

# 2022



LANGUAGE  
ACCESS  
PROGRAM

## ANNUAL COMPLIANCE REVIEW



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# EXECUTIVE SUMMARY

The FY 2022 DC Office of Human Rights (OHR) Language Access Annual Compliance Report provides a summary of compliance requirements under the Language Access Act, highlights the achievements of the OHR Language Access Program (LA Program) as well as actions taken by covered entities to address language access gaps, and finally, the report provides individual compliance scorecards for all 38 covered entities<sup>1</sup> with major public contact and 26 covered entities without major public contact from October 1, 2021 through September 30, 2022.

With the resumption of in-person government operations and services in FY 2022, OHR is committed to our pledge to strengthen equal access to government services and programs in an inclusive manner by breaking language

barriers. We have prioritized our work to increase compliance across the city government to ensure language accessibility is a vital function of our city government. Language access will continue to be a foundational goal for years to come. We will continue to provide technical support to government agencies and funded entities to improve the provision of language access services.

It is evident that a community that is well-informed of their language rights makes a difference in how government and government-funded entities provide vital services while addressing the linguistic needs of their target populations. It is with this purpose that we will resume our in-person outreach activities and language access awareness campaigns.

## OHR LA Program Highlights:

In FY 2022, the Office of Human Rights LA Program achieved the following initiatives in addition to its regular compliance management program:

- After returning from the pandemic, the LA Program aggressively resumed its community outreach efforts and reached 8,210 community members.
- In 2022, the Department of Corrections (DOC) made strides in ensuring language access through coordination and site visits, including posting of signage and usage of phone interpretation in DOC facilities.
- Required and assisted with mandating Internal Language Access Policies specifically designed for Covered Entities without Major Public Contact. In FY 2022, nine Covered Entities without Major Public Contact developed its internal Language Access policy.
  - Among those reached were 84 Early Childcare Providers in Spanish and Amharic.
- Enhanced website accessibility.

## Covered Entities Compliance Highlights:

OHR recognizes agency accomplishments through the development of language access-related initiatives. These include:

- District of Columbia Public Schools (DCPS) Language Access Video for Parents made available in Spanish, Amharic, Chinese (Mandarin), French, and Vietnamese.

<sup>1</sup> The 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.

- The Department of Motor Vehicles (DMV) conducted a multilingual social media campaign via Twitter and Facebook announcements regarding DMV Services. DMV also implemented the Online Remote Knowledge Testing solution to allow customers to take a proctored knowledge test online from their home computer. Driver Services Administration partnered with the service provider to ensure Language Access resources were available to customers.
- The Metropolitan Police Department (MPD) Command Information Center implemented a multilingual phone tree that connects callers directly to an interpreter before reaching an MPD staff member.

## Key Compliance Findings:

Below is a summary of findings based on implementation reports submitted by the 38 covered entities with major public contact and 26 covered entities without major public contact:

- **21 out of 38** covered entities with major public contact fulfilled reporting requirements and submitted comprehensive data on encounters with LEP/NEP customers.
- **10 out of 26** covered entities with non-major public contact fulfilled reporting requirements and submitted comprehensive data on encounters with LEP/NEP customers.
- **3,230 translated** vital documents were made available by all covered entities. Vital documents were translated into Spanish (1,566), Amharic (634), Chinese (Simplified and Traditional) (366), Vietnamese (238), French (269), Korean (138), Arabic (8), Tigrinya (1), Bengali (1), Russian (2), and Oromo (2).
- **23 out of 38** agencies reported conducting outreach activities specifically designed to engage LEP/ NEP communities.
- **186,009** calls were made by frontline employees in FY 2022 to reach a telephonic interpreter and communicate with customers speaking 85 different languages.
- **Seven (7)** Language access inquiries were made alleging violation of the Language Access Act:
  - One (1) inquiry was found in compliance and is still under legal review following a pre-investigation resolution process;
  - Two (2) inquiries were resolved during the pre-investigation resolution process; and
  - Four (4) inquiries were administratively dismissed based on lack of jurisdiction or failure to state a claim.
- **3,013** residents were engaged through workshops, “Know Your Rights” trainings, and community-wide events by consultative agencies.
- **2,512** multilingual “I Speak” cards were distributed to LEP/NEP individuals.
- **20** covered entities with major public contact (in addition to their individual departments and grantees,) were subjected to telephonic testing and in-person field testing in seven non-English languages: Amharic, Arabic, Chinese (Mandarin), French, Korean, Spanish, and Vietnamese.
- Of the total **236** tests, **98** (42%) received a perfect score of “6” for services provided. In all these tests, agency employees successfully provided interpretation services within an appropriate timeframe.
- **Out of 153** phone tests, **79** calls (52%) reached an automated voice menu. Out of the 79 calls answered by automated menus, 10 (8%) reached automated menus that offered instructions in the language of the tester conducting the test.
- **Out of 83** in-person tests, **81** (98%) testers successfully entered test sites and got through security without having to speak any English.

# NOTE FROM THE OHR DIRECTOR AND LA PROGRAM TEAM

The Language Access Program (LA Program) is honored to release the FY 2022 Language Access Compliance Report (LACR). We proudly share the accomplishments, challenges, and progress of the implementation the D.C. Language Access Act of 2004 (the Act) across all Language Access stakeholders. The LACR serves as an instrument to assess the District's efforts to fulfill the Act as well as recognize the contribution of the vibrant immigrant community, businesses, visitors, and constituents of the District of Columbia.

Thanks to this monumental legislation, the District Government has been at the forefront of setting the national standard for compliance and enforcement of this pivotal humanitarian civil rights law. The Act provides District's residents and visitors equal access to government services, documents, and programs regardless of their language or English proficiency level. The Act promotes a fair shot for the Limited English Proficient (LEP) and Non-English Proficient (NEP) communities by mitigating language barriers that keep hard-working, everyday residents from accessing vital government and funded entities' services.

In its role as a compliance and enforcement program, the LA Program provides technical support through language access compliance trainings, language access consultations on best practice, and collaborative projects, such as the development of internal language access policies for covered entities without major public contact.



The Act is in accordance with OHR's mission, and its commitment to improve and raise awareness of the significance of this type of civil rights law. It empowers the voiceless community and maintains the vibrant spirit of our city. The LA program prioritized outreach by providing "Know Your Rights" Trainings in partnership with community organizations that serve the District's LEP/NEP community. The LA Program encouraged government agencies to be proactive in including LA in their outreach strategies to properly engage these communities by implementing language accessibility tools through their websites, social media, and outreach advertisements/events. The Act also extends its requirements to funded entities, and this is the reason the LA Program created and published the Grantee/Contractor Language Access Implementation guide. We are very pleased to report that in the recovery process after the Pandemic, agencies are increasingly providing linguistically accessible services through interpretation services, translated documents, outreach, and enhanced multilingual signage.

In FY 2022, 38 District agencies collectively reported over **256,594** encounters with LEP/NEP individuals who spoke 85 different languages. Frontline employees at these agencies made **186,009** calls to access a telephonic interpreter, utilized bilingual staff in **23,276** interactions with LEP/NEP customers, and translated roughly **3,230 vital** documents into Spanish, Amharic, French, Chinese, and 11 other languages spoken by their customers.

We will continue our commitment to strengthening language access practices and policies that create a reliable and welcoming system for immigrants and maximize their opportunities to access the city's growing prosperity. While there is certainly more work to be done to bring District agencies and funded entities into compliance, agencies have put in place the resources, systems and processes needed to effectively serve the LEP/NEP community in DC.

We are proud to be public servants in a city that leads the nation in fostering, embracing, and implementing comprehensive and inclusive Language Accessibility efforts that help all residents access the services they need to be fully engaged members of the community.

Yours in service,

**Hnin Khaing**

OHR Director

**Rosa Carrillo**

Language Access Program Director

**Priscilla Mendizabal**

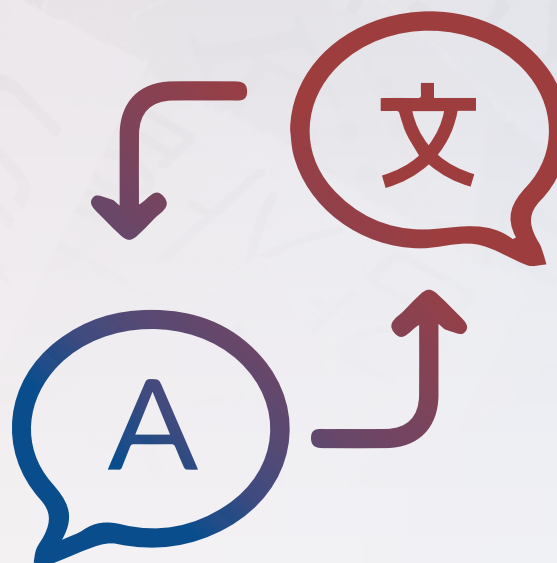
Language Access Program Analyst

**Alkindi Kadir**

Language Access Program Support Specialist

# THE DC LANGUAGE ACCESS ACT

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 (26) but are still required to have a designated language access point of contact. The Language Access Program housed within OHR, is charged with the responsibility of monitoring, and evaluating all covered entities on an annual basis. The FY 2022 Annual Compliance Report provides individual scorecards for 38 covered entities<sup>2</sup> 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 26 non-major public contact entities



were also assessed for compliance with the Act. Though the assessment for these agencies is less extensive, the LA Program continues to work to gradually bring them into compliance with the Act.

## Responsibilities of Covered Entities with Major Public Contact

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;<sup>3</sup>
5. Train staff on language access compliance;
6. Implement an internal Language Access Policy;
7. Develop a Biennial Language Access Plan and report implementation progress to OHR on a quarterly basis; and
8. Conduct outreach to LEP/NEP communities.

## Responsibilities of Covered Entities without Major Public Contact

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;<sup>3</sup>
5. Implement an internal Language Access Policy;
6. Train staff on language access compliance; and
7. Submit a yearly implementation report to OHR.

<sup>2</sup> To avoid bias, OHR does not score itself.

<sup>3</sup> 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

1. Alcoholic Beverage Regulation Administration<sup>4</sup> (ABRA)
2. Child and Family Services Agency (CFSA)
3. Department of Aging and Community Living (DACL)
4. Department of Behavioral Health (DBH)
5. Department of Consumer and Regulatory Affairs<sup>5</sup> (DCRA)
6. Department of Corrections (DOC)
7. Department of Employment Services (DOES)
8. Department of Energy & Environment (DOEE)
9. Department of General Services (DGS)
10. Department of Health Care Finance (DHCF)
11. Department of Housing and Community Development (DHCD)
12. Department of Human Resources (DCHR)
13. Department of Human Services (DHS)
14. Department of Motor Vehicles (DMV)
15. Department of Parks and Recreation (DPR)
16. Department of Public Works (DPW)
17. Department of Small and Local Business Development (DSLBD)
18. Department of Youth Rehabilitation Services (DYRS)
19. Department on Disability Services (DDS)
20. District Department of Transportation (DDOT)
21. District of Columbia Health (DC Health)
22. District of Columbia Housing Authority (DCHA)
23. District of Columbia Office of Zoning (DCOZ)
24. District of Columbia Public Library (DCPL)
25. District of Columbia Public Schools (DCPS)
26. Fire and Emergency Medical Services Department (FEMS)
27. Homeland Security and Emergency Management Agency (HSEMA)
28. Metropolitan Police Department (MPD)
29. Office of Administrative Hearings (OAH)
30. Office of Contracting and Procurement (OCP)
31. Office of Lottery and Gaming (OLG)
32. Office of Planning (OP)
33. Office of Tax and Revenue (OTR)
34. Office of the Attorney General – Child Support Services Division (OAG-CCSD)

35. Office of the People’s Counsel (OPC)
36. Office of the State Superintendent of Education (OSSE)
37. Office of the Tenant Advocate (OTA)
38. Office of Unified Communications (OUC)

## Covered Entities without Major Public Contact

1. Department of Forensic Sciences (DFS)
2. District of Columbia Board of Elections (DCBOE)
3. District of Columbia Commission on the Arts and Humanities (CAH)
4. District of Columbia Corrections Information Council (DCCIC)
5. District of Columbia Department of Insurance, Securities and Banking (DISB)
6. District of Columbia Health Benefit Exchange Authority (DCHBX)
7. District of Columbia Housing Finance Agency (DCHFA)
8. District of Columbia Office of Police Complaints (DCOPC)
9. District of Columbia Retirement Board (DCRB)
10. District of Columbia State Board of Education (SBOE)
11. District of Columbia Vehicle for Hire (DFHV)
12. District of Columbia Water and Sewer Authority (WASA)
13. Mayor’s Office on Community Affairs (MOCA)
14. Mayor’s Office on Community Relations (MOCRS)
15. Office of Attorney General (OAG)
16. Office of Cable Television, Film, Music, and Entertainment (OCTFME)
17. Office of Chief Medical Examiner (OCME)
18. Office of Chief Technology Officer (OCTO)
19. Office of Disability Rights (ODR)
20. Office of Employee Appeals (OEA)
21. Office of Inspector General (OIG)
22. Office of the Chief Financial Officer (OCFO)
23. Office of Victim Services and Justice Grant (OVSJG)
24. Office on Racial Equity (ORE)
25. Public Services Commission (PSC)
26. Real Property Tax Appeals Commission (RPTAC)

<sup>4</sup> As of April 2023, the agency has been renamed the Alcoholic Beverage and Cannabis Administration (ABCA)

<sup>5</sup> As of October 1, 2022, the agency has been reorganized into the Department of Buildings and the Department of Licensing and Consumer Protection



# ABOUT THE OHR LANGUAGE ACCESS PROGRAM

## OUR MISSION

The mission of the Language Access Program is to eliminate linguistic barriers and to ensure that all District agencies have the tools, capacity, and technical knowledge to serve linguistically diverse customers. The LA 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 LA Program is organized into four principal areas:

### Enforcement

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

### Compliance Monitoring

The LA Program ensures that all 38 covered entities with major public contact develop an attainable BLAP, submit quarterly and annual reports, and take appropriate steps to meet compliance requirements. The LA Program is also tasked with producing an annual compliance assessment of all 64 covered entities.

### Technical Assistance & Training

The LA Program staff supports covered entities by providing guidance on how to comply with the law and options for serving constituents with language needs. Technical support includes trainings and assisting Language Access Coordinators and Language Access Points of Contact (LACs/LAPOCs) in developing implementation strategies for their respective agency's Biennial Language Access Plan (BLAP) or in forming a corrective action plan.

### Community Engagement

In collaboration with community-based organizations that serve immigrant communities, the LA Program 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. LA Program staff regularly deliver "Know Your Rights" trainings and work closely with the DC Language Access Coalition, as well as Mayoral constituency offices, to disseminate information about the program.

Additionally, the staff responds directly to inquiries from members of the public on matters related to the Language Access Act.

# DEMOGRAPHIC PROFILE

## Foreign-Born Population<sup>i</sup>

2020 2021

2020  
**12.8% (91,316)**

2021  
**13.3% (89,226)**

## Household Language (Based on 2021 data)<sup>ii</sup>:

DC Total  
Population\*  
**670,050**

DC Household  
Language - Spanish\*:  
**8.6% (57,933)**

DC Household Language -  
Other Languages\*  
**7.8%**

## English Proficiency

Foreign Born

US Born

**87,928**

English Proficient  
(Age 5 and older) (%)

**541,313**

**27.2%**

Speak only English

**91.5%**

**43.8%**

Speak English  
"very well"

**7.4%**

**28.9%**

Speak English less than  
"very well" (LEP)

**1.1%**

## Household Language (based on 2021 data)<sup>iii</sup>

Languages Spoken at Home	Total Number of Individuals (100%)	Percentage of Individuals that Speak English “very well” or English Proficient	Percentage of Individuals that Speak English less than “very well” (LEP/NEP)
Spanish	57,933	62.3%	37.7%
French	7,779	81.5%	18.5%
Haitian	639	84.7%	15.3%
Italian	1,776	84.0%	16.0%
Portuguese	1,792	92.2%	7.8%
German	2,273	93.0%	7.0%
Yiddish, Pennsylvania Dutch, or other West Germanic Languages	409	100%	N/A
Russian	2,111	87.1%	12.9%
Polish	330	100%	N/A
Other Slavic Languages	1,388	92.1%	7.9%
Armenian	327	100%	N/A
Persian (including Farsi, Dari)	1,361	77.2%	28.8%
Gujarati	356	97.8%	2.2%
Hindi	1,346	94.1%	5.9%
Urdu	343	97.7%	2.3%
Punjabi	189	100%	N/A
Bengali	752	79.4%	20.6%
Nepali, Marathi, or Other Indic Languages	515	92.8%	7.2%
Other Indo-European Languages	2,032	89.7%	10.3%
Telugu	200	89.5%	10.5%
Tamil	529	88.3%	11.7%
Malayalam, Kannada, or Other Dravidian Languages	295	100%	N/A
Chinese (including Mandarin, Cantonese)	5,607	62.2%	37.8%
Japanese	1,029	64.3%	35.7%
Korean	1,797	67.2%	32.8%
Hmong	N/A	N/A	N/A
Vietnamese	1,484	47.2%	52.8%
Khmer	178	93.3%	6.7%
Thai, Lao, or Other Tai-Kadai Languages	156	71.8%	28.2%
Other Languages of Asia	669	80.6%	19.4%
Tagalog (including Filipino)	1,190	63.6%	36.4%
Ilocano, Samoan, Hawaiian, or Other Austronesian Languages	544	45.2%	54.8%
Arabic	2,414	71.3%	28.7%
Hebrew	803	92.2%	7.8%
Amharic, Somali, or Other Afro-Asiatic Languages	6,319	49.7%	50.3%
Yoruba, Twi, Igbo, or Other Languages of Western Africa	2,151	82.0%	18.0%
Swahili or Other Languages of Central, Eastern, and Southern Africa	757	74.5%	25.5%
Native Languages of North America	58	100%	N/A
Other and Unspecified Languages	1,008	90.5%	9.5%

Source: [State Demographics Data](#) | [migrationpolicy.org](#)

# IMPLEMENTATION BY THE NUMBERS

Summary of findings based on implementation reports from 38<sup>6</sup> covered entities with major public contact and 26 covered entities without major public contact assessed in FY 2022.

## Encounters:

- District government agencies encountered a total of **256,594** LEP/NEP customers.
  - **This is based on 31 out of 65** covered entities, who fulfilled reporting requirements and submitted comprehensive data on encounters with LEP/NEP customers.

## Accessibility:

- District government agency frontline employees made a total of **186,009** calls in FY 2022 to reach a telephonic interpreter and communicate with customers speaking **85** different languages.
- Covered entities with major public contact provided **3,230** translated vital documents.
  - Vital documents were translated into Spanish (1,566), Amharic (634), Chinese (Simplified and Traditional) (366), Vietnamese (238), French (269), Korean (138), Arabic (8), Tigrinya (1), Bengali (1), Russian (2), Oromo (2), Dari (2), Abkaz (1), Sinhalese (1), Tagalog (1)
- **29 out of 65(45%)** covered entities reported conducting outreach activities specifically designed to engage LEP/NEP communities.

