.

QUALITY

3/3

DCPS had zero language access complaints filed against the agency. The agency fully met all language access quality requirements.

AGENCY

FIRE AND EMERGENCY MEDICAL SERVICES DEPARTMENT



FY20
Encounters **314**

FY20 Top Languages Encountered:

Spanish, French, Russian, Tigrinya, Vietnamese, Korean, Bengali, Japanese, and Mandarin

FY19 Encounters: 138 | **FY19 Score:** 11/12

In the area of preparedness, the DC Fire and Emergency Medical Services agency (FEMS) has improved in its efforts to collect language encounters over time; however the Language Access Program urges FEMS to prioritize the tracking and reporting of bilingual employee encounters with LEP/NEP community members moving forward.

In the area of accessibility, the agency did not meet any of the compliance requirements in FY20.

In the area of quality, FEMS reached an agreement for the proposed Corrective Action Plan from a non-compliance finding in FY17; however, the agency has not met the deadlines agreed upon for the execution of the plan. The Language Access Program urges FEMS to take immediate steps to address all outstanding corrective action items in FY21. Additionally, OHR strongly recommends that the agency close compliance gaps by: (1) collecting and reporting comprehensive data, (2) updating its internal language access policy, (3) training its staff on compliance requirements, (4) certifying its funded entities for compliance with the Act, (5) identifying and translating vital documents, (6) improving its website to provide equitable access to vital information for the LEP/NEP population, and (7) engaging the LEP/NEP community through outreach efforts. OHR looks forward to supporting the agency in addressing gaps in language access implementation and compliance.

PREPAREDNESS

2/5

FEMS attended three out of five of the Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

0/3

There are no accessibility compliance highlights to report.

QUALITY

2/3

In FY20, zero language access public complaints were filed against FEMS.

AGENCY

HOMELAND SECURITY AND EMERGENCY MANAGEMENT AGENCY



FY20 Encounters **7**

FY20 Top Languages Encountered: Spanish, Chinese, and Haitian Creole

FY19 Encounters: 1 | **FY19 Score:** 10/12

In the area of preparedness, the Homeland Security and Emergency Management Agency (HSEMA) met most reporting requirements by providing language encounter data and conducting language access compliance training. However, the agency has not updated its internal language access policy in FY20, as stated in the Biennial Language Access Plan (BLAP). In FY20, the agency confirmed that they did not have any grantees or funded entities.

In the area of accessibility, HSEMA translated one document into the six most encountered languages in the District: “September 10th Flooding Resource Guide.” As identified in the last fiscal year review, the agency continues to operate without ensuring the equitable access to translated documents on HSEMA’s website. HSEMA also participated in traditional in-person outreach events prior to the onset of the public health emergency and adapted smoothly to outreach efforts via social media outlets like Twitter and Facebook once restrictions went into effect.

In the area of quality, OHR urges HSEMA to update and finalize its internal language access policy and include compliance requirements regarding contracts and Memorandums of Understanding (MOUs). OHR strongly recommends that HSEMA revisit its “ReadyDC” webpage to make it accessible in multiple languages. Currently, it is very difficult for LEP/NEP communities to access the information, as it is currently under the site’s “Resources Section” with the title in English only.

PREPAREDNESS

3/5

HSEMA participated in four out of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

2/3

HSEMA participated in 25 outreach events with a total 1,776 participants.

QUALITY

2/3

No public complaints were filed against HSEMA in FY20.

AGENCY

METROPOLITAN POLICE DEPARTMENT



FY20 Encounters **4,533**

FY20 Top Languages Encountered:

Spanish, Amharic, Mandarin, French, Vietnamese, Russian, Korean, Portuguese, Tigrinya, Mongolian, Hindi, Bengali, Japanese, and Haitian Creole

FY19 Encounters: 5,377 | **FY19 Score:** 11/14

In the area of preparedness, the Metropolitan Police Department (MPD) has maintained its comprehensive data collection and reporting mechanism as it pertains to LEP/NEP encounters with bilingual staff and telephonic and in-person interpretation. In FY20, MPD had an updated language access policy on file and held compliance trainings with its force using an online module. Additionally, MPD also continued its commitment in training its contractors on compliance requirements.

