Office of Human Rights – ANC Reimbursement Factsheet FY24

Updated: 09/03/2024

The Language Access Program – Overview

The DC Language Access Act of 2004 requires all District government agencies, public-facing contractors, and grantees to ensure that limited and non-English proficient (LEP[1]/NEP[2]) individuals have access to the full range of government services while receiving translation and interpretation services.

The Language Access Program is housed under the District of Columbia Office of Human Rights (OHR). It exists to eliminate language-based discrimination, enabling District residents, workers, and visitors to receive equivalent information and services from the District government, regardless of what language they speak.

To ensure that LEP/NEP residents, workers, and visitors are aware of their language access rights, the Language Access Program conducts outreach in conjunction with community- based organizations that serve LEP/NEP populations. In addition to tabling at events, program staff regularly deliver "Know Your Rights" trainings.

The Language Access Program staff work closely with members of the DC Language Access Coalition to disseminate information about the program and create platforms for feedback on the District's translation and interpretation services. Staff also respond directly to inquiries from members of the public on matters related to language access.

ANC reimbursement for translation and interpretation services

Pursuant to the *Advisory Neighborhood Commissions Omnibus Act of 2016*, D.C. Code § 1-309.12(d)(3)(c-i), OHR will reimburse Advisory Neighborhood Commissions (ANC) for translation and interpretation services incurred "for residents and Commissioners who require such services in relation to Commission documents or proceedings." ANCs may request reimbursement for costs incurred to provide the following translation and interpretation services:

1. **Interpretation of ANC Meetings/Proceedings:** ANCs may receive reimbursement for interpretation service costs incurred for residents and Commissioners who require such services in relation to Commission meetings and other proceedings. The two types of interpretation services most frequently used are: in person and video remote interpretation. Both types of interpretation service are offered via the following modes:
    a. Consecutive Interpretation Service: The speaker pauses after several utterances and the interpreter conveys the message in the other language; does not require interpretation equipment; best practice; can use one interpreter if meeting is one hour or less.

[1] **Limited English Proficient (LEP)** - Refers to an individual who does not speak English as his/her primary language and has a limited ability to speak, read, write, or understand English.

[2] **Non-English Proficient (NEP)** - Refers to an individual who cannot speak or understand the English language at any meaningful level.

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b. Simultaneous Interpretation Service: Interpretation occurs at the same time the speaker is speaking; requires portable interpretation equipment; best practice; use minimum of two interpreters.

2. **Document Translation:** ANCs may receive reimbursement for document translation service costs incurred for residents and Commissioners who require such services in relation to Commission documents, meetings, and other proceedings. Examples of documents that ANCs may be asked to translate:
   a. Meeting agendas and minutes;
   b. Outreach materials (flyers, announcements, fact sheets, newsletters, etc.); and
   c. Written motions, contracts, applications, briefs, summaries, or other documents being reviewed or considered by the ANC.
3. **Assistive Listening System (rental or purchase):** ANCs may receive reimbursement for the purchase or rental of assistive listening systems, as described in the 2010 Americans with Disabilities Act Standards for Accessible Design[3], for use by hearing-impaired residents or Commissioners at Commission proceedings. (D.C. Code § 1-309.12(d)(3)(c-ii))

How to request reimbursement

- ANCs must submit reimbursement requests to Laura Gonzalez, Language Access Program Support Specialist (Laura.Gonzalez@dc.gov), and the Office of Advisory Neighborhood Commissions (OANCs) (OANCS@dc.gov) using the "ANC Reimbursement Form".
  - To receive ACH/check reimbursements, newly established ANCs must set up a vendor account with the District Integrated Financial System (DIFS). For more information, please contact DIFS at 202-442-6870 and/or suppliers@dc.gov.
  - ANCs that had established themselves via the Procurement Center for Excellence (PCOE) before October 2022 will not have to create a DIFS account, unless they are changing any other information such as:
    - Updating its contact information, including phone number and email address
    - Changing its payment method from check to Automated Clearing House (ACH) by adding your bank account information and submitting a bank letter or a voided check
  - ANC ANCs will submit the proposal quote and invoice from translation/interpretation vendor as well as the proof of payment and completed reimbursement form to OHR. OHR will process for approval.
  - ANCs will receive reimbursed funds from PCE via ACH or check, depending on the information that was provided to DIFS/PCOE.

[3] "Assistive listening systems are generally categorized by their mode of transmission. There are hard-wired systems and three types of wireless systems: induction loop, infrared, and FM radio transmission. Each has different advantages and disadvantages that can help determine which system is best for a given application. For example, an FM system may be better than an infrared system in some open-air assemblies since infrared signals are less effective in sunlight. On the other hand, an infrared system is typically a better choice than an FM system where confidential transmission is important because it will be contained within a given space." https://www.ada.gov/regs2010/2010ADAStandards/2010ADAStandards_prt.pdf

- OHR understands that the need for translation and interpretation services will vary from ANC to ANC. OHR will review and approve reimbursement requests on a first come, first served basis, subject to available remaining funding.
- The final deadline to submit reimbursement requests for language services rendered in Fiscal Year 24 (October 1, 2023 through September 30, 2024) will be **October 6, 2024**. OHR encourages ANCs to submit reimbursement requests on a monthly basis.

Language services resources available

ANCs can use **any** vendor they choose for translation and interpretation services. While OHR does not endorse or recommend any particular vendor, ANCs are encouraged to utilize the vendors listed below as they have been identified, vetted, and engaged, pursuant to a citywide contract, by District agencies to provide document translation and in-person interpretation services.

District government citywide contract approved vendors for translation/interpretation

1. **Andean Consulting Solutions Inc (ACSI Translations)**
   Contact: Andres Vergara, Program Manager
   Phone: (202) 599-8456
   Email: production@acsitranslations.com
   Website: https://www.acsiconnects.com/

2. **Multicultural Community Service (MCS)**
   Contact: Rosemary Fennell, Language Services Director
   Phone: (202) 238-9355
   Email: rosemary.fennell@comcast.net
   Website: http://mcsdc.org/

3. **Transperfect**
   Contact: Michael Macrina, Account Representative
   Phone: (202) 347-2300
   Email: MMacrina@transperfect.com
   Website: https:// www.transperfect.com/

For more information or any questions

Please contact Laura Gonzalez, D.C. Office of Human Rights Language Access Program Support Specialist. **(Laura.Gonzalez@dc.gov)**