- **Languages by service level:**

- Based on Language Line<sup>7</sup> usage, the top 10 languages served were:

1. Spanish: 162,245
2. Amharic: 11,879
3. French: 2,855
4. Chinese (Mandarin/Cantonese): 1,853
5. Vietnamese: 1,230
6. Arabic: 1,012
7. Bengali: 700
8. Tigrinya: 682
9. Portuguese (any): 425
10. Russian: 385

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

1. Spanish: 220,651
2. Amharic: 20,718
3. French: 3,608
4. Chinese (Mandarin/Cantonese): 4,954
5. Vietnamese: 1,802
6. Arabic: 806
7. Bengali: 434
8. Korean: 330
9. Tigrinya: 310
10. Russian: 292

<sup>6</sup> To avoid bias, OHR does not score itself.

<sup>7</sup> Telephonic Interpretation services provided by Language Line Solutions. "In addition to their role as a consultative body in the Language Access Act, the Constituency offices (MOAA, MOAPIA, and MOLA) are covered entities that furnish information or render services, programs, or activities directly to the Districts LEP/NEP Community or contracts with other entities, either directly or indirectly, to conduct such programs, services, or activities."

# OHR LANGUAGE ACCESS PROGRAM HIGHLIGHTS

In FY 2022, the LA Program provided a vast number of trainings, individual consultations, and technical assistance to Language Access Coordinators (LACs) and Language Access Points of Contact (LAPOCs) to support agencies' implementation of language access requirements and improve overall compliance with the Language Access Act. With the gradual restoration of normal operations throughout the District, the LA Program began to conduct more in-person and virtual outreach activities.

## 1. Training & Technical Assistance

### The OHR LA Program:

- Delivered **256** language access compliance training to **14,181** District employees, grantees, and contractors through the OHR Language Access Program training and by District Government agencies.
- Hosted **19** technical assistance sessions for LACs covering best practices for enhancing data collection and reporting, developing Biennial Language Access Plans (BLAP), and ensuring grantee and contractor compliance.
- **Held** the mandatory annual language access compliance meeting for LA Program OCs to provide guidance on language access implementation activities and annual reporting requirements.
- Held **10** meetings were held with the Mayor's Offices on Latino, Asian & Pacific Islander, and African Affairs to coordinate technical assistance efforts.

## 2. Website Language Support Page Development Guide

The LA Program worked to enhance the accessibility requirements for covered entities

with major public contact by requiring them to have multilingual access to websites. In collaboration with OCTO, the Program updated and released the Language Support Page Guide. The Guide provides information on the procedures to implement accessibility tools on agency websites such as Language Support Page menus and links to translated vitals documents (all in the respective languages).

## 3. Resuming Community Outreach (Community Partnerships/Engagement)

Amidst the uncertainty posed by the pandemic's unprecedented restrictions, OHR worked with community-based government partners to engage diverse LEP/NEP communities and ensure that they know and exercise their right to language access services. With normal operations resuming in FY 2022, the LA Program conducted and attended virtual as well as in-person outreach activities. These events included a "Know Your Rights" training for Early Childcare providers that was conducted in Spanish and Amharic with more than **84** participants as well as a Facebook Live interview of the LA Program Director, Rosa Carrillo, hosted by *El Tiempo Latino*. The Program also attended the Chinatown Festival, an in-person event.



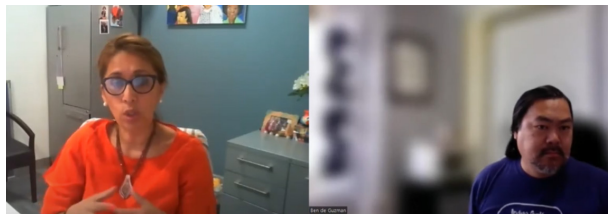
## 4. Grantee Compliance Manual

The LA Program created a first-of-its-kind Language Access Compliance Guide for government-funded entities that serve the LEP/NEP population. This was a response to a significant number of language access complaints against funded entities in 2021. For FY 2022, the Guide was updated to include compliance requirements such as outreach, training, signage, and data collection.

## 5. Language Access Awareness Interview

In a collaborative effort, the OHR Director of the Language Access program, Rosa Carrillo, and the MOAPIA Executive Director, Ben De Guzman, conducted an interview that outlines the history of the Language Access Act of 2004 as well as its provisions and compliance requirements. The recorded interview was translated and dubbed into the six languages most commonly encountered in the District.

Link to the video: [Your Language Access Rights \(English\) - YouTube](#)



## 6. Mandatory Internal Language Access Policies for Covered Entities without Major Public Contact

The LA Program has worked with the covered entities categorized as non-major public contact agencies since 2015. Starting with 15 agencies, today the number of covered entities with non-major public contact stands at 26. Due to the program's capacity, the LA Program had been working gradually with those agencies to meet the requirements of the law. Although the development of an internal language access policy had been a major compliance requirement



Figure 1: LA Program Director Rosa Carrillo at the MOAPIA Asian Heritage Festival



Figure 2: LA Program Analyst Priscilla Mendizabal at Black Pride

for all covered entities, non-major public contact agencies had not been assessed on this requirement. Starting in FY 2021, the LA Program began notifying non-major public contact agencies to develop internal language access policies and including it as a compliance prerequisite in the individual agency's scorecard in FY 2022.

## 7. DOC Facilities Site Visits

The LA Program, in a collaborative effort with OHR's Returning Citizens Special Program, had the opportunity to conduct three site visits to the Central Detention Facility, Correctional Treatment Facility, and the Central Cell Block. The purpose of the site visits was to advise, report, and provide Language Access technical support to DOC in the implementation of language access compliance provisions in accordance with the DC Language Access Act of 2004.

# DISTRICT AGENCY HIGHLIGHTS AND ACCOMPLISHMENTS



## 1. DCPS: Language Access Video for Parents

In March 2022, DCPS produced multilingual videos in partnership with Rana Labs. These are family-facing videos meant to inform current and prospective DCPS families about interpretation services available to them. The videos are accessible in five languages: Spanish, Amharic, Chinese (Mandarin), French, and Vietnamese via the Language Support Pages on the DCPS site. Link to Video: <https://www.youtube.com/watch?v=91t8LLua9PY&feature=youtu.be>

## 2. OAH: Website Transformation

OAH's website is undergoing a transformation that mostly considers users' accessibility and the ability to easily access resources crafted to facilitate the user's understanding of OAH processes and their rights.

OAH's website includes Language Support Pages in Amharic and Spanish, and OAH will continue to maintain this multilingual accessibility for its website for these languages. In addition, hearing request forms, which are public-facing

documents, are available in Spanish and Amharic on the OAH website. The hearing request forms include a section for claimants to select if they need access to language access resources and specify what type of resource they need and the required language.

## 3. DMV: Social Media Campaign and In-Person Accessibility

Important Twitter and Facebook announcements regarding DC DMV services (“#SkiptheTrip”) and hours are translated and posted to Facebook and Twitter weekly (Twitter examples below)

The agency also implemented the Online Remote Knowledge Testing solution to allow customers to take a proctored knowledge test online from their home computer. Driver Services Administration partnered with the service provider to ensure Language Access resources were available to customers.

# STAKEHOLDER UPDATES AND ACCOMPLISHMENTS

Under the Language Access Act, OHR's work is supported by our partnership with community stakeholders and governmental consultative agencies<sup>8</sup>. Below is the list of stakeholders and consultative agencies OHR worked with in FY 2022:

1. DC Language Access Coalition (DCLAC)
2. Mayor's Office on African Affairs (MOAA)
3. Mayor's Office on Latino Affairs (MOLA)
4. Mayor's Office on Asian and Pacific Islanders Affairs (MOAPIA)

## 1. DC Language Access Coalition (DCLAC)

The D.C. Language Access Coalition (DCLAC) is an alliance of community-based and civil rights organizations. Since 2002, DCLAC has advocated for language access rights within D.C. as well as other social justice issues that affect local immigrant communities. In FY 2022, DCLAC again turned its efforts to adding an enforcement mechanism to the Language Access Act of 2004. The Coalition formed a working group to review past efforts that the Coalition has made, including a previous effort that culminated in amending the law in 2018. The working group presented recommendations to the whole Coalition and the Coalition voted on a plan going forward.

## 2. Mayor's Office on African Affairs (MOAA)



- Assisted covered entities by providing technical support in quality assurance of 279 translated documents in Amharic and French, as well as translation of 260 documents to ensure that the African Community have equal access to Government information.



Figure 3: MOAA Team Photo

Among the agencies are: DC Health, DOES, EOM, DCPL, DCPS, DOEE, DDOT, DMV, DDS, OPC, DCRA, and DACL.

- Provided monitoring technical assistance by conducting 17 in-person site visits to government agencies, including: ABRA, OLG, DACL, DCPL, DCRA, DGS, DOEE, DDOT, DDS, DMV, DOES, DC Health, FEMS, MPD, OPC, OTA, and DCOZ. The key findings for MOAA's site visits included the display of language access signage (such as I-Speak Cards.)
- Conducted a total of four "Know Your Rights" trainings for its constituents and four language access trainings for its grantees and commissioners during FY 2022. Additionally, MOAA Distributed 297 I-Speak Cards throughout various events.
- Signed MOU by MOAA with DOEE on the "Solar for All" program, organized and held bilingual orientation sessions for residents, faith-based organizations, and community members, translated program flyers and relevant documents into Amharic and French, and distributed them to the respective African Communities in the District.

<sup>8</sup> "In addition to their role as a consultative body in the Language Access Act, the Constituency offices (MOAA, MOAPIA, and MOLA) are covered entities that furnish information or render services, programs, or activities directly to the Districts LEP/NEP Community or contracts with other entities, either directly or indirectly, to conduct such programs, services, or activities."



### 3. Mayor's Office on Latino Affairs (MOLA)



- Ensured that the Spanish-speaking community in DC received accurate information of the District Government services and programs through translated vital documents; by providing technical assistance in the quality control of 32 documents translated in Spanish. Among the covered entities that received translation quality assurance are: MPD, DCOZ, DCPL, OSSE, DOEE, DDOT, OTR, and DPR.
- Translated 597 documents for agencies. Among the covered entities that received translation support services are: EOM, DCPL, DPW, DCPS, DC Health, OCTO, DPR, DPW, MPD, and OTA.
- Provided other technical support to 38 agencies by MOLA, although MOLA did not conduct any site visits in FY22. During COVID-19, MOLA's language access provided Spanish interpretation during vaccination clinics, provided five language access "Know Your Rights" trainings, and distributed 1,015 I-speak cards.

### 4. Mayor's Office on Asian and Pacific Islander Affairs (MOAPIA)



- Ensured the District Asian American and Pacific Islander (AAPI) community was abreast of vital government updates policies and resources by providing technical support in the quality control of 178 translated Chinese, Korean, and Vietnamese documents for District Government agencies which includes: MPD, DOES, OVSJG, DCPL, and DDOT.
- Provided a total of **155 translation supports** for District Government agencies. Some of the agencies that received translation support services are: DCHR, OCTO, OSSE, HSEMA, and DOH. To ensure that MOAPIA provides

the best technical assistance services to the district agencies, MOAPIA conducted a quarterly satisfaction survey on agencies we worked with to collect their feedback. In FY 2022, MOAPIA received a **100% satisfaction rating**.

- Helped District Direct, a convenient app/ website that allows DC residents to apply for public benefits available to become more accessible to the community by ensuring Chinese translation was accurate and culturally appropriate.
- Conducted three (3) site visits to government agencies by MOAPIA in the area of monitoring. A common outcome among all the site visits was the improvement of accessibility through translation or outreach services.
- Supported other DC agencies by MOAPIA and helped them better understand DC's AAPI community and better serve them through their customer services and engagement in FY 2022. As part of the efforts, MOAPIA hosted four cultural competency training sessions in FY 2022 for the District of Columbia Housing Authority (DCHA), DC Department of Housing and Community Development (DHCD), District Department of Transportation (DDOT), and Office of People's Counsel (OPC), sharing the community deep-dive information of DC's AAPI communities and their unique challenges.



Figure 4: MOAPIA Partnership with HSEMA



- Created a social media graphic that highlights Language Access Know Your Rights (KYR) to raise public awareness of their right to receive free translation/interpretation services within District of Columbia government agencies. The graphic was also translated into Chinese, Vietnamese, and Korean. See below for the KYR graphics.
- Advocated for the translation of all critical public information into Chinese, Korean, and Vietnamese to continue COVID recovery and relief efforts for the community. MOAPIA translated 333 critical District Government information, programs, and resources to AAPI business owners and community members, including COVID-19-related information. These multilingual resources were distributed to 1,701 limited English proficient constituents through Direct contacts with AAPI community members. Thousands more were reached via newsletters and social media postings.
- MOAPIA also continued its support for other DC agencies and helped them better understand DC's AAPI community and better serve them through their customer services and engagement in FY 2022. As part of the efforts, MOAPIA hosted four cultural competency training sessions in FY 2022 for the District of Columbia Housing Authority (DCHA), DC Department of Housing and Community Development (DHCD), District Department of Transportation (DDOT), and the Office of the People's Counsel

(OPC), sharing the community deep-dive information of DC's AAPI communities and their unique challenges.

- In FY 2022, MOAPIA received 7,323 calls for assistance from the public. Of those, 901 cases were assisted by the following languages:
  - Vietnamese: 262 (29%)
  - Korean: 125 (13.8%)
  - Chinese: 319 (35.4%)
  - English: 195 (21.6%)

# LANGUAGE ACCESS ENFORCEMENT BY OHR

The OHR LA program enforces the LAA in two ways. One, the Office investigates language access public complaints. Two, the Office conducts field tests to measure compliance.

## 1. Investigations

Once a complaint is received, in order to secure immediate service, the Language Access Program Director engages in an informal resolution intervention. If the early intervention does not result in resolution, the Office will docket a formal public complaint, which goes through a formal investigation consisting of interviews, document examination and site visit. Based on findings from the investigation, the OHR Director, in consultation with the Language Access Director issues written findings. Covered Entities found in violation of the Language Access Act are required to implement corrective actions mandated by OHR.

In FY 2022, OHR received a total of **seven (7) language access inquiries** alleging violation of the Language Access Act:

- **One (1)** was found in compliance and it is still under legal review following a pre-investigation resolution process.
- **Two (2)** inquiries were resolved during the pre-investigation resolution process.
- **Four (4)** were administratively dismissed based on lack of jurisdiction or failure to state a claim.

In FY 2022, OHR issued a total of 1 Language Access inquiry against four funded entities that resulted in compliance.

## 2. Corrective Actions Meeting in FY 2022:

**Four corrective action** meetings were held with the following government agencies: Department of Health (DC Health) (for FY 2021 public complaint), Executive Office of the Mayor (FY 2021 public complaint), Department of Human Services (DHS), and Department of Health Care Finance (DHCF).

<b>Complaint Outcome Comparison by Fiscal Years (FY 2016-FY 2022)</b>	<b>FY22</b>	<b>FY21</b>	<b>FY20</b>	<b>FY19</b>	<b>FY18</b>	<b>FY17</b>	<b>FY16</b>
Inquiries	7	31	13	9	18	40	19
Resolved in pre-investigation with agency acknowledging violation	2	9	6	3	0	2	4
Under investigation and or legal review	1	9	4	5	4	12	6
Administrative Dismissals (Total)	4	13	3	1	14	24	8
• Lack of jurisdiction	2	7	2	0	9	12	3
• OHR unable to contact complainant	0	3	0	1	0	2	1
• Failure to state a claim	2	3	1	0	5	2	2
• Withdrawn by complainant	0	0	0	0	0	8	2
Final determination, found in non-compliance	2	9	5	3	0	2	1

## FY 2022 Complaints that were resolved in the pre-investigation process by the Covered Entity

Covered Entity	Number of Complaints
Department of Human Services	1
Department of Health Care Finance	1
Jewish Coalition Against Domestic Abuse (Office of Victim Service Justice Grant's funded entity)	1

## Inquiries Received FY16 -FY 2022

Covered Entity or Funded Entity	FY22	FY21	FY20	FY19	FY18	FY17	FY16
<b>Non-Covered Entities</b>	<b>4</b>	<b>7</b>	<b>2</b>	<b>10</b>	<b>9</b>	<b>14</b>	<b>2</b>
Department of Motor Vehicles	0	1	1	1	0	10	4
Department of Human Services	1	1	2	1	1	7	2
Metropolitan Police Department	0	4	7	2	4	2	4
Department of Consumer and Regulatory Affairs	0	1	0	0	0	1	0
District of Columbia Public Schools	0	0	0	2	0	0	1
Department of Employment Services	0	0	0	0	0	1	1
Fire and Emergency Management Services	0	0	0	0	0	2	0
District of Columbia Housing Authority	0	0	0	2	0	0	1
Office of the State Superintendent of Education	0	0	0	0	0	1	0
Office of Zoning and Office of Planning	0	0	0	0	0	0	1
DC Health	0	1	0	0	0	0	1
Department of Youth Rehabilitation Services	0	0	0	0	0	0	1
District Department of Transportation	0	0	0	0	1	0	0
Mayor's Office on Community Relations and Services	0	0	0	0	1	0	0
Department of Public Works	0	0	0	0	1	0	0
Child and Family Services Agency	0	0	0	0	1	0	0
Department of Corrections	0	0	0	1	0	0	0
Office of Police Complaints	0	0	1	0	0	0	0
Office of Unified Communications	0	2	0	0	0	0	0
Homeland Security and Emergency Management Agency	0	1	0	0	0	0	0
Department of Health Care Finance	1	1	0	0	0	0	0
DC Health Benefits Exchange (DC Health Link)	0	2	0	0	0	0	0
Funding entities/Grantees	1	9	0	0	0	0	0
<b>Total</b>	<b>7</b>	<b>30</b>	<b>13</b>	<b>19</b>	<b>18</b>	<b>38</b>	<b>18</b>

# LANGUAGE ACCESS FIELD TESTING

Pursuant to 4 DCMR § 1227.1, the Office of Human Rights conducts audits and field tests of covered entities as deemed necessary to ascertain the agency’s level of compliance with the Language Access Act of 2004. Therefore, to assess accessibility, OHR through its partnership with the Equal Rights Center (ERC), conducted 193 telephone tests whereby we reviewed the entities’ rate of providing interpretation when requested (“interpretation rate”). The tests in FY 2021 included 10 covered entities with major public contact including funded entities. ERC testers called these agencies and attempted to obtain information from frontline employees while speaking exclusively in one of seven non-English languages: Amharic, Arabic, Chinese (Mandarin), French, Korean, Spanish, and Vietnamese. The ERC provided the scores and narrative summaries of the test results for each agency that OHR has

incorporated into the Language Access Testing section in this report and the agency compliance scorecards under the ‘Quality’ measure.