In the area of accessibility, the agency translated eight documents into the top six languages encountered in the District of Columbia, including the “Filing a Police Report During Coronavirus,” “Title VI Non-Discrimination Policy,” and “PD781-Consent to Search.” OHR noted that the agency had language support pages on its website; however, the agency did not upload the reported translated documents it indicated in its implementation report. Instead, the agency organized the documents under subject matter areas on its website using document titles in English, reducing accessibility to the LEP/NEP community. The agency continued to engage the LEP/NEP community through in-person and virtual outreach efforts and reported collaborations with the Mayor’s three ethnic constituency offices in FY20.

In the area of quality, OHR commends MPD for uploading the telephonic interpretation application onto all DC Metropolitan Police officers’ phones. This accessibility compliance effort streamlines communication between LEP/NEP community members and MPD officers. OHR recommends that MPD improve the accessibility of its website by placing translated documents under the respective language support pages with the translated titles of the documents. MPD has not reached an agreement for the proposed Corrective Action Plan from a non-compliance finding from FY18 and FY19. OHR recommends that MPD adopt the recommended plan to address compliance issues identified in the non-compliance findings.

PREPAREDNESS

5/5

MPD met preparedness requirements and attended four out of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

3/3

MPD conducted 125 outreach events with 7,008 participants.

QUALITY

1/3

In FY20, seven language access complaints were filed against MPD and OHR issued three findings of noncompliance.

AGENCY

OFFICE OF ADMINISTRATIVE HEARINGS



FY20 Encounters **1,312**

FY20 Top Languages Encountered:

Spanish, Amharic, Vietnamese, Tigrinya, Mandarin, Bengali, French, Russian, Arabic, Thai, Yoruba, Portuguese, Nepali, Korean, and Hindi

FY19 Encounters: 572 | **FY19 Score:** 11/12

In the area of preparedness, the Office of Administrative Hearings (OAH) continues to fulfill requirements of the Language Access Act by maintaining a comprehensive data collection mechanism, updated Language Access Policy, and training existing and new staff. Although the agency does not have public-facing contractors/grantees, it includes compliance requirements in its language access policy, should it ever be necessary.

In the area of accessibility, the agency has proactively translated five documents into 11 languages, including its “COVID-19 Scheduled Hearings” and “COVID-19 Hearing Modification Request” documents. The agency fulfilled the recommendation to strengthen the language support section of its website. OHR notes that the agency is an independent, adjudicatory entity that does not conduct traditional outreach. However, the OAH uses the tagline system to inform LEP/NEP litigants of the availability of language access services. The agency also promotes these services by including them in mailings to its customers

OHR commends OAH for fulfilling all the recommendations outlined in the its FY19 compliance review. OHR looks forward to working with the agency in upholding a high level of commitment to the implementation of the Language Access Act of 2004.

PREPAREDNESS

5/5

OAH attended four out of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

3/3

OAH continues to inform its clients of their rights to LA services through mailings and taglines as it is not an agency that conducts outreach events due to the nature of its services.

QUALITY

3/3

No language access public complaints were filed against OAH in FY20.

AGENCY

OFFICE OF CONTRACTING AND PROCUREMENT



FY20 Encounters **79**

FY20 Top Languages Encountered: Spanish, Amharic, Bengali, and Vietnamese

FY19 Encounters: Not Reported | **FY19 Score:** 5/12

In the area of preparedness, the Office of Contracting and Procurement (OCP) met two of the language access implementation requirements in FY20. The agency continues to operate without an internal language access policy and has not trained its staff in the past two years. Moreover, OCP has also not reported whether it has public-facing funded entities.

In the area of accessibility, OCP failed to fulfill all compliance requirements. The agency did not translate any documents and reported zero outreach events in FY20.

