Language Service/ Assistive Listening System Reimbursement Process for ANC Commissioners

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Who Is the DC Office of Human Rights?

- OHR was created to enforce the **DC Human Rights Act (DCHRA)** of 1977 to protect our residents, employees, and visitors from discrimination.
- One of the Nation's most progressive civil rights laws
- Has many more expansive protected traits
- Broader coverage than the Title VII
- Although the work always existed, it was not until **1999** that OHR was founded as a separate agency
- In addition to creating OHR, the DCHRA also created the Commission on Human Rights
- Physical office for filing complaints (441 4th Street NW, Suite 570)or online (ohr.dc.gov)

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OHR Enforces Laws in Four Areas

Employment
(DC Code § 2-1402.11)

Housing (DC Code § 2-1402.21)

Educational Institutions
(DC Code § 2-1402.41)

Public Accommodation
(DC Code § 2-1402.31)
or
Government Services
(DC Code§ 2-1402.73)

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23 Protected Traits under the DCHRA

1. Race
2. Color
3. Sex
4. National Origin
5. Religion
6. Disability
7. Age
8. Sexual Orientation
9. Gender Identity & Expression
10. Genetic Information
11. Marital Status
12. Matriculation
13. Political Affiliation
14. Personal Appearance
15. Credit Information
16. Victim of Domestic Violence, Sexual Offenses, and Stalking (DVSOS)
17. Source of Income
18. Status as Victim of an Intrafamily Offense
19. Familial Status
20. Place of Residence or Business
21. Family Responsibilities
22. Sealed Eviction Record
23. Homelessness

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Language Access in DC – An 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/NEP**) individuals have access to the full range of government services while receiving translation and interpretation services.
- 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.

ANC Reimbursement for Translation and Interpretation Services and Assistive Listening System

- 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 (ANCs) for translation and interpretation services incurred "for residents and Commissioners who require such services in relation to Commission documents or proceedings."
- Pursuant to the *Advisory Neighborhood Commissions Omnibus Act of 2016,* D.C. Code § 1- 309.12(d)(3)(c-ii), for the purchase or rental of assistive listening systems "as they are described in the 2010 Americans with Disabilities Act Standards for Accessible Design, Section 706 of Appendix D to 36 C.F.R. Part 1191, for use by hearing-impaired residents or Commissioners at Commission proceedings."

ANC Reimbursement for Translation and Interpretation Services and Assistive Listening System

- ANCs may request reimbursement for costs incurred in providing the following three options:
  - **Multilingual Verbal Interpretation** for Proceedings
    - Video Remote interpretation/In-Person interpretation: simultaneous or consecutive
  - **Multilingual Written Document Translation**; and
  - **Rental or Purchase of Assistive Listening System**

Verbal Interpretation of ANC 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 three types of interpretation services most frequently used are:
  1. **Telephonic Interpretation**
     - Interpreter is called into a telephone or conference call
     - Suitable for: Direct Communications with a NEP/LEP Speaking Neighbor
  2. **In-Person Interpretation**
     - Interpreter is physically on-site for the proceeding
     - Suitable for: Direct Communications with NEP/LEP Speaking Neighbor
  3. **Virtual Remote Interpretation**
     - Interpreter is called into a virtual platform such as Microsoft Team, Zoom, or WebEx
     - Suitable for: Meetings, Public Forums with NEP/LEP Speaking Neighbor