## Explanation of Interpretation Rates and Scores

Rubric for Scoring Phone and In-Person Tests:

- Did an agency employee attempt to provide access to interpretation services? (Two points)
- Did the tester receive information and/or referrals from a qualified interpreter in their test language in response to the scenario question? (Two points)
- Was the wait time for interpretation services appropriate? (Two points)

## Summary

Agency	FY 2019	FY 2020/2021	FY 2022
DC Department of Health	3.13/6.00	3.77/6.00	3.45/6.00
Alcohol Beverage Regulation Administration	4.57/6.00	N/A	3.33/6.00
Child & Family Services Agency	N/A	N/A	0.57/6.00
Department of Aging and Community Living	0.00/6.00	1.00/6.00	5.33/6.00
DC Housing Authority	4.29/6.00	2.00/6.00	2.00/6.00
DC Public Library	2.63/6.00	N/A	4.55/6.00
DC Public Schools	3.96/6.00	2.78/6.00	2.54/6.00
Department of Consumer and Regulatory Affairs	3.96/6.00	N/A	3.56/6.00
Department of General Services	3.45/6.00	N/A	2.75/6.00
Department of Healthcare Finance	N/A	N/A	2.44/6.00
Department of Human Services	2.45/6.00	3.88/6.00	3.65/6.00
Department of Motor Vehicles	4.92/6.00	6.00/6.00	5.43/6.00
DC Department of Corrections	N/A	N/A	6.00/6.00

Agency	FY 2019	FY 2020/2021	FY 2022
Department of Employment Services	3.60/6.00	2.46/6.00	2.71/6.00
Department of Parks and Recreation	2.14/6.00	N/A	2.70/6.00
Department of Small and Local Business Development	1.20/6.00	N/A	2.40/6.00
Metropolitan Police Department (MPD)	4.67/6.00	5.75/6.00	5.75/6.00
Office of Attorney General--Child Support Services Division	N/A	N/A	1.50/6.00
Office of State Superintendent of Education	4.13/6.00	3.04/6.00	4.00/6.00
Office of Tax and Revenue	5.00/6.00	3.04/6.00	3.50/6.00
Office of Tenant Advocate	N/A	0.00/6.00	N/A
Covid Hotlines	N/A	4.94/6.00	N/A
Department of Transportation	6.00/6.00	N/A	N/A

### Language Access Field Testing in FY 2022

- Of the total 236 tests conducted in 2022, a plurality of all tests (98) received a perfect score of “6” for services provided. In all these tests, agency employees successfully provided interpretation services within an appropriate timeframe. The second largest “slice of the pie” is made up of the 78 tests that received a score of “0,” meaning that agency employees made no attempt to

provide interpretation services or that the tester was unable to speak to an agency employee (see Figure 13.1). A smaller portion—25 tests—received a score of “2” meaning that agency employees attempted but were unable to provide interpretation services. Finally, 35 tests received a score of “4” meaning that employees provided interpretation services but not within an appropriate time frame.

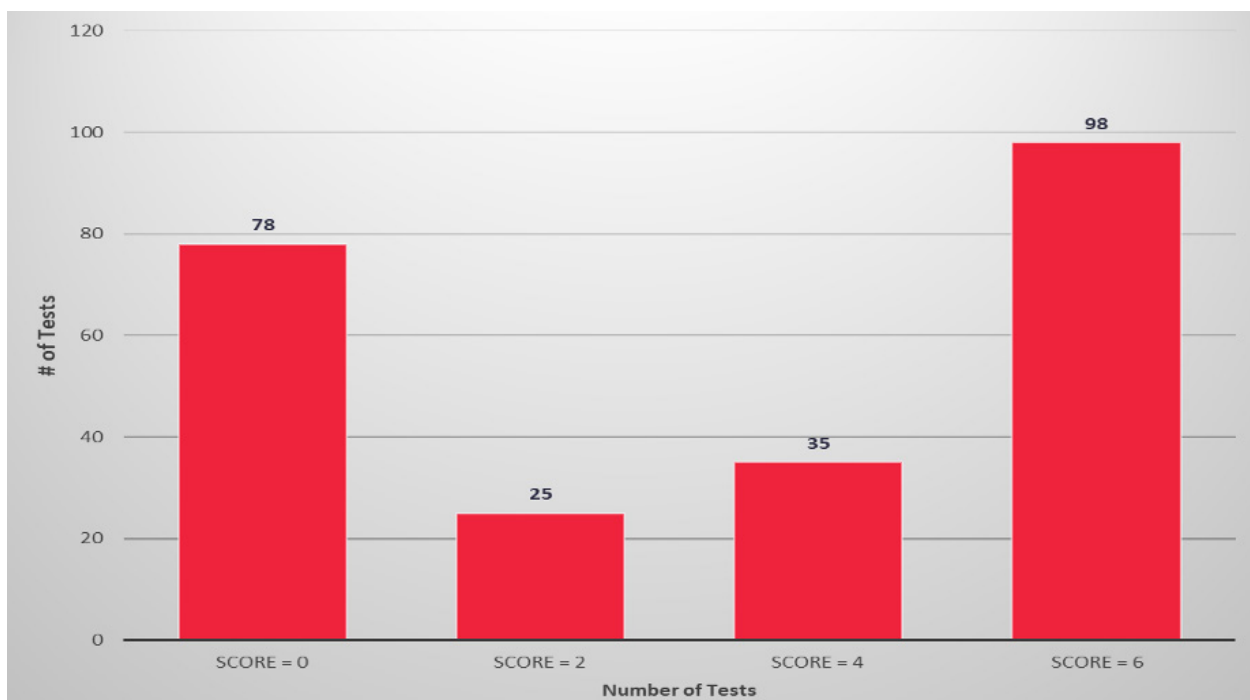
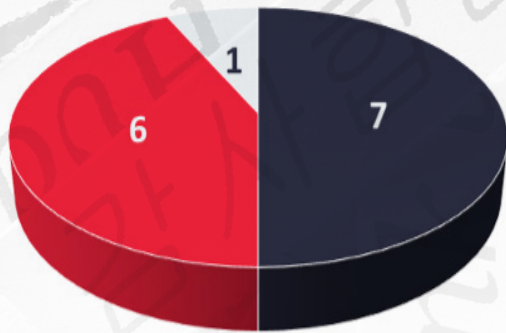


Figure 13.1: All Score Distribution



- Interpretation Rate Increased (# of Agencies)
- Interpretation Rate Decreased (# of Agencies)
- Interpretation Rate Remained the same (# of Agencies)

**Figure 3.1:** Change in Interpretation Rate by Agency 2022 vs 2017-2022

- Seven of the agencies tested in 2022 and at least one year between 2017 and 2021 provided interpretation at a higher rate in 2022 than in previous years. However, six of these agencies provided interpretation at a lower rate than in previous years, and one agency provided interpretation at the same rate. In the testing sites, overall interpretation rates were 9% higher in 2022 than they were in 2017-2021. Test scores among these divisions were 0.45 points higher in 2022 than in 2017-2021 (figure 3.1).

- Agencies tested in 2022 were ranked based on their overall scores and based on “interpretation rate”—the percentage of tests during which they provided interpretation services. Agency scores ranged from 0.57 to 6.00 on a scale of 0.00-6.00 (Table 4.1) and interpretation rates ranged between 0% and 100%. (Table 4.1). The average score of all tests was 3.30/6.00 and interpretation was provided in 56% of all tests.
- Divisions (or “Sub-Agencies”) as well as funded entities were ranked by their average scores and by “interpretation rate”—the percentage of tests during which they provided interpretation services. Division scores ranged from 0.00 to 6.00 and interpretation rates ranged from 0% to 100%. 17 divisions provided interpretation in 100% of tests, while 17 provided interpretation in 0% of tests, as shown in Figure 5.5. The other 31 divisions provided interpretation in 20% to 86% of tests.
- On average, agencies performed better on in-person tests than on phone tests, both in terms of average test scores and “interpretation rate”—the percentage of tests during which interpretation services were provided. Average scores on in-person tests were 1.30 points higher than average scores

Name of Agency Visited	Total Tests Conducted (# of Tests)	Staff attempted to provide interpretation (% Tests)	Staff Successfully provided interpretation (% Tests)	Wait Time for Interpretation Was Appropriate (% Tests)	AVERAGE Score (Points)
DC Department of Corrections	1	100%	100%	100%	6.00
Metropolitan Police Department	8	100%	100%	75%	5.50
DC Department of Motor Vehicles (DMV)	7	100%	100%	71%	5.43
DC Department of Aging and Community Living	6	100%	83%	83%	5.33
DC Public Library	22	86%	82%	59%	4.55
DC Office of State Superintendent of Education	15	87%	60%	53%	4.00
DC Department of Human Services	23	65%	61%	57%	3.65
Department of Consumer and Regulatory Affairs	18	78%	67%	33%	3.56
Office of Tax & Revenue	8	75%	75%	25%	3.50
DC Department of Health	11	64%	64%	45%	3.45
Alcoholic Beverage Regulation Administration	9	67%	67%	33%	3.33
DC Department of General Services	8	63%	38%	38%	2.75
DC Department of Employment Services (DOES)	14	64%	43%	29%	2.71
DC Department of Parks and Recreation (DPR)	20	60%	45%	30%	2.70
DC Public Schools	26	46%	42%	38%	2.54
DC Department of Healthcare Finance	9	44%	44%	33%	2.44
Department of Small and Local Business Development	5	40%	40%	40%	2.40
DC Housing Authority (DCHA)	15	33%	33%	33%	2.00
DC Child Support Services Division - Office of the Child & Family Services Agency	4	75%	0%	0%	1.50
Child & Family Services Agency	7	29%	0%	0%	0.57
<b>Grand Total</b>	<b>236</b>	<b>66%</b>	<b>56%</b>	<b>42%</b>	<b>3.30</b>

**Figure 4.1:** Agencies Ranked by Score

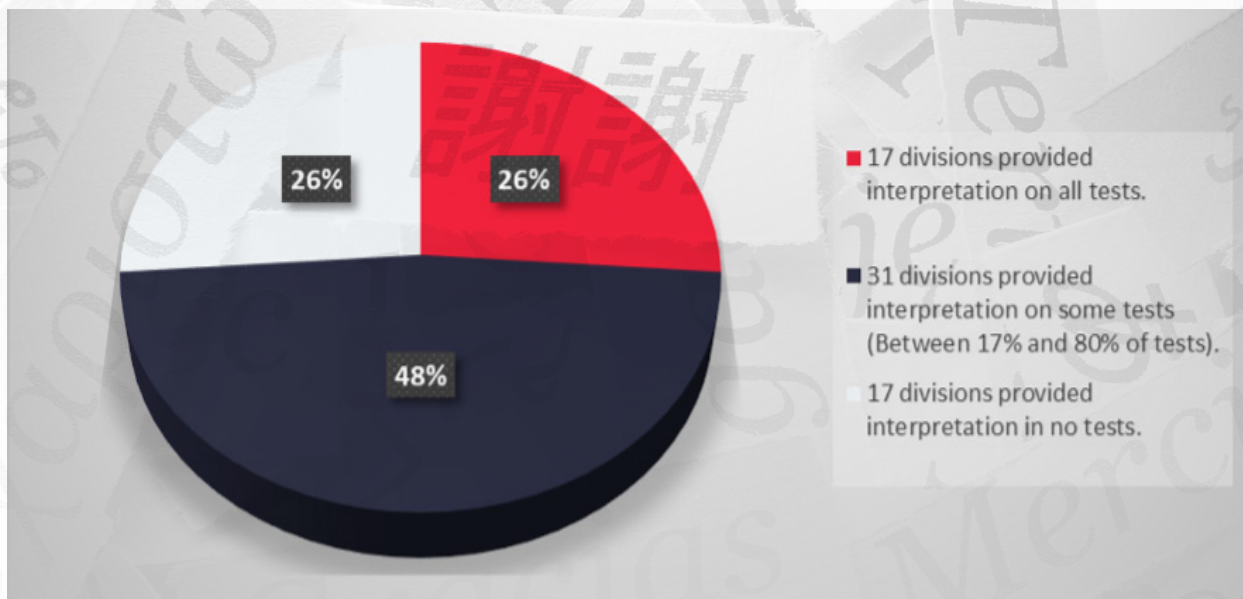


Figure 5.5: Interpretation Rate Distribution by Division

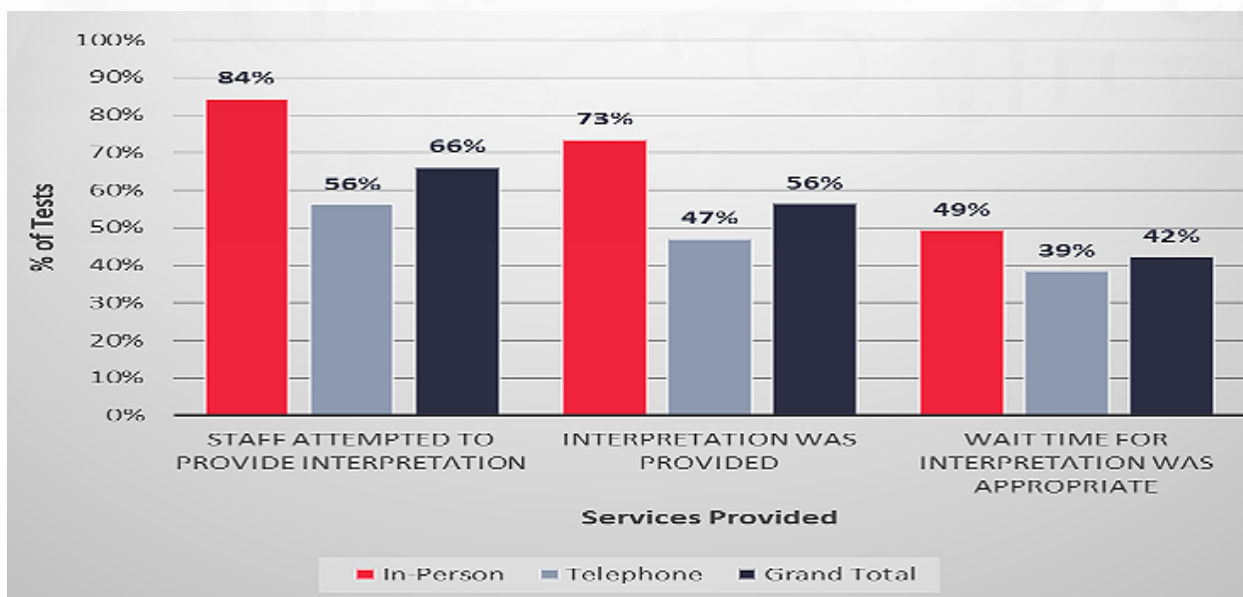


Figure 7.1: Phone vs. In-Person Services Provided

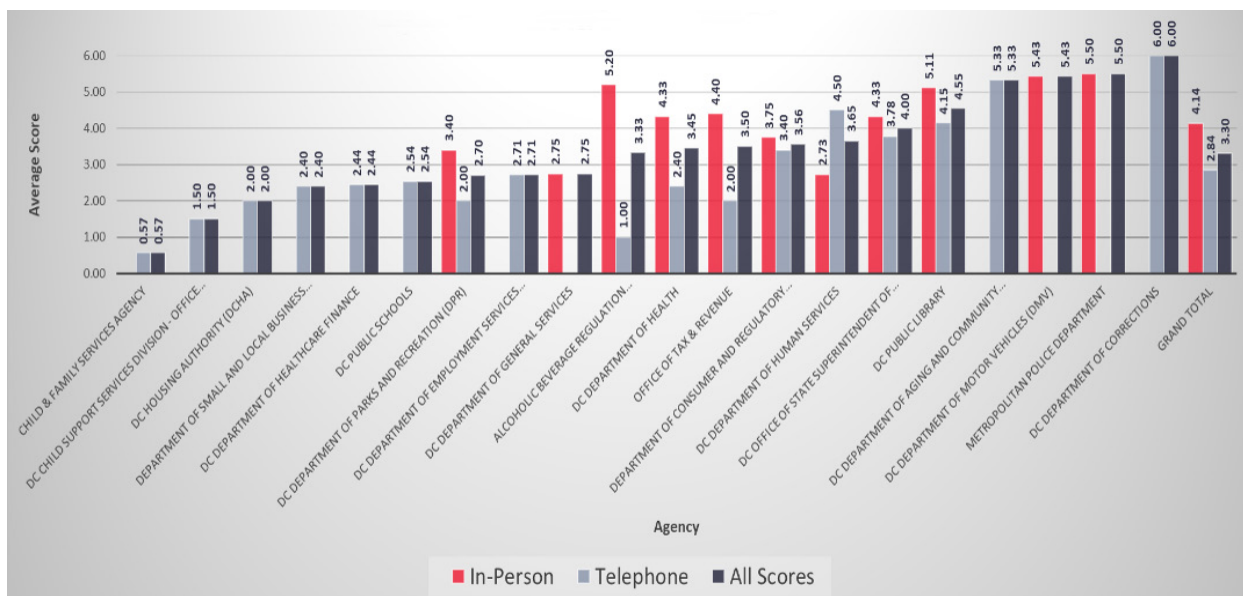


Figure 7.3: Phone vs. In-Person Scores by Agency



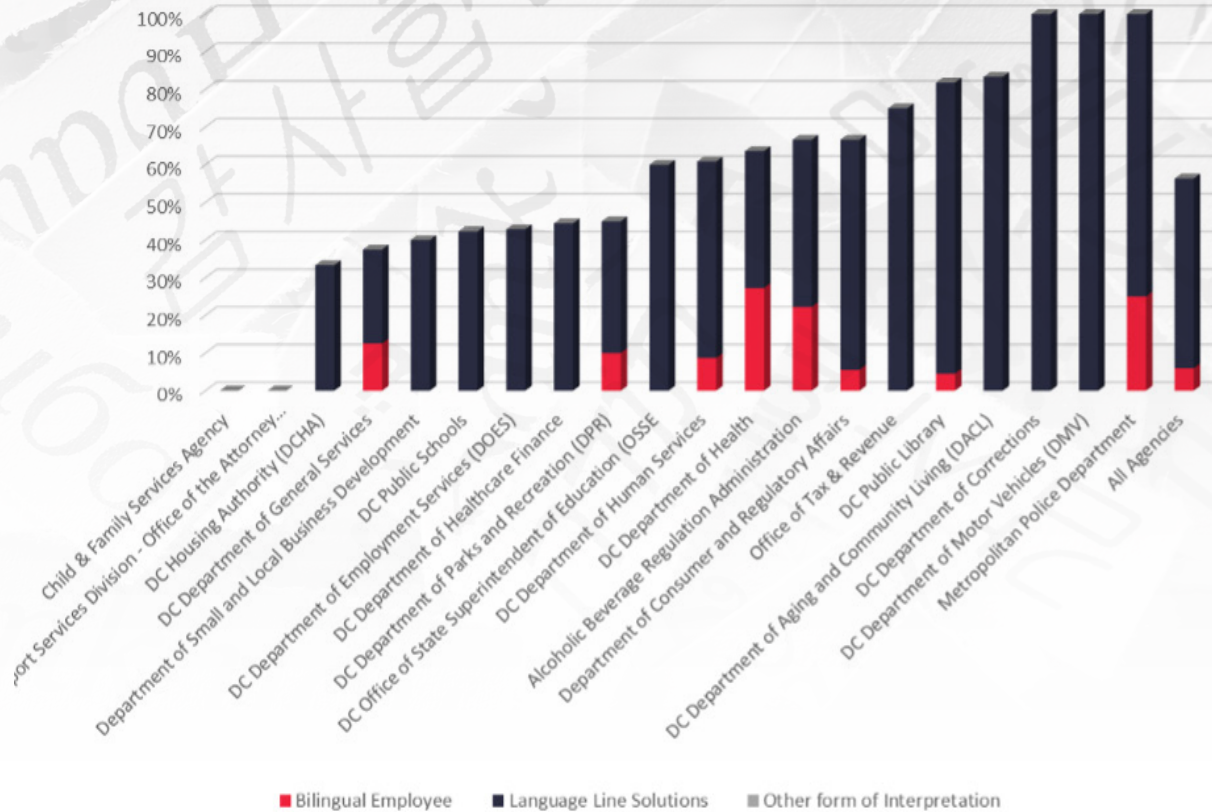


Figure 9.1: Form of Interpretation by Agency

on telephone tests, and agencies provided interpretation at a higher rate on in-person tests (73%) than on telephone tests (47%). The 13 divisions/sub-agencies tested both by telephone and in-person scored higher on in-person tests than on telephone tests, but this was not found to be a statistically significant difference (figures 7.1& 7.3)

- The field testing shows information on the forms of interpretation provided by each agency (Figure 9.1 and 9.2). It also breaks this data down between telephone and in-person tests (Figures 9.4). Agencies relied heavily on Language Line Solutions (LLS) to provide interpretation in all tested languages except Spanish. For Spanish tests, agencies used LLS to provide interpretation in 13 tests and provided interpretation through a bilingual employee in 11 tests. In all other languages, agencies used LLS to provide interpretation in a total of 106 tests and only provided interpretation through a bilingual employee in 3 tests.