In the area of quality, OHR strongly recommends that the agency take immediate steps to close compliance gaps by: (1) developing its internal language access policy, (2) training its staff on language access compliance requirements, (3) certifying its funded entities for compliance with the Language Access Act of 2004, (4) identifying and translating vital documents, (5) improving its website to provide equitable access to vital information for the LEP/NEP population, and (6) engaging the LEP/NEP community through outreach efforts. OHR looks forward to supporting the agency in addressing gaps in language access implementation and compliance.

PREPAREDNESS

2/5

OCP has attended four out of five Language Access Coordinator meetings.

ACCESSIBILITY

0/3

In FY20, OCP failed to report any efforts to translate prioritized vital documents or conduct outreach to engage LEP/NEP communities.

QUALITY

2/3

No language access public complaints were filed against OCP in FY20.

AGENCY

OFFICE OF LOTTERY AND GAMING



FY20 Encounters **392**

FY20 Top Languages Encountered:

Spanish, Korean, Amharic, Mandarin, Bengali, and Serbian

FY19 Encounters: 275 | **FY19 Score:** 11/12

In the area of preparedness, the Office of Lottery and Gaming (OLG) met all of the compliance requirements. The Language Access Program commends the agency for upholding its exemplary implementation score in this area by maintaining a current internal language access policy, consistently training staff, collecting comprehensive data, and attending every Language Access Coordinator (LAC) bi-monthly meeting in FY20.

In the area of accessibility, the agency translated two documents into the six top languages encountered in the District. Those documents include: “Agent Application Form” and “Application Check List.” OLG’s website improved, and with its new design, now provides links at the top and bottom of the website for ease of access to vital documents in multiple languages. Additionally, the agency conducted outreach through an in-person event centering the LEP/NEP community and was able to meet the outreach requirements by using social media outlets during the public health emergency.

In the area of quality, OLG followed its FY19 compliance review recommendations and made improvements to its website language support pages as part of its community engagement efforts, providing links to translated documents. OHR looks forward to working with the OLG to continue improving the language support functions of the website. The agency also forged a collaborative relationship with the Mayor’s Office on Latino Affairs for the purpose of outreach and OHR looks forward to OLG’s continued effort to engage the LEP/NEP community.

PREPAREDNESS

5/5

OLG met planning and reporting requirements in FY20 and attended all of the Language Access Coordinator meetings.

ACCESSIBILITY

3/3

OLG translated two vital documents, the agency conducted two outreach events including running an ethnic radio campaign for 6 weeks.

QUALITY

3/3

No language access public complaints were filed against OLG in FY20. OLG fully met language access compliance requirements in FY20.

AGENCY

OFFICE OF PLANNING



FY20 Top Languages Encountered:
Mandarin

FY19 Encounters: Not Reported | **FY19 Score:** 9/12

In the area of preparedness, the Office of Planning (OP) fulfilled language access compliance requirements by conducting two language access trainings with its staff. Historically, OP has not managed any funded entities; however, with the arrival of the 2020 Census, OP worked with the Mayor’s Office on Asian & Pacific Islander Affairs (MOAPIA) and the Mayor’s Office on Latino Affairs (MOLA) on amplification and dissemination of Census materials. This agreement resulted in MOAPIA and MOLA conducting outreach through grantees and therefore, the language access training requirement fell under MOAPIA’s and MOLA’s purviews. Although the agency engaged the ethnic constituency offices, it failed to track and report the grantees’ encounters with the LEP/NEP communities, as required by the Language Access Act of 2004.

In the area of accessibility, the Office of Planning did not identify or translate any vital documents. The agency stated that it spent a significant amount of resources on translating the 2020 Census and other related materials but failed to accurately report those translations in the database. Additionally, OP continued to operate without an accessible language support page on its website to inform the LEP/NEP community of programs and services in FY20. However, the agency did conduct outreach events that included in-person and ethnic media outlets to encourage individuals to complete the 2020 Census. The agency also capitalized on the existing partnership with the three Mayor’s ethnic constituency offices to distribute 2020 Census promotional materials.