Verbal Interpretation of ANC Proceedings

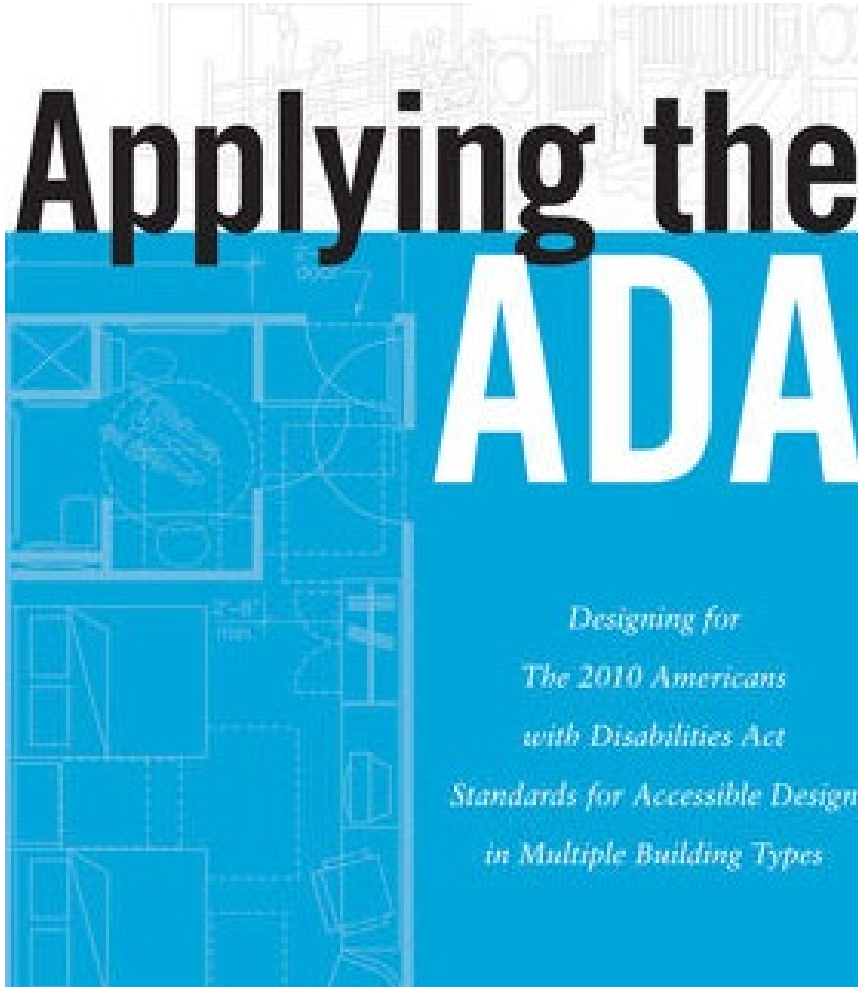
- All types of interpretation service are offered via the following modes:
  1. **Consecutive:** a mode of interpreting in which and interpreter conveys a speaker's words orally into a target language during breaks in the speaker's communication. Consecutive interpretation may take more time but can be done by a single interpreter
  2. **Simultaneous**: a mode of interpretation in which the interpreter translates the speaker's message from the source language to the target language in real-time. Unlike in consecutive interpreting, the natural flow of the speaker is not disturbed and allows for a smooth output for the listeners. Simultaneous interpretation may require more than one interpreter as to not exhaust an interpreter for long interactions or interactions with multiple speakers

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:
  - Meeting agendas and minutes;
  - Outreach materials (flyers, announcements, fact sheets, newsletters, etc.); and
  - Written motions, contracts, applications, briefs, summaries, or other documents being reviewed or considered by the ANC

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, for use by hearing-impaired residents or Commissioners at Commission proceedings
- See D.C. Code § 1- 309.12(d)(3)(c-ii)



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Using Multilingual Taglines NEP/LEP Speaking Neighbors

- Taglines for notices/correspondences/documents
- If a document cannot be translated in its entirety, it is recommended that one utilizes translated taglines that tells the reader of the availability for multilingual language access, such as these examples.
- The **top six languages** in DC are: Spanish, Amharic, French, Chinese, Korean, and Vietnamese.

English	Need help in your language? Call _____
Spanish	¿Necesita ayuda en su idioma? Llame al
Amharic	በቋንቋዎ እርዳታ ይሻሉ? በ_____ይደውሉ።
Chinese	需要语言协助？请致电：_____
French	Avez-vous besoin d'aide dans votre langue ? Appelez le numéro suivant :_____
Vietnamese	Cần hỗ trợ bằng ngôn ngữ của quý vị? Hãy gọi__
Korean	언어 지원이 필요하신가요?_____로 전화하세요.