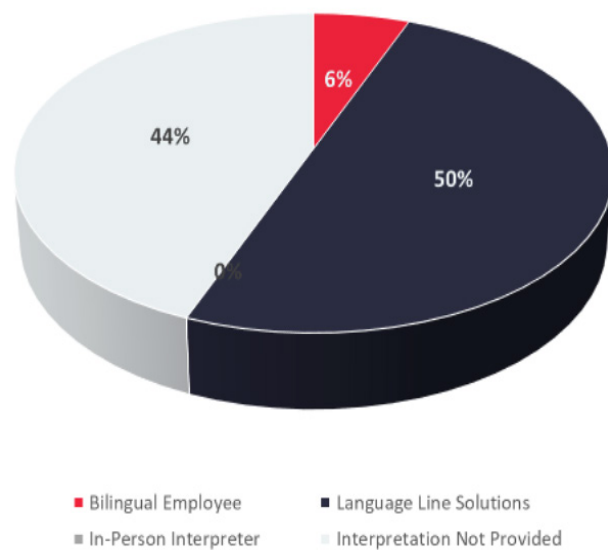


Figure 9.2: Form of Interpretation Provided - All Tests

謝謝

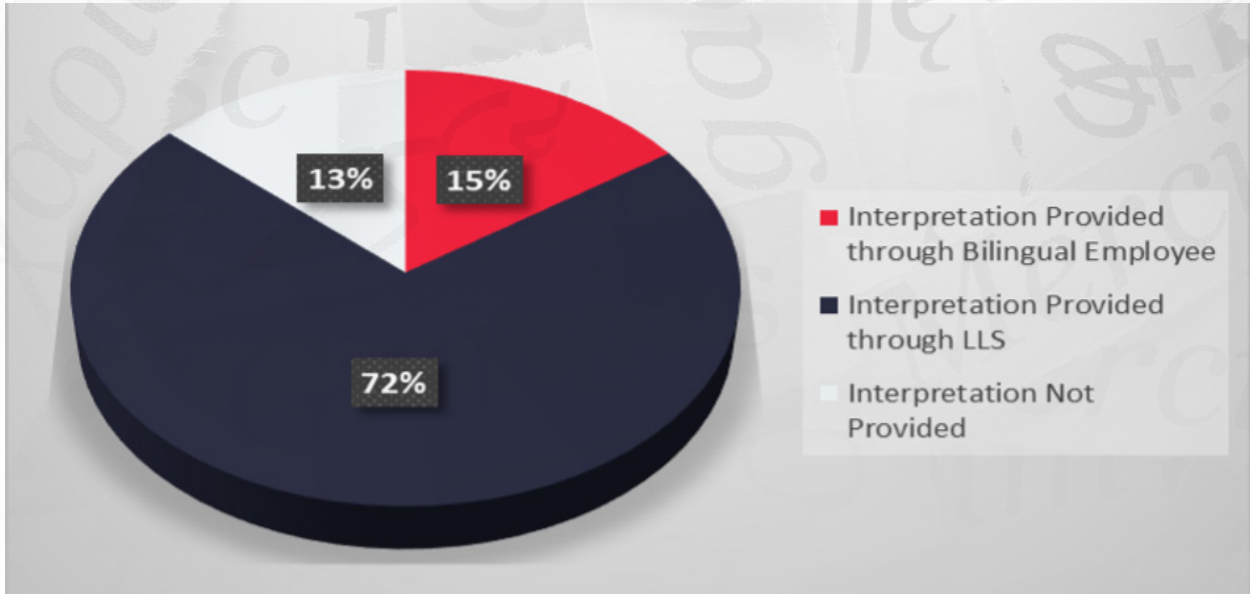


Figure 9.4: Shows which form of interpretation were used on in-person tests.

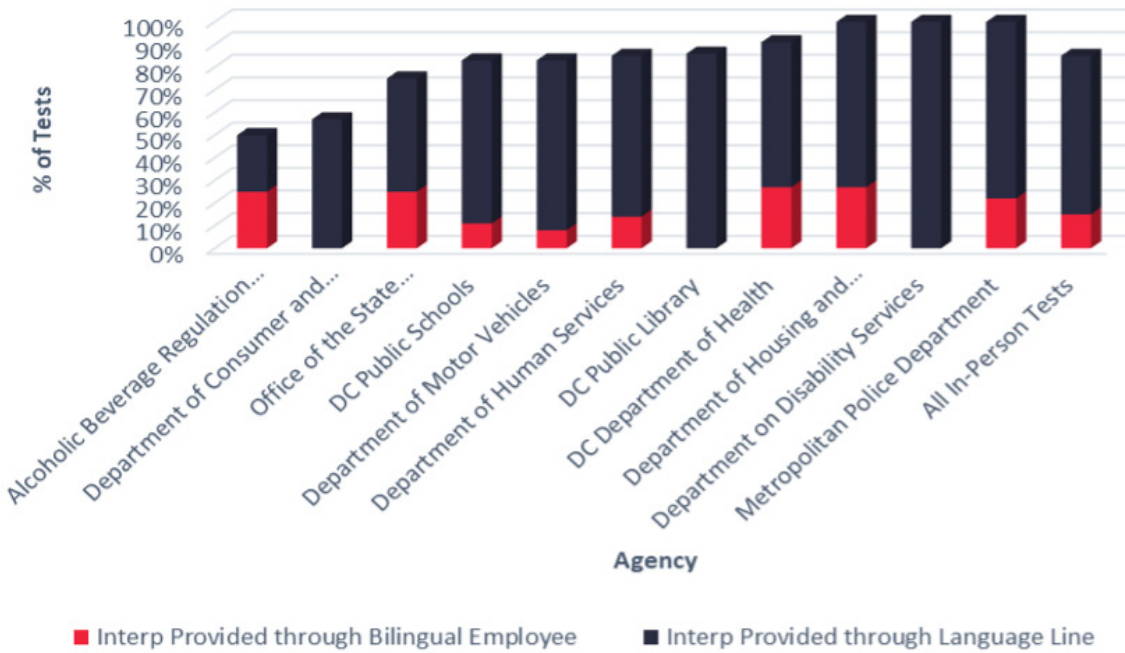


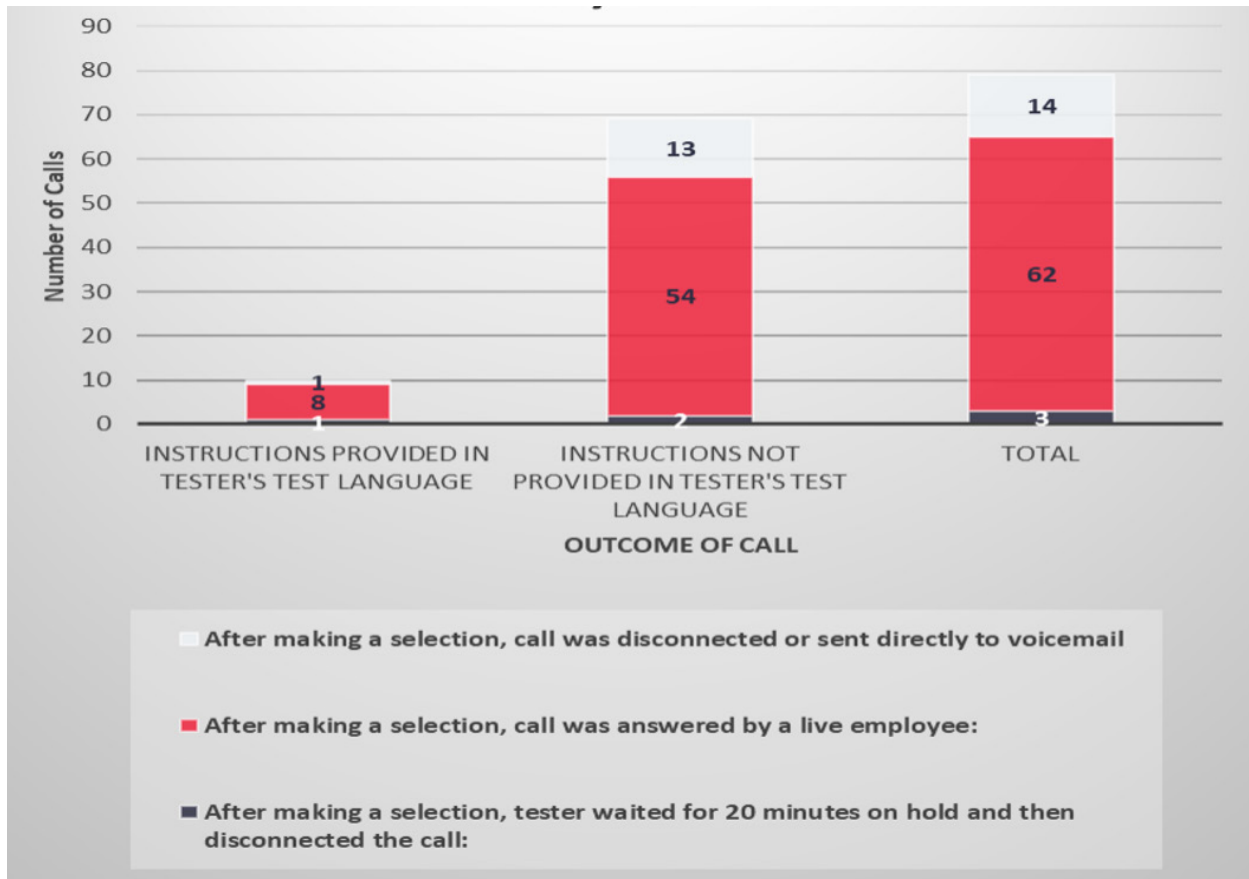
Figure 9.4B: Form of Interpretation by Agency; In-Person Tests

- Out of 153 phone tests conducted in 2022, 79 calls (52%) reached an automated voice menu. Out of the 79 calls answered by automated menus, 10 (8%) reached automated menus that offered instructions in the language of the tester conducting the test, see figure 10.1. In 8 of these 10 tests (80%), the testers were able to reach a live employee by selecting their test language from the automated menu; in the other 2 tests (20%), testers were put on hold for

longer than 20 minutes or disconnected after selecting their language from the automated menu. A second call attempt was made in every test during which the tester disconnected their call after being placed on hold for longer than 20 minutes. Testing found that 7 agencies offered multi-lingual automated menus, but only 2 agencies offered menus in languages other than English and Spanish.

<b>Figure 10.1: Telephone Test Initial Responses</b>	<b># of Tests (% of Tests)</b>
Call was answered by an automated menu	79 (52%)
Call was directly answered by a live employee	64 (42%)
Call was disconnected or sent to voicemail without reaching a live employee or an automated menu	10 (6%)
<b>Total Telephone Tests:</b>	<b>153</b>

*Figure 10.1: shows how many telephone test calls were initially answered by automated menus, were answered by live employees, and were disconnected or sent directly to voicemail*



*Figure 10.2 breaks down all the calls that reach automated menus. It shows how many automated menus reached by testers offered multi-lingual instruction and prompts. It also shows whether or not a tester was able to reach a live employee by making a selection from the automated menu.*

- In 81 out of 83 in-person tests conducted in 2022 (98%), testers successfully entered test sites and got through security without having to speak any English. In most in-person tests, testers are instructed not to speak any English to security personnel and not to proactively ask security for any information. However, we instruct testers to always carry

a photo ID and a piece of paper or phone with the name of the agency to which they are going written on it. We instruct them to present these items to security upon request but to leave the test site if security still does not permit them to enter and continue to ask them questions in English after they have presented these items.

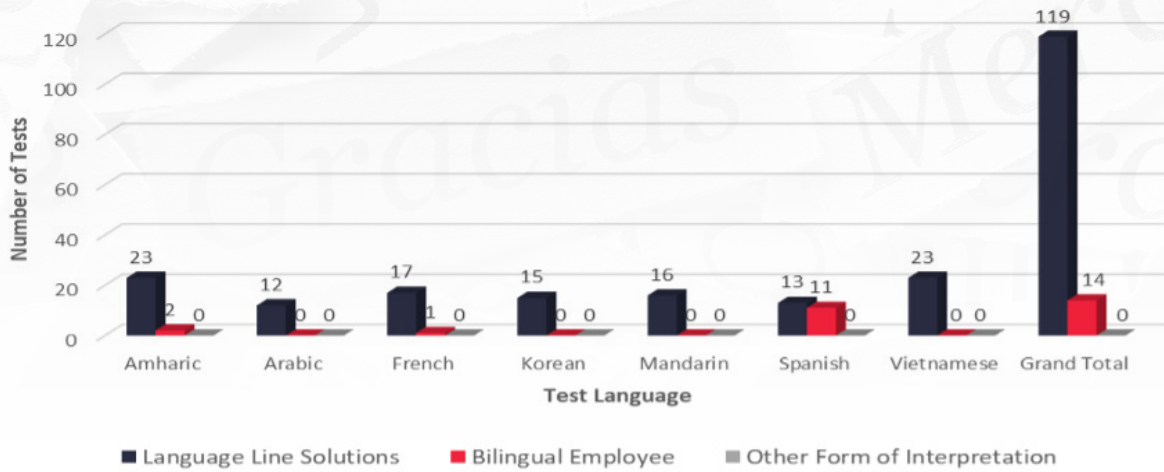


Figure 9.8: Form of Interpretation by Language

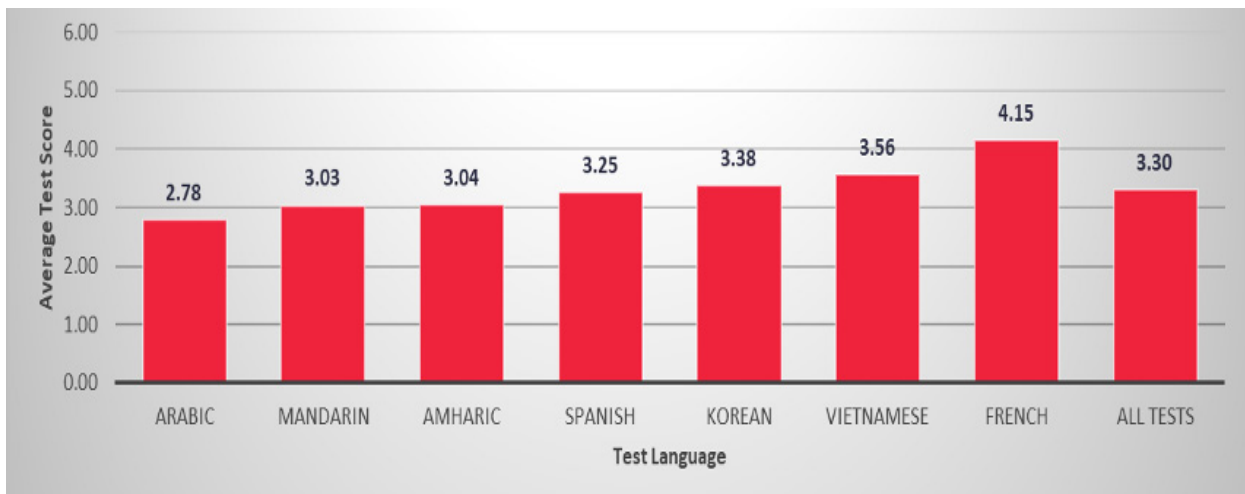


Figure 9.9: Average Score by Language

# COMPLIANCE RATING METHODOLOGY FOR AGENCIES WITH PUBLIC CONTACT

*\*Please note that the areas with shaded text are not applicable for the FY 2022 compliance review.*

Departments and funded entities from twenty (20) agencies were subjected to telephonic and in-person field testing in FY 2022. These agencies were scored based on **13** possible points total.

## Rating Methodology

PREPAREDNESS (P)	
Requirements	Evaluation questions
P1. Agency provided comprehensive data on FY 2022 encounters.	<ul style="list-style-type: none"> <li>• Did the agency complete its annual reporting by certifying the collected data?</li> <li>• Did the agency record its encounters with LEP/ NEP constituents and report them to OHR?</li> <li>• Is the agency using more than two methods to collect data?</li> <li>• Did agency implement OHR recommendations and/or FY 2021-22 Biennial Language Access Plan (BLAP) action items related to data collection?</li> </ul>
P2. Agency has a current language access policy.	<ul style="list-style-type: none"> <li>• Did the agency develop or revise its language access since the last policy expiration?</li> <li>• Has the agency submitted a policy for OHR’s approval since the last policy expiration?</li> <li>• Did the agency have their policy reviewed by OHR and approved by the agency’s director and/or general counsel?</li> </ul>
P3. Agency staff were trained in FY 2022.	<ul style="list-style-type: none"> <li>• Did the agency train staff on language access requirements and resources?</li> <li>• Did the agency implement OHR’s recommendations and/or FY 2021-22 BLAP action items related to staff training?</li> </ul>

## PREPAREDNESS (P)

Requirements	Evaluation questions
P4. Agency communicated effectively.	<ul style="list-style-type: none"><li>• Did the agency send a representative to bimonthly LA Coordinators meetings hosted by OHR? (An agency representative attended at least 4 of 6 meetings)</li><li>• Was the agency responsive to OHR inquiries?</li><li>• Did the agency proactively reach out to OHR?</li></ul>
P.5 Agency took steps to meet grantee and contractor compliance requirements.	<ul style="list-style-type: none"><li>• Did the agency take reasonable steps to ensure that its grantees and contractors complied with the Language Access Act?</li><li>• Did the agency train grantees/contractors and their employees on language access compliance requirements?</li><li>• Did the agency modify contracts or Memorandums of Understanding (MOUs), or obtain signed agreements from grantees/contractors to include language access requirements?</li></ul>

## ACCESSIBILITY (A)

Requirements	Evaluation questions
A6. Agency displayed adequate language access signage in public-facing locations. (N/A in FY 2022)	<p><b>THIS CATEGORY IS NOT APPLICABLE IN FY22</b></p> <ul style="list-style-type: none"><li>• Does the agency's public-facing locations display multilingual signs informing LEP/NEP customers about their right to language assistance?</li><li>• 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?</li></ul>
A7. Vital documents were translated and/or updated in FY 2022.	<ul style="list-style-type: none"><li>• Did the agency translate any vital documents in FY 2022?</li><li>• Has the agency translated documents into all languages that the agency encounters regularly?</li><li>• Did the agency implement OHR's recommendations or FY 2021/22 BLAP action items related to document translation?</li></ul>

ACCESSIBILITY (A)	
Requirements	Evaluation questions
A8. Translated vital documents are accessible on agency website.	<ul style="list-style-type: none"> <li>• Does the agency have any language support pages or webpages in languages other than English?</li> <li>• Are the agency's public-facing vital documents available on the website in languages other than English?</li> <li>• Did the agency implement OHR's recommendations or FY 2021/22 BLAP action items related to online accessibility of translated documents?</li> </ul>
A9. Efforts were made to reach out to LEP/NEP communities in FY 2022.	<ul style="list-style-type: none"> <li>• Did the agency conduct outreach specifically targeting LEP/NEP communities?</li> <li>• Did outreach initiatives bring the agency into meaningful contact with LEP/NEP constituents?</li> <li>• Did the agency implement OHR's recommendations or FY 2021/22 BLAP action items related to outreach to LEP/NEP communities?</li> </ul>