In the area of quality, the agency has not fulfilled the recommendations from FY19’s compliance review to improve its website accessibility. Although the agency trained its staff, OHR strongly recommends that the agency consult the Language Access Program to review and receive approval of the training material and strongly urges the OP to update its internal language access policy.

PREPAREDNESS

4/5

The Office of Planning attended four out of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

1/3

The Office of Planning conducted six outreach events engaging 550 participants.

QUALITY

2/3

In FY20, no public complaints were filed against the Office of Planning.

AGENCY

OFFICE OF TAX AND REVENUE



FY20 Encounters **5,444**

FY20 Top Languages Encountered:

Spanish, Amharic, Korean, French, Mandarin, Tigrinya, Vietnamese, and Arabic

FY19 Encounters: 4,860 | **FY19 Score:** 7/14

In the area of preparedness, the Office of Tax and Revenue (OTR) reported language encounters; however, OHR notes that the tracking and reporting of bilingual staff language encounters decreased in FY20. This decrease directly impacts the accessibility of information, as the inaccuracies in reporting create false estimates of the translation threshold of 500 encounters or 3% of customers served by OTR. The agency maintained an updated language access policy; however, OTR was non-complaint with the Act in the aspect of certifying language access in its Memorandums of Understanding (MOUs) and contracts, specifically in its contract with hired security officers.

In the area of accessibility, the agency translated four documents, including: “OTR Bill of Rights,” “COVID-19 Update Announcement,” and “Office of Taxpayer Advocate Poster.” Although OTR translated these documents, they are not accessible through its language support page. As of FY20, the agency did not have a dedicated language support section as part of its website but instead opted to organize its translated information by subject, reducing its accessibility. Moreover, OTR reported participation in zero outreach events in FY20.

In the area of quality, OTR did not fulfill any of the recommendations issued in the FY19 compliance review. OHR strongly recommends that the agency take swift action to reconcile compliance deficits within the agency by: (1) training its staff on language access compliance requirements, (2) certifying its contractors for compliance with the Act, (3) improving its website to provide equitable access to vital information for its LEP/NEP customers, and (4) engaging the LEP/NEP community through outreach efforts. OHR looks forward to supporting the agency in addressing gaps in language access implementation and compliance.

PREPAREDNESS

3/5

In FY20, OTR attended four out of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

1/3

OTR did not perform any outreach events.

QUALITY

2/3

No language access public complaints were filed against OTR in FY20.

AGENCY

OFFICE OF THE ATTORNEY GENERAL'S CHILD SUPPORT SERVICES DIVISION



FY20 Encounters **457**

FY20 Top Languages Encountered:

Spanish, Amharic, Indonesian, Tigrinya, Mandarin, French, and Vietnamese

FY19 Encounters: 688 | **FY19 Score:** 8/12

In the area of preparedness, the Office of the Attorney General's Child Support Services Division (CSSD) has maintained its comprehensive language encounters data tracking mechanism. OHR noted that the agency worked proactively to provide Spanish language classes to its staff to help promote interest in bilingual positions. Furthermore, CSSD reported that its sole public-facing contractor, the DC Superior Court, adopted its own internal language access policy in FY20.

In the area of accessibility, the agency failed to fulfill the recommendation to translate public-facing vital documents and ensure accessibility of documents on its website. The Language Access Program is aware that the agency does not conduct traditional outreach, and in an attempt to fulfill this compliance requirement, CSSD is working to create a mailing system to inform the LEP/NEP community of language access services available to them when visiting the agency.

In the area of quality, the agency failed to take action on FY19 recommendations, but did not have any complaints against the agency in FY20. Moving forward, OHR strongly recommends that the agency take immediate steps to close compliance gaps by: (1) updating and finalizing its own internal language access policy, (2) identifying and translating vital documents, and (3) improving its website to provide equitable access to vital information for the LEP/NEP population. OHR urges the agency to complete the automated correspondence system in multiple languages as stated in the agency's current compliance implementation plan. Additionally, as of the start of FY21, CSSD is due to train its staff on language access compliance and OHR looks forward to supporting the agency in accomplishing this compliance action item.