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Using Multilingual Taglines for NEP/LEP Speaking Neighbors

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How to Request Reimbursement

1. ANCs must submit reimbursement requests to OHR (**laura.gonzalez@dc.gov**) and the Office of the Advisory Commissions (OANCs) (**oancs@dc.gov**) using the "ANC Reimbursement Form".
2. To receive ACH reimbursements, newly established ANCs, must set up a vendor account with the **District Integrated Financial System** (DIFS). For more information on how to establish an ANC as a vendor that can receive payment, please contact DIFS at 202-442-6870, and/or email suppliers@dc.gov, or visit their website at cfo.dc.gov/page/supplier-portal-login-page-rev

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How to Request Reimbursement

3. 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 and/or
   - **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
   - Please note: If you have major changes to the contact then we recommend that you reestablish through DIFS

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How to Request Reimbursement

4. ANCs will submit service **quote(s)** from translation/interpretation/assistive listening system vendor, as well **proof of payment** (*i.e.,* a copy of the paid check, a credit card statement showing payment to the vendor), and a copy of the **paid invoice** and the **ANC reimbursement form** to OHR.
   - OHR will process for approval.
5. ANCs will receive reimbursed funds from DIFS via ACH, depending on the information that was provided to DIFS.

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ANC Reimbursement Form

ANC:	12B
c/o Treasurer:	Jane Doe
Phone:	555-555-5555
Email:	Jane.Doe@anc.gov

Check Payable To:	ANC 12B
Mailing Address:	100 Capitol Ave NW
	Suite 100
City, State, Zip:	Washington, DC 20000

Office of Human Rights
District of Columbia

Date
3/31/2023

Submit Reimbursement Form and Invoices to:
laura.gonzalez@dc.gov
-and-
oancs@dc.gov

Itemized Expenses

VENDOR INVOICE DATE	VENDOR NAME	AMOUNT	DETAILS (What services did vendor provide?)
3/01/2023	ABC Interpretation	$400.00	2 hours of simultaneous Spanish interpretation service during March ANC Monthly Meeting
3/10/2023	XYZ Translations	$300.00	Amharic translation of January, February, and March ANC Meeting agendas
3/19/2023	Bob's Assistive Listening Services	$90	Rental of Assistive Listening System for January ANC Meeting
	TOTAL	$790.00	

Attach Invoices, service quote(s), as well proof of payment (ie a copy of the paid check, a credit card statement showing payment to the vendor, and/or a copy of the paid invoice.) Circle the date & amount on each invoice.

SAMPLE

OHR Approval (completed by OHR)

Approved By (Name) | Position | Signature | Date

Check Date	Reimbursement Code	Check No.	Amount

Reimbursement Codes: 1 - Meeting Interpretation 2 - Document Translation 3 - Assistive Listening System

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Timeline to Submit Language Service Reimbursement Forms

- 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**.
- Please note: As soon as the language service was rendered, and service was paid to the vendor, you may submit reimbursement request as soon as possible. OHR encourages ANCs to **submit reimbursement requests monthly**.
- Final deadline to submit reimbursement requests for language services rendered in Fiscal Year 25 (October 1, 2024, through September 30, 2025) will be **October 5, 2025**.

District Government Citywide Contract Preferred Vendors for Translation/Interpretation

- ANCs may seek services from **any** language service vendor and receive reimbursement for payments to **any** language service vendor.
- However, the District currently identifies **three preferred vendors**:

Andean Consulting Solutions, Inc. (ACSI Translations)

Contact: Andrés Echeverri, CEO
Phone: (202) 599 - 8456
Email: productions@acsitranslation.com
Website: www.acsiconnects.com

Multicultural Community Service (MCS)

Contact: Rosemary Fennell, Director
Phone: (202) 238-9355
Email: info@mcsdc.org
Rosemary.fennell@comcast.net
Website: www.mcsdc.org

TransPerfect

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

Virtual Trainings

- OHR offers consultations to commissioners to maximize this resource and/or provide Know Your Rights (KYR) trainings for constituents.
- Please contact the Language Access Program if you are interested:
  - **Rosa Carrillo (she/her):**
    - Director of Language Access
    - Email: rosa.carrillo3@dc.gov
  - **Laura Gonzalez (she/her):**
    - Program Support Specialist
    - Email: laura.gonzalez@dc.gov
  - **Priscilla Mendizabal (she/her):**
    - Compliance Specialist
    - Email: priscilla.mendizabal@dc.gov

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Thank You For Your Time!

Our address is:
441 4th Street,
Suit 570 N,
Washington, DC 20001

Call us at:
202-727-4559

OHR.DC.GOV

@DCOHR

@dchumanrights

@DCHumanRights

@DCHumanRights

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