QUALITY (Q)	
Requirements	Evaluation questions
Q10. No complaints were filed against the agency in FY 2022.	<ul style="list-style-type: none"> <li>• Were any complaints filed against the agency?</li> </ul>
Q11. Agency was not found in non-compliance in FY 2022.	<ul style="list-style-type: none"> <li>• Did any complaints result in a non-compliance finding?</li> <li>• Has the agency received multiple complaints regarding the same issue?</li> <li>• Does the agency have outstanding corrective actions?</li> </ul>
Q12. No tester was turned away during tests.	<p><b>THIS CATEGORY IS NOT APPLICABLE FOR ALL AGENCIES IN FY22</b></p> <ul style="list-style-type: none"> <li>• Did all testers receive interpretation and, when appropriate, translation services?</li> <li>• If not, were there any mitigating circumstances?</li> </ul>

QUALITY (Q)	
Requirements	Evaluation questions
Q13. All testers who accessed employee or interpretation received requested information or services.	<p><b>THIS CATEGORY IS NOT APPLICABLE FOR ALL AGENCIES IN FY22</b></p> <ul style="list-style-type: none"> <li>• When testers did receive language assistance, were they able to obtain the information or resources that they requested?</li> <li>• Were they able to communicate effectively through the services offered?</li> </ul>
Q14. OHR observed improvement in language access implementation in FY 2022.	<ul style="list-style-type: none"> <li>• Has the agency taken steps to provide or sustain full access to LEP/NEP customers?</li> <li>• Has the agency addressed some, if not all, systemic issues to close gaps in compliance and improve agency's service to LEP/NEP customers?</li> <li>• Did the agency meet OHR's FY 2021 recommendations listed in the above-mentioned categories?</li> </ul>



# COMPLIANCE PROFILE FOR AGENCIES WITH MAJOR PUBLIC CONTACT

## Summary of Scores

Agency Name	Abbreviation	Overall Compliance Score for FY 2022	Overall Compliance Score for FY 2021	Overall Compliance Score for FY 2020
Alcoholic Beverage Regulation Administration	ABRA	6 of 13	6 of 11	6 of 11
Child and Family Services Agency	CFSA	4 of 13	4 of 11	6 of 11
Department of Aging and Community Living	DACL	12 of 13	11 of 13	7 of 11
Department of Behavioral Health	DBH	8 of 11	8 of 11	9 of 11
Department of Consumer and Regulatory Affairs	DCRA	5 of 13	5 of 11	5 of 11
Department of Corrections	DOC	4 of 13	5 of 11	6 of 11
Department of Employment Services	DOES	7 of 13	8 of 13	10 of 11
Department of Energy & Environment	DOEE	10 of 11	8 of 11	10 of 11
Department of General Services	DGS	1 of 13	1 of 11	3 of 11
Department of Health Care Finance	DHCF	0 of 13	2 of 11	3 of 11
Department of Housing and Community Development	DHCD	2 of 11	7 of 11	5 of 11
Department of Human Resources	DCHR	9 of 11	9 of 11	10 of 11
Department of Human Services	DHS	4 of 13	6 of 13	7 of 11
Department of Motor Vehicles	DMV	13 of 13	9 of 13	7 of 11
Department of Parks and Recreation	DPR	7 of 13	7 of 11	10 of 11
Department of Public Works	DPW	5 of 11	6 of 11	5 of 11

Agency Name	Abbreviation	Overall Compliance Score for FY 2022	Overall Compliance Score for FY 2021	Overall Compliance Score for FY 2020
Department of Small and Local Business Development	DSLBD	6 of 13	6 of 11	9 of 11
Department of Youth Rehabilitation Services	DYRS	7 of 11	7 of 11	9 of 11
Department on Disability Services	DDS	7 of 11	7 of 11	8 of 11
District Department of Transportation	DDOT	8 of 11	8 of 11	9 of 11
District of Columbia Health	DC Health	7 of 13	8 of 13	9 of 11
District of Columbia Housing Authority	DCHA	5 of 13	5 of 11	7 of 11
District of Columbia Office of Zoning	DCOZ	11 of 11	7 of 11	11 of 11
District of Columbia Public Library	DCPL	10 of 13	10 of 11	10 of 11
District of Columbia Public Schools	DCPS	8 of 13	11 of 13	10 of 11
Fire and Emergency Medical Services Department	FEMS	3 of 11	4 of 11	4 of 11
Homeland Security and Emergency Management Agency	HSEMA	6 of 11	8 of 11	7 of 11
Metropolitan Police Department	MPD	12 of 13	9 of 13	9 of 11
Office of Administrative Hearings	OAH	11 of 11	10 of 11	11 of 11
Office of Contracting and Procurement	OCP	5 of 11	4 of 11	4 of 11
Office of Lottery and Gaming	OLG	10 of 11	10 of 11	11 of 11
Office of Planning	OP	6 of 11	7 of 11	7 of 11
Office of Tax and Revenue	OTR	7 of 13	4 of 11	6 of 11
Office of the Attorney General – Child Support Services Division	OAG-CSSD	9 of 13	6 of 11	7 of 11
Office of the People’s Counsel	OPC	11 of 11	11 of 11	11 of 11
Office of the State Superintendent of Education	OSSE	9 of 13	12 of 13	11 of 11
Office of the Tenant Advocate	OTA	6 of 11	8 of 13	9 of 11
Office of Unified Communications	OUC	7 of 11	4 of 11	9 of 11

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 FY22.

AGENCY NAME	ABRA	CFSA	DACL	DBH	DCRA	DOC	DOES	DOEE	DGS	DHCF	DHCD	DCHR	DHS	DMV	DPR	DPW	DSLBD	DYRS	DDS	DDOT
<b>PREPAREDENESS</b>																				
P1. Agency provided comprehensive data on FY22 encounters.			★	★			★	★				★	★	★				★	★	★
P2. Agency has a current language access policy.			★					★				★		★			★	★		★
P3. Agency staff were trained in FY22.		★	★	★	★		★	★				★	★	★	★		★	★	★	★
P4. Agency communicated effectively.	★		★	★	★	★	★	★				★	★	★	★	★	★	★	★	★
P5. Agency took steps to ensure grantee/contractor compliance.	★		★	★				★				★		★	★	★	★			
<b>PREPAREDENESS SCORE</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>4</b>

<b>ACCESSIBILITY</b>																				
A6. Agency displayed adequate signage in public facing locations,	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
A7. Vital documents were translated and/or updated in FY22.		★	★	★	★		★	★				★	★	★	★	★		★	★	★
A8. Translated vital documents are accessible on agency website.			★											★						
A9. Efforts were made to engage diverse LEP/NEP communities in FY22.			★	★	★		★	★				★		★	★				★	★
<b>ACCESSIBILITY SCORE</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>2</b>

<b>QUALITY</b>																				
Q10. No language access public complaints were filed against the agency in FY22.	★	★	★	★	★	★	★	★	★			★	★		★	★	★	★	★	★
Q11. OHR has not issued a finding of non-compliance against the agency in FY22.	★	★	★	★			★	★				★	★		★	★	★	★	★	★
Q12. No tester was turned away during tests. (If applicable)	★		★	N/A		★		N/A			N/A	N/A		★		N/A		N/A	N/A	N/A
Q13. All testers who accessed employee or interpretation received requested information or services. (If applicable)	★			N/A		★		N/A			N/A	N/A		★		N/A		N/A	N/A	N/A
Q14. OHR has observed improvement in LA implementation in FY22.			★					★						★						
<b>QUALITY SCORE</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>TOTAL AGENCY SCORE</b>	<b>6</b>	<b>4</b>	<b>12</b>	<b>8</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>9</b>	<b>4</b>	<b>13</b>	<b>7</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>8</b>
<b>TOTAL POSSIBLE SCORE</b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>11</b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>11</b>	<b>13</b>	<b>13</b>	<b>11</b>	<b>11</b>	<b>13</b>	<b>13</b>	<b>13</b>	<b>11</b>	<b>13</b>	<b>11</b>	<b>11</b>	<b>11</b>

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 FY22.

AGENCY NAME	DCHealth	DCHA	DCOZ	DCPL	DCPS	FEMS	HSEIMA	MPD	OAH	OCP	OLG	OP	OTR	ODG-CSSD	OPC	OSSE	OTA	OUC
<b>HREHAREDNESS</b>																		
P1. Agency provided comprehensive data on FY22 encounters.	★		★	★				★	★	★	★			★	★	★		★
P2. Agency has a current language access policy.			★	★	★			★	★		★			★	★	★	★	
P3. Agency staff were trained in FY22.	★	★	★	★	★		★	★	★	★	★	★		★	★	★		★
P4. Agency communicated effectively.	★	★	★	★	★	★	★	★	★		★	★	★	★	★	★		★
P5. Agency took steps to ensure grantee/contractor compliance.			★	★	★		★	★	★	★	★			★	★	★	★	★
<b>PREPAREDNESS SCORE</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>4</b>

<b>ACCESSIBILITY</b>																		
A6. Agency displayed adequate signage in public facing locations,	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
A7. Vital documents were translated and/or updated in FY22.	★	★	★	★	★		★		★		★	★	★	★	★	★	★	
A8. Translated vital documents are accessible on agency website.			★					★	★						★			
A9. Efforts were made to engage diverse LEP/NEP communities in FY22.	★		★	★	★			★	★		★	★	★		★	★	★	★
<b>ACCESSIBILITY SCORE</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>

<b>QUALITY</b>																		
Q10. No language access public complaints were filed against the agency in FY22.	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★
Q11. OHR has not issued a finding of non-compliance against the agency in FY22.	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★	★
Q12. No tester was turned away during tests. (If applicable)			N/A	★		N/A	N/A	★	N/A	N/A	N/A	N/A	★		N/A		N/A	N/A
Q13. All testers who accessed employee or interpretation received requested information or services. (If applicable)			N/A			N/A	N/A	★	N/A	N/A	N/A	N/A	★		N/A		N/A	N/A
Q14. OHR has observed improvement in LA implementation in FY22.			★					★	★					★	★			
<b>QUALITY SCORE</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>
<b>TOTAL AGENCY SCORE</b>	<b>7</b>	<b>5</b>	<b>11</b>	<b>10</b>	<b>8</b>	<b>3</b>	<b>6</b>	<b>12</b>	<b>11</b>	<b>5</b>	<b>10</b>	<b>6</b>	<b>7</b>	<b>9</b>	<b>11</b>	<b>9</b>	<b>6</b>	<b>7</b>
<b>TOTAL POSSIBLE SCORE</b>	<b>13</b>	<b>13</b>	<b>11</b>	<b>13</b>	<b>13</b>	<b>11</b>	<b>11</b>	<b>13</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>13</b>	<b>13</b>	<b>11</b>	<b>13</b>	<b>11</b>	<b>11</b>



**SCORECARDS  
FOR AGENCIES WITH  
MAJOR PUBLIC CONTACT**

AGENCY

# ALCOHOLIC BEVERAGE REGULATION ADMINISTRATION (ABRA)



OVERALL  
COMPLIANCE  
SCORE

6/13

FY22

Encounters

31

## FY21 Top Languages Encountered:

Spanish, Amharic, Dari, French

FY21 Encounters: 99 | FY21 Score: 6/11

OHR notes that ABRA reported minimal information, the Language Access compliance score issued is based on the available information. In the area of preparedness, the Alcoholic Beverage Regulation Administration (ABRA) attended four of six bi-monthly meetings. The agency has not conducted any Language Access compliance trainings in the last two fiscal years. Additionally, the agency continues to function without a Language Access policy. ABRA does not have any grantees or funded entities.

In the area of accessibility, ABRA did not report the translation of any documents. The agency has Language Support Pages (LSPs), but as noted in previous reviews there are no links to translated vital documents. There were zero outreach efforts reported by the agency.

The agency underwent field testing both in-person and telephonically, the results reflect that 6 out of 9 testers received interpretation services in total. All 5 in-person testers received interpretation. 1 out of 4 telephonic testers received interpretation services.

It is noted that this agency has been in non-compliance for several fiscal years. ABRA did not meet any of the recommendations made for them in the past two fiscal years.

In FY23, OHR urges ABRA to take immediate steps to close compliance gaps by: (1) enhancing data collection mechanisms by capturing bilingual staff encounters. If ABRA does not have bilingual staff, they should report "0", (2) developing a Language Access Policy that is reviewed and approved by the LA team, (3) providing training for its incumbent and new staff (regardless of public-facing status) on Language Access Compliance requisites, (4) engaging more effectively with the Program by addressing OHR's inquiries in a timely manner (within 48 hours), (5) translating vital documents and report those translations onto the database, (6) enhancing its Language Support Pages by including links to translated vital documents on the respective Language Support Page, (7) engaging and collaborating with the constituent offices within the Mayor's Office of Community Affairs to provide equal access to the agency's services and programs, (8) developing a multilingual automated messaging system. Testers reported that they reached an English recorded message that welcomed them to leave a message.

## PREPAREDNESS

2/5

ABRA attended four of six bi-monthly meetings in FY 2022.

The agency did not report having trained frontline employees and managers on language access compliance requirements.

## ACCESSIBILITY

0/3

In FY 2022, the agency did not participate in any outreach events.

## QUALITY

4/3

No complaints were filed against ABRA in FY 2022. The agency received a 3.3 out of 6 in the FY 2022 field testing.

AGENCY

# CHILD AND FAMILY SERVICES AGENCY (CFSA)



OVERALL COMPLIANCE SCORE

# 4/13

FY22

Encounters

# 1,275

### FY22 Top Languages Encountered:

Spanish, French, Amharic, Mandarin, Farsi, Russian

**FY21 Encounters:** 445 | **FY21 Score:** 4/11

The Child and Family Services Agency (CFSA) met one of five preparedness requirements and trained newly hired employees on language access compliance requirements. Although the agency improved in the collection of language encounters the agency did not provide a complete compliance activity report. The agency has not provided any information to inform the language access program that the agency has any grantees/funded entities.

CFSA reported translating confidential and public facing documents. The website remains in the same state as reported in the past two compliance reviews as the Language Support Pages are established but do not have any links to vital translated documents.

The agency underwent telephonic field testing. The results reflect that, zero of the seven testers who contacted Child & Family Services received interpretation nor did they receive any information regarding their test scenario.

Overall, CFSA has not satisfied the Preparedness, Accessibility, and Quality compliance requisites in the past two fiscal years.

The agency has not followed any of the recommendations prescribed in the past two compliance reviews. OHR directs CFSA to implement the following in FY23: (1) improve on the collection and completion of reporting comprehensive data, (2) increase the frequency of all staff training on LA compliance requirements, (3) certify its funded entities for compliance with the LA Act of 2004, (4) improve its website to provide equitable access to vital information for the LEP/NEP population, and (5) proactively engage and collaborate with the constituent offices within the Mayor's Office of Community Affairs Offices to provide equal access to the agency's services and programs.

### PREPAREDNESS

# 1/5

CFSA attended one bi-monthly meeting in FY 2022 and trained newly hired employees on language access compliance requirements.

### ACCESSIBILITY

# 1/3

In FY 2022, the agency did not participate in any outreach events.

### QUALITY

# 2/5

NNo complaints were filed against CFSA in FY 2022. The agency was tested in FY 2022 and received a score of 0.57 out of 6.

AGENCY

# DEPARTMENT OF AGING AND COMMUNITY LIVING (DACL)



OVERALL  
COMPLIANCE  
SCORE

12/13

FY22

Encounters

4,271

### FY22 Top Languages Encountered:

Spanish, Mandarin, Amharic, Korean, Vietnamese, French

FY21 Encounters: 4,433 | FY21 Score: 11/13

In the area of preparedness, the agency provided a comprehensive Language Access (LA) implementation report. The LA policy was updated in FY 2021, it will be due for updating before the end of FY 2022. 43 staff members participated in three LA trainings. The agency continued to ensure compliance by including the Language Access policy in the Grant Policy Manual for its funded entities.

The agency translated eight vital documents into Amharic, Chinese, and Spanish including, "APS Flyer", "EPD waiver", and "Call and Talk". Despite DACL's improvement in the translation of documents, the agency does not have these documents available in Chinese, Vietnamese, and French. The agency reported nine outreach events engaging 592 participants representing the Latino and Asian communities.

In the area of quality, for the second year in a row the agency was subjected to telephonic field testing and included Adult Protective Services (APS) division and one wellness center. The test results show that the agency provided interpretation services in 4 of 5 calls.

In FY23, it is recommended that DACL: 1) Update the Language Access Policy before the end of 2023, 2) include the roster/sign-in sheet for all staff training participants, 3) include the roster/sign-in sheet for all grantee training participants, 4) indicate whether the reported translations are available online, 5) improve accessibility of the website by including translated vital documents in Chinese, Vietnamese, and French to match the Spanish, Korean, and Amharic Language Support Pages, and 7) strengthen Language Access and Language Line Solutions training for all staff, but especially the Adult Protective Services unit.

PREPAREDNESS

5/5

DACL attended six bi-monthly meetings in FY 2022 and conducted three language access with 43 participants.

ACCESSIBILITY

3/3

In FY 2022, DACL participated in nine outreach events with two of the constituent offices within the Mayor's Office of Community Affairs.

QUALITY

4/5

No complaints were filed against DACL in FY 2022. Adult Protective Services (APS) scored a 5.33 out of 6 in field testing.



AGENCY

# DEPARTMENT OF BEHAVIORAL HEALTH (DBH)



OVERALL COMPLIANCE SCORE

# 8/11

FY22

Encounters

## 47,418

### FY22 Top Languages Encountered:

Spanish, Amharic, French, Old French, Vietnamese, Mandarin, Bengali, Arabic, Tigrinya, Burmese, Dari, Pashto, Creole, Korean, Portuguese

**FY21 Encounters:** 46,415 | **FY21 Score:** 8/11

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 is working towards updating its internal LA policy. In FY 2022 DBH upheld its commitment to training by holding 12 trainings with 107 participants. The agency provided training to some of its network providers.

In the area of accessibility, DBH has translated 12 documents for Wellness Wednesday series which touches upon many areas of mental health. The agency does have Language Support Pages up, but none of the translated vital documents are uploaded. There are many vital documents only available in English. The agency continues to house translated materials under subject matter and not languages. The agency participated in 170 events with 12,168 participants, however in the reporting it is unclear which LEP/NEP communities were targeted.

DBH did not fulfill the recommendations made in FY 2022. In FY23, it is recommended that DBH: (1) finalize its development of a Language Access Policy that is reviewed and approved by OHR, (2) increase the frequency and attendance of Language Access training to its providers, (3) improve the accessibility of its website by translating the vital documents that are available in English into the six languages most likely to be encountered in the District, (4) provide a report of translations related to their outreach efforts in the Outreach section of the quarterly and annual reporting and/or specify which LEP/NEP communities they targeted.

### PREPAREDNESS

## 4/5

DBH attended six bi-monthly meetings in FY 2022 and held 12 language access compliance trainings for 107 staff members.

### ACCESSIBILITY

## 2/3

In FY 2022, DBH participated in 170 events with 12,168 participants engaged.

### QUALITY

## 2/3

No complaints were filed against DBH in FY 2022. The agency was not tested in FY 2022.