PREPAREDNESS

4/5

In FY20, the agency participated in four out of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

1/3

CSSD is not an agency that conducts outreach events due to the nature of its services.

QUALITY

2/3

No language access public complaints were filed against CSSD in FY20.

AGENCY

OFFICE OF THE PEOPLE'S COUNSEL



FY20 Encounters **957**

FY20 Top Languages Encountered: Spanish, Chinese, Amharic, French, and Somali

FY19 Encounters: 680 | **FY19 Score:** 12/12

In the area of preparedness, the Office of the People's Counsel (OPC) has maintained its comprehensive data tracking and reporting of LEP/NEP encounters with bilingual staff and telephonic and in-person interpretation; however OPC is due to update its language access policy in collaboration with the Language Access Program. Although the agency did not report having public-facing contractors or grantees, it should proactively include compliance language in its updated language access policy, should it ever be necessary. OHR looks forward to supporting the agency with language access training for its staff in FY21.

In the area of accessibility, the agency has translated 13 documents in the top six languages encountered in the District, including: "COVID-19 Scams," "Consumer Letter to OPC," and "OPC Calls Pepco to Withdraw Rate Hike Plans." The Language Access Program commends OPC for placing its language support section prominently in the opening header of its website. However, the language-specific pages are not fully developed to include translations of the agency's mission, initiatives, and services. The agency continues to uphold outreach requirements by conducting comprehensive grassroots community engagement strategies, such as conducting neighborhood walk-throughs in areas populated by LEP/NEP individuals and businesses. It is duly noted that the OPC adapted its outreach efforts by conducting virtual events during the COVID-19 public health emergency.

Furthermore, in the area of quality, OPC made extraordinary outreach efforts by having in-person/virtual interpreters at some of its agency-specific community events that attract the linguistically diverse communities of the District. The agency continues to excel in all compliance requirements; however, there is an opportunity to enhance its website language support by including translations of the agency's mission, services, and programs.

The Language Access Program commends the Office of the People's Counsel on having a perfect annual review compliance score for the third year in a row.

PREPAREDNESS

5/5

OPC met all preparedness requirements in FY20. OPC attended four out of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

3/3

OPC engaged in 70 outreach events with 1,519 participants.

QUALITY

3/3

No language access complaints were filed against OPC in FY20.

AGENCY

OFFICE OF THE STATE SUPERINTENDENT OF EDUCATION



FY20 Encounters **11,369**

FY20 Top Languages Encountered:

Spanish, Amharic, French, Mandarin, Vietnamese, Korean, Bengali, Oromo, Arabic, Portuguese, Cantonese, and Tigrinya

FY19 Encounters: 11,697 | **FY19 Score:** 12/14

In the area of preparedness, the Office of the State Superintendent of Education (OSSE) maintained its comprehensive data collection and reporting mechanism on LEP/NEP encounters with bilingual staff and telephonic, and in-person interpretation. The agency has a current language access policy on file, and is in the process of finalizing an updated version. OSSE maintained its commitment to training existing and newly-hired staff, as well as grantees. The agency also ensured funded entity compliance by equipping them with telephonic interpretation services, training, and also development of a language access reporting process for these entities. The agency also proactively created an informative one-page document, listing frequently asked questions about language access. Although OSSE identified compliance requirements in its grant management system, it is imperative that the agency also include implementation requirements detailed in its requests for proposals (RFPs) and invitations for bids (IFBs).

In the area of accessibility the agency translated 67 documents in the top six languages encountered in the District. It is noted that the agency has seasonal programs and services and updates the language support section of its website regularly, as required. OSSE staff reported participation in outreach events and engaged the Latino and African community in FY20.

In the area of quality, the Language Access Program commends OSSE for its continued commitment to upholding the Language Access Act. This is evident in the way the agency used the outcomes of field-testing for agency providers in FY19 to ensure that funded entities with negative outcomes received a refresher training and were brought into compliance with the Language Access Act. OHR looks forward to supporting OSSE's work and improvements to its data reporting of seasonally translated advertisements for programs and services.

PREPAREDNESS

5/5

OSSE has fully met FY20 preparedness requirements by reporting comprehensive data on LEP/NEP encounters, training frontline staff and grantees, and fulfilling reporting and planning requirements. In FY20, OSSE participated in four out of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

3/3

In FY20, OSSE drastically increased its participation to 36 community events and engaged 452 participants.

QUALITY

3/3

No language access public complaint was filed against OSSE in FY20.

AGENCY

OFFICE OF THE TENANT ADVOCATE



FY20 Encounters **217**

FY20 Top Languages Encountered:

Spanish, Amharic, Mandarin, Arabic, Romanian, Russian, French, Vietnamese, Turkish, Tigrinya, and Japanese

FY19 Encounters: 137 | **FY19 Score:** 7/12

In the area of preparedness, the Office of the Tenant Advocate (OTA) improved its data collection mechanism by tracking and reporting language encounters by bilingual staff and telephonic and in-person interpretation. The agency worked on updating its language access policy in FY20, but did not yet finalize it before the end of the fiscal period. The OTA participated in language access compliance training in collaboration with the Language Access Program in FY20 and verified that it did not have any public-facing grantees/contractors.

In the area of accessibility, OTA translated two documents into Spanish, “COVID-19 State of Emergency: Tenant Rights & Resources” and “Renters 101.” Although the agency had a language support section on its website in FY20, it was still inaccessible because it did not provide equitable access to vital information regarding OTA’s public emergency response to the pandemic. The agency participated in outreach efforts; however, based on the reported data, it is unclear which specific LEP/NEP were engaged.

In the area of quality, OHR commends OTA for implementing and maintaining a new language encounter tracking and reporting mechanism. OHR recommends that the agency finalize its internal language access policy. OTA plays a critical role in informing District residents of available services that help renters mitigate their inability to pay rent. This service was especially critical during the District’s “Stay-at-Home” mandate in 2020. Therefore, it is imperative that the agency improve its outreach and website accessibility to the LEP/NEP community, moving forward.

PREPAREDNESS

4/5

OTA attended five out of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

2/3

In FY20, OTA participated in 18 community outreach events with 1,770 participants.

QUALITY

3/3

No language access complaints were filed against OTA in FY20.

AGENCY

OFFICE OF UNIFIED COMMUNICATIONS



FY20 Encounters **26,248**

FY20 Top Languages Encountered:

Spanish, Mandarin, Amharic, French, Vietnamese, Arabic, Korean, Portuguese, Tigrinya, Bengali, Hindi, and Japanese

FY19 Score: 7/12 | **FY19 Encounters:** 25,062

In the area of preparedness, the Office of Unified Communications (OUC) reported one source of language access encounter data: telephonic interpretation. OHR notes that the agency continued to operate without an updated internal language access policy in FY20 and did not report any language access compliance trainings. However, the agency improved its attendance in the bi-monthly Language Access Coordinator meeting. Additionally, OUC reported having zero public-facing grantees/contractors in FY20.

In the area of accessibility, the agency translated one document in the top six languages encountered in the District of Columbia: “How to File a Police Report During Coronavirus.” Moreover, the agency had a language support page on its website, but it did not have up-to-date translated public health notices available on it. OUC engaged in one outreach event; however, it was not clear if this event engaged the LEP/NEP community.

In the area of quality, the agency improved its attendance at the bi-monthly Language Access Coordinator meetings. Although the agency has reported an increase in encounters, it still lacked data from bilingual staff. OHR strongly recommends that the agency take swift action to reconcile compliance deficits by: (1) updating and institutionalizing its internal language access policy, (2) training its staff on language access compliance requirements, (3) improving its website to provide equitable access to vital information for its LEP/NEP customers, and (4) engaging the LEP/NEP community through outreach efforts in coordination with MOAA, MOAPIA, and MOLA. OHR looks forward to supporting the agency in addressing gaps in language access implementation and compliance.