AGENCY

# DEPARTMENT OF CONSUMER & REGULATORY AFFAIRS (DCRA)



OVERALL  
COMPLIANCE  
SCORE

5/13

FY22

Encounters

588

### FY22 Top Languages Encountered:

Spanish, Mandarin, Vietnamese, Amharic, Korean, Arabic, Russian, Tigrinya

FY21 Encounters: 923 | FY21 Score: 5/11

The Office of Human Rights (OHR) notes that as of fiscal year 2023, the Department of Consumer & Regulatory Affairs will begin to operate as two separate entities: Department of Buildings and Department of Licensing and Consumer Protection. The score reflects the reporting submitted by DCRA prior establishing the two new agencies.

In the area of preparedness, the Department of Consumer and Regulatory Affairs (DCRA) submitted an incomplete Language Access (LA) compliance activity report, the score is derived from the available information. DCRA held two trainings with 40 staff members. The agency operated with an outdated Language Access Policy for FY 2022. DCRA did not provide evidence of grantee language access compliance certification, nor did they report trainings administered to contractors.

In the area of accessibility, DCRA reported the translation of one confidential case specific document into Spanish. DCRA's website had Language Support Pages in the top six languages, however none of them contained links to translated vital documents. The agency engaged the Spanish, Asian and African LEP/NEP communities of the District with a total of three events with 140 attendees.

In the area of quality, DCRA's Business and Licensing Center, Permit Center, Small Business Resource Center were subjected to in-person and telephonic field testing. The results indicate that 12 out of 18 (67%) testers received interpretation services.

DCRA did not fulfill most of the recommendations made in FY 2022. Below are the FY23 recommendations for the new agencies, DOB and DLCP to become compliant with the Act: 1) provide complete and accurate quarterly reporting as well as certifying and completing the Conclusion section of the Annual Report, 2) establish an internal Language Access Policy that has been reviewed and approved by OHR, 3) provide Language Access training to staff as well as grantees/contractors, 4) attend the mandatory Bimonthly Language Access Meetings and respond to inquiries in a timely manner, 5) provide grantees and contractors with Language Access compliance agreements or provide OHR with evidence that the agency does not have any funded entities, 6) ensure that the agency website is accessible by including Language Support Pages, that house links to translated vital documents, 7) conduct outreach to Limited English Proficient and Non-English Proficient communities, this can be done by partnering with MOLA, MOAA, and MOAPIA, 8) prepare for field testing by posting Language Access signage (such as I-Speak Cards and the Language ID Guide) in public facing areas as well as training staff and grantees on the usage of Language Line Solutions (LLS) as well as providing access information to LLS for on-demand telephonic interpretation services.

### PREPAREDNESS

2/5

DCRA attended five of six bi-monthly meetings in FY 2022 and held two trainings for its staff.

### ACCESSIBILITY

2/3

In FY 2022, the agency participated in three outreach events.

### QUALITY

1/5

DCRA has a pending corrective action due a non-compliance finding from FY 2021. The agency underwent LA field testing and scored a 3.56 out of 6.

AGENCY

# DEPARTMENT OF CORRECTIONS (DOC)



OVERALL COMPLIANCE SCORE

# 4/13

FY22

Encounters

# 151

### FY22 Top Languages Encountered:

Spanish, Italian, French, Creole, Amharic, Mandarin, Korean, Vietnamese

**FY21 Encounters:** 129 | **FY21 Score:** 5/11

In the area of preparedness, the Department of Corrections (DOC) met one of the five compliance requisites. The DOC did not provide a complete compliance activity report and the score is derived from the available information. The agency continues to operate with an outdated language access (LA) policy, as reported in the last review, the last update was in 2014. The agency did not hold any LA trainings. Additionally, DOC reported grantee LA encounters: however, the agency has not certified its contractors and grantees on LA compliance.

In the area of accessibility, although the agency did not report any document translations the LA program was able to track that the DOC translated two documents into Spanish, "Dress Code for Visitation" and "Face to Face Visitation". These two documents were found on the agency's website; however, they are housed under subject matter and not available in the Language Support Pages (LSPs). The agency did not participate in any outreach activities in FY 2022.

In the area of quality, the agency did not have a complaint filed against it in FY 2022. As a result of complaints from FY19 that resulted in Language Access (LA) recommendations, DOC has remaining corrective actions to fulfill. The agency provided interpretation services in one of one telephone field test in FY 2022. OHR's LA program conducted site visits at DOC facilities, that resulted in findings of LA gaps and recommendations to improve compliance.

The agency did not meet any of the recommendations from FY 2022. In FY23, it is recommended that DOC: (1) enhance its encounter tracking mechanism to include in-person/virtual interpretation services and bilingual staff encounters. Additionally, DOC must provide a complete report in a timely manner, (2) develops a Language Access Policy that is reviewed and approved by the LA team, (3) provide Language Access training to all DOC staff as a compliance requisite as well as a course of Corrective Actions stemming from a complaint, (4) establish grantee/contractor compliance with the Language Access Act as established in DCMR 4 1205.16 (c), (5) translate vital documents and report those translations onto the database, (6) updates its Language Support Pages and upload translated vital documents onto the website, (7) proactively engage and collaborate with the constituent offices within the Mayor's Office of Community Affairs to provide equal access to the agency's services and programs, and (8) fulfill the remaining Languages Access recommendations and work with the Program to satisfy the proposed compliance matters.

### PREPAREDNESS

# 1/5

DOC attended four of six bi-monthly meetings in FY 2022 and did not hold any language access compliance trainings.

### ACCESSIBILITY

# 0/3

In FY 2022, the agency did not participate in any outreach events.

### QUALITY

# 3/5

No complaints were filed against DOC in FY 2022. The agency underwent field testing and scored a 6 out of 6.

AGENCY

# DEPARTMENT OF EMPLOYMENT SERVICES (DOES)



OVERALL  
COMPLIANCE  
SCORE

7/13

FY22

Encounters

8,876

### FY22 Top Languages Encountered:

Spanish, Amharic, Vietnamese, Mandarin, French, Arabic, Korean, Bengali, Tigrinya, Khmer,

**FY21 Encounters:** 16,540 | **FY21 Score:** 8/13

In the area of preparedness, the Department of Employment Services (DOES) provided a comprehensive Language Access compliance report. The updated DOES language access policy was not in effect until the end of FY 2022, and therefore outdated for nearly all of the fiscal year. The agency held 25 trainings on LA compliance with 375 participants. As in the previous compliance review the agency has not confirmed if it has trained or certified grantees/funded entities for compliance with the LA Act.

In the area of accessibility, DOES translated 48 vital documents into the six languages most likely to be encountered in the District government; however, it is unclear if these documents are available on the website. The agency's website has Language Support Pages, however they do not include links to translated vital documents. The Spanish version of the website has Spanish versions of the documents. Furthermore, the Google translate feature works for most of the website, though it does not extend to the links to PDFs or the chat assistance feature. The links for translated Spanish documents are inconsistent, accessible only via the English subject pages, and not all the English forms are available in Spanish. The DC Works Portal has an "En Español" option, but it does not consistently lead to Spanish pages. Additionally, DOES engaged the Latino Limited English Proficient and Non-English Proficient (LEP/NEP) community through two events with 330 participants.

In the area of quality, field testing results show that DOES' American Job Centers (including the Headquarters,) Office of Wage and Hour, Office of Worker's Compensation did not show improvement from previous years. Results show six out of fourteen phone testers received interpretation (43%).

In FY23, it is recommended that DOES: 1) confirm if grantee/funded entity certification and compliance with the LA Act, 2) improve website and portal accessibility by including links to the translated versions of vital documents under the respective Language Support Pages (LSPs), perform a quality control on the functionality and accuracy of the Google Translate feature, and ensure that vital documents that are available in English are also available in the other languages, and 3) improve field testing results by training all staff on the usage of Language Line Solutions on-demand interpretation services.

### PREPAREDNESS

3/5

DOES attended six of six bi-monthly meetings in FY 2022 and held 25 trainings on language access compliance requirements.

### ACCESSIBILITY

2/3

In FY 2022, the agency participated in two outreach events.

### QUALITY

2/5

No complaints were filed against DOES in FY 2022. The agency underwent LA field testing and scored a 2.71 out of 6 in FY 2022.

AGENCY

# DEPARTMENT OF ENERGY & ENVIRONMENT (DOEE)



OVERALL COMPLIANCE SCORE

# 10/11

FY22

Encounters

## 415

### FY22 Top Languages Encountered:

Spanish, Amharic, Mandarin, French, Vietnamese, Portuguese, Tigrinya, Pashto

**FY21 Encounters:** 414 | **FY21 Score:** 8/11

In the area of preparedness, the Department of Energy and Environment (DOEE) submitted a comprehensive Language Access implementation report. The agency facilitated 5 language access trainings with 158 participant including new hires, existing staff, and funded entities. DOEE updated its Language Access Policy in March 2022 and is not due for an update until 2024. The agency sends a “Notification of Selection” to grantees, and it includes a memorandum informing them of their language access obligations.

In the area of accessibility, DOEE’s report indicated that DOEE reported eight documents translated into the top six languages encountered in the District: “Solicitud en Español (Spanish Online Application)”, “Paint Stewardship Webpage” and “E-cycling webpage”. The DOEE website has established Language Support Pages. The agency has improved the accessibility of its Language Support Pages (LSPs) by translating some of the titles/links to translated vital documents. However, the public-facing documents are uploaded inconsistently as the agency continues to house documents under subject matter. OHR notes that DOEE created an effective informational video about lead poison in Amharic; however, the video is housed under subject matter and not under the language support section of the website, making it inaccessible to the Amharic speaking community.

The agency also engaged 5,473 individuals representing the diverse LEP/NEP community of the District through 46 events. DOEE continues its commitment to providing outreach activities for the community by hosting and/or sponsoring events, either directly or through its grantees, newspapers, radio, tweets, and partners.

The agency was issued two compliance recommendations in last year’s review, to update its internal LA policy. The adhered to this recommendation and successfully completed the policy update process. The second recommendation was to improve website accessibility for the LEP/NEP community. DOEE made an effort to adhere to this recommendation, but the state of the website remains inaccessible.

In FY23, it is recommended that DOEE fulfill to completion the translation of titles/ links to translated vitals documents, and to upload the translated vital documents onto the Language Support Pages.

### PREPAREDNESS

## 5/5

DOEE attended six of six bi-monthly meetings in FY 2022 and trained frontline employees and grantees on language access compliance requirements.

### ACCESSIBILITY

## 2/3

In FY 2022, the agency participated in 46 engaged the LEP/NEP communities.

### QUALITY

## 3/3

No complaints were filed against DOEE in FY 2022. The agency was not tested in FY 2022.

AGENCY

# DEPARTMENT OF GENERAL SERVICES (DGS)



OVERALL  
COMPLIANCE  
SCORE

1/13

FY22

Encounters

**NOT  
REPORTED**

## FY22 Top Languages Encountered:

Not Reported

**FY21 Encounters:** Not Reported | **FY21 Score:** 1/11

In the area of preparedness, the Department of General Services (DGS) did not complete the FY 2022 Language Access compliance implementation report. The score is derived from the available information. The agency's Language Access Policy on file is from 2016, it is due for an update that must go through a review and approval process by the Language Access Program. This is a critical compliance tool that gives the agency staff/grantees/contractors a comprehensive framework for complying with the LA Act. Due to the lack of reporting, it is uncertain whether the agency has certified its contractors/funded entities compliance with the law. OHR urges DGS to take immediate action to bring the agency into compliance.

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

In the area of quality, the agency did not show any improvement in language access implementation from the previous fiscal year. The agency did not have any complaints filed directly against it; however, the agency was connected to a Corrective Action Plan and was ordered to provide Language Access compliance training to security officers in FY 2021. As of FY 2022, the agency has yet to provide training to its staff.

The agency underwent field-testing and the results revealed that three out of eight (38%) in-person testers received interpretation services at Department of General Services locations.

In FY23, it is critical that DGS addresses the longstanding language access compliance gaps by: (1) reporting its quarterly and annual data in a complete and timely manner, (2) updating the LA policy, (3) training its staff and contracted special police officers (SPOs) on compliance requirements, especially considering the FY 2022 field testing results, (4) establishing contractor compliance with the Language Access Act as established in DCMR 4 1205.16 (c), (5) translating vital documents and report those translations onto the database, (6) creating Language Support Pages that house uploaded translated vital documents and translate its program-specific websites/applications/portals, (7) proactively engaging and collaborating with the constituent offices within the Mayor's Office of Community Affairs to provide equal access to the agency's services and programs, and (8) fulfilling the remaining Language Access recommendations and work with the Program to satisfy the proposed compliance matters.

## PREPAREDNESS

0/5

The agency Language Access Coordinator attending four of six Bimonthly Meetings in FY 2022.

## ACCESSIBILITY

0/3

In FY 2022, the agency did not participate in any outreach events.

## QUALITY

1/5

No complaints were filed against DGS in FY 2022. The agency scored a 2.75 out of 6 in field testing.

AGENCY

# DEPARTMENT OF HEALTH CARE FINANCE (DHCF)



OVERALL COMPLIANCE SCORE

# 0/13

FY22

Encounters

**NOT REPORTED**

### FY22 Top Languages Encountered:

Not Reported

**FY21 Encounters:** Not Reported | **FY21 Score:** 3/11

The Department of Health Care Finance (DHCF) did not complete the FY 2022 Language Access compliance implementation report. The score is derived from the available information. OHR urges DHCF to take immediate action to bring the agency into compliance.

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

In the area of quality, the agency underwent field testing. The results reflect that in four out of nine tests, testers were provided interpretation services through the telephone.

It is noted that this agency has been in non-compliance for several fiscal years, therefore, in FY23 it is recommended that DHCF: (1) reports its quarterly and annual data in a complete and timely manner, (2) establish the LA policy. The LA policy gives the agency staff/grantees/contractors a comprehensive framework for complying with the LA Act, (3) provide Language Access training to all DHCF staff as a compliance requisite (as demonstrated in field testing results, compliance training is critical,) (4) establish grantee/contractor compliance with the Language Access Act as established in DCMR 4 1205.16 (c), (5) translate vital documents and report those translations onto the database, (6) create Language Support Pages that house uploaded translated vital documents and translate its program-specific websites/applications/portals, (7) proactively engage and collaborate with the constituent offices within the Mayor's Office of Community Affairs to provide equal access to the agency's services and programs, and (8) fulfill the remaining Languages Access recommendations and work with the Program to satisfy the proposed compliance matters.

### PREPAREDNESS

# 0/5

The agency Language Access Coordinator and/or a representative attended four of six bimonthly Meetings in FY 2022.

### ACCESSIBILITY

# 0/3

In FY 2022, the agency did not report participating in any outreach events.

### QUALITY

# 0/5

One complaint was filed against DHCF in FY 2022. The agency underwent field testing and scored a 2.4 out of 6.

AGENCY

# DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (DHCD)



OVERALL COMPLIANCE SCORE

# 2/11

FY22 Encounters

**NOT REPORTED**

**FY22 Top Languages Encountered:**  
Not Reported

**FY21 Encounters:** 44 | **FY21 Score:** 7/11

The Department of Housing and Community Development (DHCD) did not complete the FY 2022 Language Access compliance implementation report. The score is derived from the available information. OHR urges DHCD to take immediate action to bring the agency into compliance.

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

In the area of quality, the agency did not show any improvement in language access implementation from the previous fiscal year.

In the area of quality, DHCD did not meet the recommendations made in FY 2020 and FY 2021. It is noted that the agency did not have any public complaints filed against it and was awarded two points. It is required that the agency reports LA compliance implementation activities including LA complaints.

In FY23, it is recommended that DHCD: 1) update the LA policy. The LA policy gives the agency staff/grantees/contractors a comprehensive framework for complying with the LA Act.2) improve its quarterly and annual reporting on QuickBase since the data provided for FY 2022 was inconsistent and had several data gaps, 3) include translations of vital documents to meet accessibility standards, 4) conduct and report outreach efforts to the LEP/NEP population, and 5) certify its grantees and contractors on LA compliance. Although it is noted that DHCD has established a tracking mechanism for bilingual encounters for grantees, it is not clear if grantee training and compliance certification was established.

PREPAREDNESS

# 5/5

DHCD attended five of six bi-monthly meetings in FY 2022 and held five trainings on language access compliance requirements.

ACCESSIBILITY

# 0/3

In FY 2022, the agency did not report any outreach events.

QUALITY

# 2/3

No complaints were filed against DHCD in FY 2022. The agency was not tested in FY 2022.



AGENCY

# DEPARTMENT OF HUMAN RESOURCES (DCHR)



OVERALL COMPLIANCE SCORE

9/11

FY22

Encounters

470

### FY22 Top Languages Encountered:

Spanish, Amharic, French, Arabic, Tigrinya, Vietnamese, Hindi, Mandarin

FY21 Encounters: 470 | FY21 Score: 9/11

In the area of preparedness, the Department of Human Resources (DCHR) is operating with a valid Language Access Policy; however, an update to the policy is due by the end of 2023. DCHR had two LA compliance trainings with 130 participants. The agency continues to confirm that it does not have grantees/funded entities to certify LA compliance.

In the area of accessibility, the agency translated three vital documents into the top six languages encountered in the District government: “New Year Hiring Virtual Fair”, “Resume, Interview & Job Search Strategy Class” and Retiree Letter and Wage Works Notification”. DCHR’s website was recently overhauled. However, it has regressed in accessibility, as demonstrated by its lack of Language Support Pages. Although the website does have a Language Access Portal, it is only available in English. The translated documents that were reported are not available on the website. The agency reported 11 outreach events with 11,451 participants; however, it is unclear if the LEP/NEP community was engaged or in attendance.

In the area of quality, in FY23, it is recommended that DCHR: 1) update its Language Access Policy, after review and approval from OHR, by the end of 2023, 2) reestablish the Language Support Pages that were available in the older version of the website and were not preserved in the website overhaul, as well as upload translated vital documents in those Pages, 3) conduct outreach to and provide specific information on the LEP/NEP population(s) reached.

### PREPAREDNESS

5/5

DCHR attended five of six bi-monthly meetings in FY 2022 and conducted two trainings language access compliance requirements.

### ACCESSIBILITY

2/3

In FY 2022, DCHR participated in 11 outreach events.

### QUALITY

2/3

No complaints were filed against DCHR in FY 2022. The agency was not tested in FY 2022.

AGENCY

# DEPARTMENT OF HUMAN SERVICES (DHS)



OVERALL COMPLIANCE SCORE

# 4/13

FY22

Encounters

## 27,041

### FY22 Top Languages Encountered:

Spanish, Amharic, French, Mandarin, Arabic, Vietnamese, Farsi, Cantonese, Tigrinya, Japanese, Russian

**FY21 Encounters:** 21,420 | **FY21 Score:** 6/13

In the area of preparedness, the Department of Human Services used two data collection mechanisms (telephonic interpretation and in-person/virtual interpretation.) However, the annual report was not certified and is considered incomplete. This agency has been assessed with the available data and affected by the agency's operating status throughout the public health emergency. DHS has continued to operate with an outdated internal language access (LA) policy. The agency held six LA compliance trainings for 330 of its own staff as well as grantees. For the past two fiscal years, DHS has not informed the LA program about including LA compliance verbiage in its agreements with grantees.