PREPAREDNESS

3/5

In FY20, OUC attended three out of five Language Access Coordinator bi-monthly meetings.

ACCESSIBILITY

3/3

OUC engaged in one outreach event with 80 participants.

QUALITY

3/3

In FY20, no language access complaints were filed against OUC.

FY20 LANGUAGE ACCESS COORDINATORS



Brett Bennett,
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Attorney Advisor



Melinda Salinas,
Department of Employment Services,
Program Analyst



Cheryl Randall-Thomas,
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Training Specialist



Tannia Baqueiro,
Department of Human Resources,
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Harpreet Rodi Moore,
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Moneick Tabron,
District of Columbia Public Library,
Administrative Assistant



Vicki de Javier,
District of Columbia Public Schools,
Language Access Specialist



Karen Randolph,
District Department of Transportation,
Program Analyst



Kenneth Hunter,
Fire and Emergency
Management Services,
Diversity Manager



Kim McCall,
Homeland Security & Emergency
Management Agency,
Community Outreach Specialist



Imhotep Newsome,
Metropolitan Police Department,
Language Access Program Manager



Gwen Washington,
Office of Lottery and Gaming,
Director, Office of Resources Management



Edward Giefer,
Office of Planning,
Associate Director



Emily Charlap,
Office of the Attorney General –
Child Support Services Division,
Policy Analyst



Shirley Yates,
Office of the Attorney General –
Child Support Services Division,
Training Coordinator



Sylvia Garrick,
Office of the People's Counsel,
Consumer Outreach Specialist
(Hispanic Coordinator)



Manuel Bolanos,
Office of the Tenant Advocate,
Language Access Coordinator

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Jean Mitchell
Surobhi Rooney
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Carolyn Smallwood
Grace O'Neill
Matthew Pouncey
Ivan Torres
Ken Slaughter
Zelalem Hill
Gelila Getaneh
Anne Elliott
Ryan McAnally
Cody Carpenter Leihgeber
Elsa Teklehymanot
Crystal Doolittle
Wanda Gattison

Alcoholic Beverage Regulation Administration
Child and Family Services Agency
Department of Behavioral Health
Department of Behavioral Health
Department of Consumer and Regulatory Affairs
Department of Corrections
Department of Energy and Environment
Department of Healthcare Finance
Department of Housing & Community Development
Department of Human Services
Department of Motor Vehicles
Department of Parks and Recreation
Department of Public Works
Department of Small & Local Business Development
Department on Disability Services
Department on Disability Services
District of Columbia Health
District of Columbia Housing Authority
District of Columbia Office of Zoning
Mayor's Office on African Affairs
District of Columbia Housing Authority
Office of Administrative Hearings
Office of Contracting and Procurement
Office of the State Superintendent of Education
Office of Tax and Revenue
Office of Unified Communications

NOT PICTURED
Operations Manager
Operations Supervisor
Risk Manager & Americans with Disabilities (ADA) Coordinator
Program Analyst
Customer Service and Language Access Coordinator
Public Affairs Specialist
Deputy Director, Operations Services Administration
Chief Compliance Officer
Housing Compliance Officer
Special Emphasis Program Coordinator
Management Analyst
Public Affairs Specialist
Public Affairs Specialist
Staff Assistant
ASL Interpreter and Language Access Coordinator
ASL Interpreter and Language Access Coordinator
Language Access Coordinator
Interim Language Access Coordinator
Special Assistant and HR Advisor
Deputy Director and Language Access Coordinator
Associate General Counsel
Attorney Advisor and Interim Language Access Coordinator
Public Information Officer
Language Access Coordinator
Supervisory Customer Service Specialist
Public Information Officer



Office of Human Rights
DISTRICT OF COLUMBIA

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