In the area of accessibility, the agency reported 29 vital documents translated into Spanish, Amharic, French, Vietnamese, Chinese, Korean. Including a "Language Access One-Pager." The translated public-facing documents that DHS reported in the annual implementation activities report are not accessible on the DHS website's corresponding Language Support Pages. It is noted that the agency has chosen to utilize translation software for its website, there are inconsistencies in the accuracy of the software generated translations. The agency did not report any outreach activities.

In the area of quality, the agency had one complaint filed against it in FY 2022 and was found in non-compliance with the Act. As a result, the agency now has a set of corrective actions to complete to address compliance issues.

DHS provided interpretation to 14 out of 23 total testers in FY 2022. At the Anacostia Service Center and H Street Service Center, telephone testers generally received more frequent language access assistance (8 out of 8 tests, 100%) than in-person testers (2 out of 6 tests, 33%). Interpretation services were not provided in the remaining nine tests. The phone systems at these facilities seem to be more efficient than in years past and include multilingual automated menus.

DHS did not adhere to recommendations made in FY 2022. In FY23, it is recommended that the agency: (1) improve data collection and reporting of compliance activities (2) update its Language Access Policy, (3) enhance its communication with the Language Access Program to address critical language access matters in a timely manner, (4) include compliance language in its agreements, contracts, and MOUs with funded entities, (5) strengthen its training efforts to educate its internal and funded entities' staff about their obligation to comply with the Language Access Act of 2004, and (6) proactively engage and collaborate with the constituent offices within the Mayor's Office of Community Affairs to provide equal access to the agency's services and programs.

It is concerning that DHS has not showed any improvements in its LA compliance score. It is imperative that DHS, an agency that provides critical service to all District residents takes the necessary steps to address the LA compliance requisites reported in the FY 2022 review to ensure equal access to its life impacting services.

### PREPAREDNESS

## 3/5

DHS attended five of six bi-monthly meetings in FY 2022 and held six trainings on language access compliance requirements.

### ACCESSIBILITY

## 1/3

In FY 2022, the agency did not participate in any outreach events.

### QUALITY

## 0/5

There was one complaint filed against DHS in FY 2022. The agency underwent in-person and telephonic field testing and scored a 3.65 out of 6.

AGENCY

# DEPARTMENT OF MOTOR VEHICLES (DMV)



OVERALL COMPLIANCE SCORE

# 13/13

FY22 Encounters

## 7,691

### FY22 Top Languages Encountered:

Spanish, Amharic, French, Mandarin, Arabic, Turkish, Vietnamese, Tigrinya, Vietnamese, Tigrinya, Russian, Portuguese, Cantonese, Urdu, Korean

**FY21 Encounters:** 4,641 | **FY21 Score:** 9/13

In the area of preparedness, the Department of Motor Vehicles (DMV) has a current internal language access (LA) policy in FY 2022. The agency six four language access compliance trainings with 295 participants. Additionally, the agency has trained its contractor-security officers.

In the area of accessibility, the agency reported the translation of two documents into Spanish, Amharic and Vietnamese: “DC DMV Proof of Residency Certification Form” and “Real ID Customer Handout”. It is noted that the DMV has started an overhaul of the Language Support Pages (LSPs) and appears to be improving accessibility. Currently, the LSPs section includes links to many translated vital documents. OHR looks forward to DMV’s continued efforts to improve accessibility. The agency reported participating in four outreach events with a total of 663 attendees. Although the agency conducted outreach, it is unclear if the agency created multilingual outreach materials, or if it engaged the LEP/NEP communities.

In the area of quality, in FY 2022 the agency underwent LA in -person field testing. The results show that the agency provided interpretation in seven out of seven tests. Testers who visited DC Department of Motor Vehicles (DMV) locations received interpretation services. The DMV completed most of the recommendations in FY 2022.

In FY23, it is recommended that DMV: (1) continue to provide Language Access training for the security guards, (2) finalize its development of the Language Access Policy that is reviewed and approved by OHR, (3) continue to improve its website accessibility by completing the missing links to vital documents such as the “Real ID Customer Handout” and (4) recommendation for FY23: it is recommended that DMV report of translations related to their outreach efforts in the Outreach section of the quarterly and annual reporting and/or specify which LEP/NEP communities they targeted.

### PREPAREDNESS

## 5/5

DMV attended four of six bi-monthly meetings in FY 2022 and held six trainings on language access compliance requirements.

### ACCESSIBILITY

## 3/3

In FY 2022, the agency participated in four outreach efforts.

### QUALITY

## 5/5

No complaint was filed against DMV in FY 2022. The agency was subjected to in-person LA field testing and scored a 5.43 out of 6.

AGENCY

# DEPARTMENT OF PARKS AND RECREATION (DPR)



OVERALL COMPLIANCE SCORE

7/13

FY22

Encounters

106

### FY22 Top Languages Encountered:

Spanish, Amharic, French, Vietnamese

FY21 Encounters: 71 | FY21 Score: 7/11

In the area of preparedness, the Department of Parks and Recreation (DPR) met three of the compliance requirements by attending most bi-monthly meetings and communicating effectively with the Language Access Program. DPR has also added LA certification language to the Notice of Grant Agreement to ensure funded entities compliance with the Act. Although the agency did not facilitate training, it remained in compliance since training is not due until FY23. However, the agency does not have a current internal Language Access policy on file. It is noted that the agency did not submit comprehensive data about the agency's LA compliance activities, the score is derived from the available information.

In the area of accessibility, the agency translated one documents into Spanish, French and Chinese-Simplified "DPR After School Meals", "Jump in DC Event Invitation" and "Spray Park Hours Extension". However, the documents are not available on the language support pages of its website, making them inaccessible to the LEP/NEP community. The agency participated in one outreach event to engage the Spanish-speaking community.

In the area of quality, the agency underwent both in-person and telephonic field testing, results reflect that DC Department of Recreation (DPR) divisions provided interpretation in nine out of 20 tests (45%). DPR divisions struggled to provide consistent interpretation both over the phone and in-person.

The agency has not followed any of the recommendations prescribed in FY 2022.

In FY23, OHR recommends that DPR implements the following: (1) improve on the collection and completion of reporting comprehensive data, (2) provide Language Access Compliance training in FY23 to remain in compliance, additionally, OHR recommends that DPR provides the Language Line Solutions training, (4) identify and translate vital documents, and (5) improve its website to provide equitable access to vital information for the LEP/NEP population, and (6) proactively engage and collaborate with the constituent offices within the Mayor's Office of Community Affairs to provide equal access to the agency's services and programs.

### PREPAREDNESS

3/5

DPR attended five bi-monthly meetings in FY 2022 and held zero language access trainings for its staff.

### ACCESSIBILITY

2/3

In FY 2022, the agency participated in one outreach event.

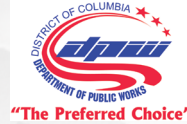
### QUALITY

2/5

No complaints were filed against DPR in FY 2022. In FY 2022, the agency scored a 2.7 out of 6 in field testing.

AGENCY

# DEPARTMENT OF PUBLIC WORKS (DPW)



OVERALL COMPLIANCE SCORE

# 5/11

FY22

Encounters

## 664

### FY22 Top Languages Encountered:

Spanish, Mandarin, Cantonese, French, Somali, Arabic, Vietnamese, Nepali

**FY21 Encounters:** 978 | **FY21 Score:** 6/11

In the area of preparedness, the Department of Public Works (DPW) met two of five compliance requisites by utilizing three encounter tracking mechanisms: telephonic interpretation reports, in-person/virtual interpretation reports, and bilingual staff encounters, and confirmed that it does not have any funded entities to certify. However, the annual report was not certified, only includes three quarters, and considered incomplete. The compliance score is derived from the available information. The agency is still operating without an updated language access (LA) policy. The agency did not report any language access compliance trainings for its staff.

In the area of accessibility, DPW translated one document into Spanish such as "Winter Ready DC". The website remains inaccessible to the LEP/NEP community as translated documents are not housed under the corresponding Language Support Pages. For a second year in a row, the agency has not made efforts to engage the linguistically diverse population of the District.

DPW did not fulfill any of the recommendations made in FY 2022. In FY23, it is recommended that DPW: (1) provide a complete report in a timely manner, (2) update its internal LA policy, (3) provide LA compliance training, (4) ensure translated documents available through the Language Support Pages, as they are currently inaccessible, (5) identify and translate vital documents (such as "Winter Ready DC," and (6) engage the LEP/NEP community through outreach efforts.

### PREPAREDNESS

## 2/5

DPW attended six of six bi-monthly meetings in FY 2022 and did not report having held any trainings.

### ACCESSIBILITY

## 1/3

In FY 2022, the agency did not participate in any outreach events.

### QUALITY

## 2/3

No complaints were filed against DPW in FY 2022. The agency was not tested in FY 2022.

AGENCY

# DEPARTMENT OF SMALL AND LOCAL BUSINESS DEVELOPMENT (DSLBD)



OVERALL COMPLIANCE SCORE

6/13

FY22

Encounters

16

### FY22 Top Languages Encountered:

Spanish, Amharic, Korean

FY21 Encounters: 21 | FY21 Score: 10/11

In the area of preparedness, the Department of Small and Local Business Development (DSLBD) reports 16 language encounters, it is noted that agency only utilized one data collection method. The agency reports having held one language access compliance training conducted with 32 participants. The agency continued to work towards grantee Language Access compliance by collecting language encounters.

In the area of accessibility, DSLBD did not report any vital document translations. The DSLBD website includes Language Support Pages, however the links to the translated vital documents such as "CBE Application" is in English. The agency reported zero outreach events.

In the area of quality, DSLBD did not improve website accessibility as recommended in previous reviews. The LA field testing results showed that 2 of 5 (40%). telephonic testers received interpretation services.

The agency did not fulfill recommendations made in FY 2022.

In FY23, it is recommended that the agency: (1) utilize three data collection methods for encounters with Limited-English Proficient/Non-English Individuals (in-person/virtual interpretation, telephonic interpretation, and bilingual staff encounters, (2) begin the process of drafting an updated Languages Access Policy that is reviewed and approved by OHR in FY23, (3) remain current with grantee compliance by providing Language Access training, (4) translate its vital documents into the six languages most likely to be encountered in the District, (5) ensure that the links in the Language Support Pages are translated into the respective language and accessible. expand translations into the other five languages likely to be encountered in the District and make them accessible in the agency's language support pages of its website, (6) engage the LEP/NEP communities by partnering with MOLA, MOAA, and MOAPIA and also reporting these efforts, (7) close compliance gaps by providing Language Access and Language Line Solutions Training to all staff as well as the staff of funded entities.

PREPAREDNESS

4/5

DSLBD attended five of six bi-monthly meetings in FY 2022 and held one training on language access compliance requirements for staff.

ACCESSIBILITY

0/3

In FY 2022, the agency participated in zero outreach events.

QUALITY

2/5

No complaints were filed against DSLBD in FY 2022. The agency underwent LA field testing and scored a total of 2.4 out of 6 in FY 2022.

AGENCY

# DEPARTMENT OF YOUTH REHABILITATION SERVICES (DYRS)



OVERALL COMPLIANCE SCORE

# 7/11

FY22 Encounters

## 308

**FY22 Top Languages Encountered:**  
Spanish

**FY21 Encounters:** 599 | **FY21 Score:** 7/11

In the area of preparedness, the Department of Youth Rehabilitation Services' (DYRS) submitted a comprehensive Language Access (LA) compliance implementation report and utilized three encounter data collections mechanisms. The agency's LA policy is current. The agency held two LA compliance trainings with 18 participants that included new hires and managers. As in the previous annual compliance review, the agency has not reported that any grantees and contractors were trained in FY 2022.

In the area of accessibility, the agency reported that it did not generate any new documents and therefore there were no document translations. The agency has established a Language Support Page (LSP) in Spanish. However, translated vital documents such as, "The Family Bill of Rights" are only available under the English subject page rather than accessible via the Spanish LSP. The agency did not report any outreach events engaging the LEP/NEP communities of the District.

In the area of quality, DYRS fulfilled one of the three recommendations made for FY 2022. In FY23, it is recommended that DYRS: 1) translate vital documents that are available in English such as the "What Love Looks Like for your Family" PDF as well as report, 2) improve accessibility of its website by translating and making information that is available in English such as "For Families" available on the Spanish Language Support Page, and 3) report on its outreach efforts and specify LEP/NEP populations encountered.

PREPAREDNESS

## 4/5

In FY 2022, DYRS attended five of six Bimonthly Meetings and held two training.

ACCESSIBILITY

## 1/3

In FY 2022, the agency did not participate in any outreach events.

QUALITY

## 2/3

No complaints were filed against DYRS in FY 2022. The agency was not tested in FY 2022.

AGENCY

# DEPARTMENT ON DISABILITY SERVICES (DDS)



OVERALL  
COMPLIANCE  
SCORE

7/11

FY22

Encounters

2,063

### FY22 Top Languages Encountered:

Spanish, Amharic, Mandarin, Arabic, French, Russian, Nepali

FY21 Encounters: 2,084 | FY21 Score: 7/11

In the area of preparedness, the Department on Disability Services (DDS) has complied with reporting requisites by providing comprehensive data on Language Access compliance activities. The agency continues to work on finalizing their internal language access (LA) policy. In FY 2022, the agency held 21 trainings with 48 new hires. OHR looks forward to DDS' completion of the goal to "Establish Electronic Contractor and Grantee Collection and Compliance." The agency communicates effectively and proactively to inquiries from the Language Access Program.

In the area of accessibility, DDS translated 18 documents into the top six languages encountered in the District government including, "Eligibility to Receive DDA services" and "DDA Intake Application". The agency has included these two translated documents on its website; however, they are housed under subject matter instead of in the language support pages of the website. Additionally, DDS participated in 47 outreach events reaching 5,765 individuals in the Latino and African community.

In the area of quality, the agency did not meet recommendations that OHR made in FY 2021. In FY23, it is recommended that DDS: (1) finalizes its updated Language Access Policy that is reviewed and approved by the LA team, (2) explicitly state the reporting requirements of encounters with LEP/NEP under (Section C.5.3.1.15) within MOUs/RSAs, and (3) make translated vital documents available on the respective Language Support Pages rather than the English subject pages.

### PREPAREDNESS

3/5

DDS attended six of six bi-monthly meetings in FY 2022 and held 21 trainings on language access compliance requirements.

### ACCESSIBILITY

2/3

In FY 2022, the agency participated in 47 outreach events.

### QUALITY

2/3

No complaints were filed against DDS in FY 2022. The agency was not tested in FY 2022.



AGENCY

# DISTRICT DEPARTMENT OF TRANSPORTATION (DDOT)



OVERALL COMPLIANCE SCORE

# 8/11

FY22 Encounters

## 201

### FY22 Top Languages Encountered:

Spanish, Amharic, Portuguese, Vietnamese, Mandarin, Korean, Italian, German, Turkish.

**FY21 Encounters:** 136 | **FY21 Score:** 8/11

In the area of preparedness, the District Department of Transportation (DDOT) continued to report comprehensive data for LEP/NEP encounters. The agency's Language Access Policy was last updated in 2020 and expired within FY 2022. It is critical that DDOT updates the policy in FY23. The agency held two LA compliance training events. As in the last review, DDOT's contracts include language requiring the grant recipient to comply with laws and regulations governing language access under Title VI of the Civil Rights Act of 1964. However, it does not include specific requisites of the District's Language Access Act.

In the area of accessibility, DDOT translated a total of 17 documents into Spanish, Amharic, Chinese, French, Korean, Vietnamese: "2022 Car Seat Safety Information". The agency's website has established Language Support Pages (LSPs), but it still lacks translated versions of vital documents that are available in English. It is noted that translated material such as "2022 Car Seat Safety Information," are uploaded on the subject pages in English instead of the respective LSPs, making them inaccessible. The agency participated in one outreach event: "Latinx Conference for Persons with Disabilities".

In the area of quality, DDOT fulfilled one recommendation in FY 2022, which was the reporting of participants in Language Access training. In FY23, it is recommended that DDOT: (1) strengthen its MOUs with contractors/grantees to include the District's Language Access Act of 2004 compliance requisites and (2) improve the accessibility of its website by housing translated vital documents within the Language Support Pages rather than the English subject page.

### PREPAREDNESS

## 4/5

In FY 2022, DDOT attended six of six Bi-monthly Meetings.

The agency held two language access compliance trainings.

### ACCESSIBILITY

## 2/3

In FY 2022, the agency participated in one outreach events.

### QUALITY

## 2/3

No complaints were filed against DDOT in FY 2022. The agency was not subjected to testing in FY 2022.

AGENCY

# DISTRICT OF COLUMBIA DEPARTMENT OF HEALTH (DC HEALTH)

DC | HEALTH  
GOVERNMENT OF THE DISTRICT OF COLUMBIA

OVERALL  
COMPLIANCE  
SCORE

7/13

FY22

Encounters

64,973

## FY22 Top Languages Encountered:

Spanish, Amharic, Mandarin, French, Vietnamese, Korean

FY21 Encounters: 78,799 | FY21 Score: 8/13

In the area of preparedness, the District of Columbia Department of Health (DC Health) submitted a comprehensive and timely Language Access implementation report. The agency's Language Access (LA) policy was last updated in 2019 and expired in 2021. The agency held two LA compliance training events with 90 participants.

In the area of accessibility, DC Health translated 33 documents into the top six languages encountered in the District such as the "COVID-19 Boosters" and "COVID-19 Cleaning and Disinfection". The agency website has Language Support Pages, but they do not include links to any translated vital documents. It is noted that the agency translated vital documents such as, "COVID-19 Boosters" and "School Immunization Requirements Guide". It is also noted that translated documents such as "COVID-19 Boosters" and "COVID-19 Disinfection and Cleaning" are not found on the Coronavirus.dc.gov site. The "Monkeypox Factsheet" is translated into Spanish, but not accessible, as it is found in the English subject page. The agency held 16 outreach events engaging 148,621 individuals of DC's linguistically diverse community through multiple outlets such as news channels, public transportation posters, and partnering with the Mayor's Office on African Affairs.

In the area of quality, the DC Department of Health scored a 3.45/6 on LA field testing.

The agency did not fulfill its recommendations from FY 2022 including improving website accessibility and ensuring grantee compliance with the Language Access Act.

DC Health's failure to certify and train its grantees for compliance with the Act is exemplified in the egregious field-testing narratives provided by testers, both in FY 2021 and FY 2022.

In FY23, it is recommended that DC Health: (1) update its LA policy that is reviewed and approved by OHR, and valid for a period of two years, (2) improve grantee compliance with the Language Access Act by training and certifying compliance, (3) improve accessibility to the translated vital public health documents that is available in English, (4) improve outreach by engaging and reporting its outreach efforts to the Asian LEP/NEP community.

PREPAREDNESS

3/5

DC Health attended five of six bi-monthly meetings in FY 2022 and held two language access compliance trainings.

ACCESSIBILITY

2/3

In FY 2022, the agency participated in 16 outreach events.

QUALITY

2/5

There were zero language access complaints filed against the agency in FY 2022. The agency underwent LA field testing both telephonic and in-person. The results show that in 7 out of 11 instances, testers received interpretations services.

AGENCY

# DC HOUSING AUTHORITY (DCHA)



OVERALL  
COMPLIANCE  
SCORE

# 5/13

FY22  
Encounters

## 809

### FY22 Top Languages Encountered:

Spanish Amharic, Vietnamese, Mandarin, French, Farsi, Russian, Tigrinya, Cantonese

**FY21 Encounters:** 831 | **FY21 Score:** 5/11

In the area of preparedness, the DC Housing Authority (DCHA) complied with two of the three requisites under this section. Although the agency provided reports for all four quarters, the Annual Report was not certified, and considered incomplete. The score is derived from the available information. The agency's communication has improved as the agency now has a Language Access team. DCHA continued to train its agency staff through 15 LA compliance trainings with 278 participants. However, it remains unclear if the agency included grantee/contractors in any of these trainings. It is also unclear if language access compliance requirements are included in DCHA's Memorandums of Understanding (MOUs) and contracts with its grantees/contractors.

In the area of accessibility, the agency translated 12 documents into Spanish and Amharic, including: "Live in Aide Information Form" and "Wait List FAQ". It has been noted that the agency is currently using a translation feature on its website. However, the translation feature menu is in English only and not accessible to Limited English Proficient and Non-English Proficient (LEP/NEP) individuals. The agency's website continues to operate without a Language Support Section. It is utilizing a translation feature that does not extend to linked vital documents. In terms of outreach, the agency did report any outreach activities geared towards engaging the LEP/NEP community it serves. The agency provided over-the-phone interpretation in 5 out of 15 (33%) field tests.

In the area of quality, the agency did not fulfill any of the recommendations made in FY 2022. In FY23, it is recommended that DCHA: (1) provide complete annual reporting, (2) update its internal Language Access Policy, (3) certify grantee/funded entities' compliance with the Act, (4) improve its website by creating Language Support Pages that will house translated vital documents onto the respective language page, and (5) partner with the constituent offices within the Mayor's Office of Community Affairs to provide outreach to LEP/NEP populations.

### PREPAREDNESS

## 3/5

DCHA attended six out of six bi-monthly meetings in FY 2022 and trained frontline employees, managers, and their public safety department on language access compliance requirements.

### ACCESSIBILITY

## 1/3

In FY 2021, DCHA reported that they held one outreach effort.

### QUALITY

## 2/5

DCHA did not receive any public complaints in FY 2022. The agency underwent telephonic language access field testing and scored a 2 out of 6.

**AGENCY**

**OFFICE OF ZONING  
(DCOZ)**



**OVERALL  
COMPLIANCE  
SCORE**

**11/11**

**FY22  
Encounters**

**2**

**FY22 Top Languages Encountered:**

Spanish, Italian

**FY21 Encounters: 4 | FY21 Score: 7/11**

In the area of preparedness, the Office of Zoning (DCOZ) has a current internal language access (LA) policy for FY 2022. The agency held six Language Access compliance trainings with six participants. Additionally, DCOZ maintains that it does not have grantees/funded entities.

In the area of accessibility, DCOZ translated the content of its website pertaining to Virtual Public Hearings and one document, "Request Certification of Zoning Online" into Spanish, Amharic, Chinese, French. DCOZ' website includes the translations of vital public information regarding virtual public meetings and hearings in multiple languages. The agency engaged the Latino, African and Asian & Pacific Islanders community in three outreach events with 150 attendees.

In the area of quality, OHR commends the DCOZ for fulfilling all three of the recommendations made in FY 2022 which resulted in an increase of four points in the overall compliance score.

In FY23, it is recommended that DCOZ: (1) finalize its development of a Language Access Policy that is reviewed and approved by OHR and (2) improve accessibility of public-facing translated documents such as "Request Certification of Zoning Online," are made on the corresponding Language Support Pages of the website.

**PREPAREDNESS**

**5/5**

DCOZ attended five of six bi-monthly meetings in FY 2022 and held three trainings on language access compliance requirements.

**ACCESSIBILITY**

**3/3**

In FY 2022, the agency participated in three outreach events.

**QUALITY**

**3/3**

No complaints were filed against DCOZ in FY 2022. The agency was not tested in FY 2022.

AGENCY

# DISTRICT OF COLUMBIA PUBLIC LIBRARY (DCPL)



OVERALL  
COMPLIANCE  
SCORE

# 10/13

FY22  
Encounters

## 168

### FY22 Top Languages Encountered:

Spanish, Mandarin, Vietnamese, Amharic, Korean, Russian, Arabic, Thai, Turkish.

**FY21 Encounters:** 66 | **FY21 Score:** 10/11

In FY 2022, the District of Columbia Public Library (DCPL) met all the preparedness requirements and submitted all quarterly and annual reports on time. DCPL has a current Language Access Policy. The agency held four LA compliance training events with 45 participants. As verified in the previous compliance review the agency does not have grantees.

In the area of accessibility, the agency reported one document translation into Spanish, Amharic and Chinese: “Books from Birth Postcard”. Although the agency’s website has Language Support Pages (LSPs), many translated resources such as “Books from Birth” are only accessible from the English menu and categorized by subject rather than being housed in the LSPs. DCPL participated in 310 outreach events engaging the Latino, African and Asian & Pacific Islanders communities.

In FY 2022, DCPL underwent LA field testing, during in-person and telephonic field testing, DC Public Library locations provided interpretation in 18 out of 22 total field tests (82%).

DCPL did not fulfill the recommendation from FY 2022 to update its LSPs with information that is available in English. In FY23, it is recommended that DCPL: 1) update its internal Language Access Policy, including incorporating the OHR template, so that it is effective in FY23 and FY24, 2) improve the accessibility of its website by translating “Select Language” or including a symbol/graphic that denotes multilingual access, reorganizing translated pages such as “Books from Birth” to be accessible from the LSP, and (3) provide its security staff with language access training.

### PREPAREDNESS

## 5/5

DCPL attended three bi-monthly meetings in FY 2022 and held four trainings for frontline employees and managers on language access compliance requirements.

### ACCESSIBILITY

## 2/3

In FY 2021, the agency participated in 86 outreach events.

### QUALITY

## 3/5

No complaints were filed against DCPL in FY 2022. The agency underwent testing and scored a 4.5 out of 6 in FY 2022.

AGENCY

# DISTRICT OF COLUMBIA PUBLIC SCHOOLS (DCPS)



OVERALL  
COMPLIANCE  
SCORE

# 8/13

FY22

Encounters

## 19,385

### FY22 Top Languages Encountered:

Spanish, Amharic, French, Arabic, Mandarin, Vietnamese, Russian, Bengali, Dari, Tigrinya, Farsi, Japanese, Turkish, Portuguese, Oromo, Burmese, Ukrainian

**FY21 Encounters:** 30,678 | **FY21 Score:** 11/13

In the area of preparedness, District of Columbia Public Schools (DCPS) reported comprehensive data on LEP/NEP encounters that includes bilingual staff encounters, telephonic interpretation services, and in-person. DCPS maintained an effective Language Access Policy throughout FY 2022. The agency facilitated 17 trainings with 4,807 participants including 98 school-based security guards on LA compliance. Additionally, the agency trained patient care technicians and in-school nurses.

In the area of accessibility, the agency has translated, edited, and/or updated 656 documents in the top five languages encountered by the agency. These documents included confidential, programmatic, and informative communication. The agency's website prominently displays Language Support Page (LSP) options in the top five languages in addition to the Google Translate language selection feature. In FY 2022, DCPS conducted 4 outreach events with 6,888 participants including individuals from the Chinese, Vietnamese, Spanish and Amharic-speaking communities. DCPS issued cell phones that have the Language Line Solutions (LLS) app pre-installed. DCPS desk phones are also configured to have LLS on speed-dial via a button. LLS is also integrated into the agency's Teams app for video conferencing. DCPS has shared alternate instructions for teachers to be able to store the LLS phone number and client ID on non-DCPS cellphones for ease of accessibility. OHR commends DCPS for these accessibility efforts.

In the area quality, In the area of quality, field testing of DCPS' Brightwood education campus, DCPS Calvin Coolidge High School, Cardozo, Kelly Miller, Roosevelt and Jackson Reed resulted in 11 out of 26 testers receiving interpretation services (42%).

The recommendations made in FY 2022 were not fulfilled. In FY23, it is recommended that DCPS: 1) provide a sample list of translated vital documents within the Conclusion Section of the Annual Report, 2) provide refresher Language Line Solutions training to school and central office staff to better prepare them to serve the Limited English Proficient and Non-English Proficient (LEP/NEP) populations over the phone, and 3) complete the process of updating its Language Access Policy.

### PREPAREDNESS

## 4/5

DCPS attended all six bi-monthly meetings in FY 2022 and held 17 trainings for frontline employees, contractors, and managers on language access compliance requirements.

### ACCESSIBILITY

## 2/3

In FY 2022, the agency participated in four outreach events.

### QUALITY

## 3/5

No complaints were filed against DCPS in FY 2022. The agency was subjected to OHR's LA field testing and scored a 2.54 out of 6.

AGENCY

# DC FIRE AND EMERGENCY MEDICAL SERVICES DEPARTMENT (FEMS)



OVERALL  
COMPLIANCE  
SCORE

# 3/11

FY22  
Encounters

**NOT  
REPORTED**

**FY22 Top Languages Encountered:**  
Not Reported

**FY21 Encounters:** Not Reported | **FY21 Score:** 4/11

In the area of preparedness, the DC Fire and Emergency Medical Services agency (FEMS) did not comply with any of the reporting requirements mandated by the Language Access Act. The LA compliance implementation report is incomplete. The score is derived from the available information.

In the area of accessibility, FEMS failed to meet all the accessibility compliance requirements. The agency has established Language Support Pages that include translated vital documents. However, it is noted that the links within each Language Support Pages are in English.

In the area of quality, the agency did not have any complaints filed against it and did not have any findings of non-compliance. However, FEMS did not fulfill any of the recommendations made in FY 2022.

FEMS did not fulfill any of the recommendations made in FY 2022.

In FY23, it is recommended that FEMS: (1) reports its quarterly and annual data in a complete and timely manner, (2) establish the LA policy that has been reviewed and approved by the LA Program, (3) provide Language Access training to all FEMS staff as a compliance requisite, (4) establish grantee/contractor compliance with the Language Access Act as established in DCMR 4 1205.16 (c), (5) translate vital documents and report those translations onto the database, and (6) improve its website's Language Support Pages to include translated titles to vital documents so that they are accessible.

OHR strongly recommends that FEMS strengthens its compliance with the Act since it is an emergency response entity servicing the entire District.

PREPAREDNESS

# 1/5

The agency Language Access Coordinator and/or a representative attended five of six Bimonthly Meetings in FY 2022.

ACCESSIBILITY

# 0/3

In FY 2022, the agency did not report having participated in any outreach events.

QUALITY

# 2/3

No complaints were filed against FEMS in FY 2022. The agency was not tested in FY 2022.

AGENCY

# HOMELAND SECURITY AND EMERGENCY MANAGEMENT AGENCY (HSEMA)



OVERALL COMPLIANCE SCORE

# 6/11

FY22 Encounters **5**

**FY22 Top Languages Encountered:**  
Spanish, Amharic, Mandarin

**FY21 Encounters:** 4 | **FY21 Score:** 8/11

In the area of preparedness, the Homeland Security and Emergency Management Agency (HSEMA) has not finalized the update to its internal language access (LA) policy. The agency rolled out its online Language Access training module for a total of four trainings with 17 participants. HSEMA has confirmed that it does not have any funded entities to certify.

In the area of accessibility, HSEMA translated one vital document into Spanish, “Boil Water Advisory”. The agency website does not have any Language Support Pages. Vital document translations in the top six languages are uploaded within the ReadyDC portal, but they are not accessible being housed under the subject menu item. HSEMA engaged the Spanish speaking community through 10 outreach events. Based on the reported information, it is uncertain if other LEP/NEP communities of the District were engaged by the agency.

HSEMA did not meet the recommendations made in FY 2022.

In FY23, it is recommended that HSEMA: (1) improve its reporting by providing a conclusion and certifying its annual report, (2) complete the final step of updating its internal Language Access policy by having the draft policy, which was approved by OHR, reviewed and approved by the HSEMA director, (3) remedy the inaccessibility of its website by establishing Language Support Pages and reorganizing or linking the translated ReadyDC vital documents within the LSPs, and (4) enhance its outreach efforts by engaging other LEP/NEP communities beyond the Spanish-speaking community.

PREPAREDNESS

# 3/5

HSEMA attended six of six bi-monthly meetings in FY 2022 and held four trainings on language access compliance requirements.

ACCESSIBILITY

# 1/3

In FY 2021, the agency participated in 10 outreach events.

QUALITY

# 2/3

No complaints were filed against HSEMA in FY 2022. The agency was not tested in FY 2022.



AGENCY

# METROPOLITAN POLICE DEPARTMENT (MPD)



OVERALL COMPLIANCE SCORE

# 12/13

FY22

Encounters

## 4,785

### FY22 Top Languages Encountered:

Spanish, Amharic, Mandarin, French, Arabic, Korean, Russian, Vietnamese, Bengali, Portuguese, Tigrinya, Mongolian, Cantonese, Somali, Turkish, Burmese, Farsi, Creole, German, Japanese, Urdu, Ukrainian

**FY21 Encounters:** 4,533 | **FY21 Score:** 9/13

In the area of preparedness, the Metropolitan Police Department (MPD) although the agency provided a comprehensive language encounters report for each quarter, it did not complete the Language Access compliance report close out section. Throughout the duration of FY 2022, the agency had an updated language access policy in place. The agency held nine trainings with 4,785 total participants. MPD has provided evidence of agreements with other District agencies to meet contractors' LA compliance requisites.

In the area of accessibility, the agency did not report any document translations. The agency's website has established Language Support Pages (LSPs) that have links to translated vital documents. However, the "File a Police Report Online" function remains inaccessible, being only available in English. Additionally, the agency participated in 120 outreach events, engaging the top three LEP/NEP communities in the District: Latino, African, and Asian and Pacific Islander communities.

In the area of quality, MPD's field testing results show that locations provided interpretation in eight out of eight tests (100%.) The total score was 5.75 out of 6.

In FY23, it is recommended that MPD: 1) provide and certify complete quarterly and annual reporting, including the conclusion section, 2) establish an updated internal LA Policy that is reviewed and approved by OHR as soon as possible, 3) translate its vital documents and report them, 4) continue to improve its website accessibility by developing a multilingual version of the "File a Police Report Online" function and linking them through the respective LSPs.

### PREPAREDNESS

## 5/5

MPD attended four of six bi-monthly meetings in FY 2022 and held nine trainings on language access compliance requirements.

### ACCESSIBILITY

## 2/3

In FY 2022, the agency participated in 120 outreach events engaging the top three LEP/NEP communities in the District.

### QUALITY

## 5/5

There were no complaints filed against MPD in FY 2022. The agency was subjected to telephonic field testing, which resulted in eight of eight testers receiving telephonic interpretation.

AGENCY

# OFFICE OF ADMINISTRATIVE HEARINGS (OAH)



OVERALL COMPLIANCE SCORE

# 11/11

FY22

Encounters

## 395

### FY22 Top Languages Encountered:

Spanish, Amharic, Russian Arabic, Mandarin, French, Tigrinya, Dari, Oromo.

**FY21 Encounters:** 1,140 | **FY21 Score:** 10/11

In the area of preparedness, the Office of Administrative Hearings (OAH) completed the process of updating its internal language access (LA) policy in FY 2022. The agency held 11 training events with 129 participants. The agency does include LA compliance requirements for its funded entities and contractors in its policy.

In the area of accessibility, OAH translated 43 vital documents, such as “Agency Consent Service by Email” into Spanish and Amharic the most encountered languages by the agency. OAH recently overhauled its website and preserved the level of accessibility by including Language Support Pages (LSPs) in Amharic and Spanish. The LSPs include translated vital documents such as, “Taxpayers Protest of a Proposed Assessment” and the “Blank Submission Form”. It is noted that the agency’s outreach plan is achieved through written communication that informs all parties of the availability of free interpretation and translation services for all cases. The agency conducted 11 LA compliance trainings with 129 attendees.

In the area of quality, OAH fulfilled most of the recommendations made in FY 2022. In FY23, it is strongly recommended that OAH expand the Language Support Pages of its website to include Simplified Chinese, Vietnamese, Korean, and French. Additionally, it is recommended that OAH add a translated version of the Portal for OAH Payments to the respective LSPs. This is a critical accessibility improvement.

### PREPAREDNESS

## 5/5

OAH attended all six bi-monthly meetings in FY 2022 and held 11 trainings on language access compliance requirements.

### ACCESSIBILITY

## 3/3

In FY 2022, the agency has provided an outreach plan that satisfies the compliance requisites.

### QUALITY

## 3/3

No complaints were filed against OAH in FY 2022. The agency was not tested in FY 2022.

AGENCY

# OFFICE OF CONTRACTING AND PROCUREMENT (OCP)



OVERALL COMPLIANCE SCORE

# 5/11

FY22 Encounters

## 24

**FY22 Top Languages Encountered:**  
Spanish

**FY21 Encounters:** 14 | **FY21 Score:** 4/11

In the area of preparedness, the Office of Contracting and Procurement (OCP) met three of the Language Access (LA) implementation requirements in FY 2022. The agency continues to operate without an internal LA policy. The agency provided one LA compliance training reaching 169 employees. OCP does not have any grantees, however, it provided 19 Language Access compliance trainings to its contractors.

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 FY 2022.

In the area of quality, OCP has not fulfilled any of the recommendations in FY 2022.

In FY23, it is recommended that OCP: (1) enhance its encounter tracking mechanism to include in-person/virtual interpretation services and bilingual staff encounters (2) develop a Language Access Policy that is reviewed and approved by the LA team, (3) certify grantee/funded entities' compliance with the Act, (4) translate vital documents and report those translations onto the database, (5) update its Language Support Pages and upload translated vital documents onto the website, (6) proactively engage and collaborate with the constituent offices within the Mayor's Office of Community Affairs to provide equal access to the agency's services and programs, and (7) fulfill the remaining Languages Access recommendations and work with the Program to satisfy the proposed compliance matters.

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

PREPAREDNESS

## 2/5

The agency's Language Access Coordinator attended zero of six Bimonthly Meetings in FY 2022.

ACCESSIBILITY

## 0/3

In FY 2022, the agency did not participate in any outreach events.

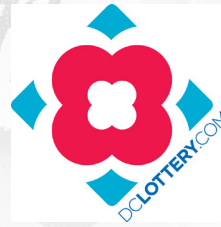
QUALITY

## 2/3

No complaints were filed against OCP in FY 2022. The agency was not tested in FY 2022.

AGENCY

# OFFICE OF LOTTERY AND GAMING (OLG)



OVERALL COMPLIANCE SCORE

# 10/11

FY22 Encounters

## 231

### FY22 Top Languages Encountered:

Amharic, Spanish, Korean

**FY21 Encounters:** 257 | **FY21 Score:** 10/11

The Office of Lottery and Gaming (OLG) maintained all the preparedness requisites for Language Access. The agency has established that it does not have any funded entities to certify LA compliance requisites. Additionally, the agency held one LA compliance training with 65 participants.

In the area of accessibility, the agency reported translating two documents into the top six languages encountered in the District: “Photon retailer Guide” and “Retailer Accessibility Guidebook”. The “Photon retailer Guide” is available to the English-speaking population but it is not equally accessible to the LEP/NEP community. Although OLG’s public-facing website continues to function with multilingual accessibility, its agency website does not have Language Support Pages or translated vital documents. It is noted that the translated document, “Photon retailer Guide” is available to the English-speaking population but it is not equally accessible to the LEP/NEP community.

The agency engaged 2,358 participants representing the African, Latino and Asian & Pacific Islander LEP/NEP communities of the District.

In the area of quality, the agency fulfilled some of the recommendations made in FY 2022. OLG continues to engage with the constituent offices within the Mayor’s Office of Community Affairs to develop ways to support the LEP/NEP community through sponsorships and support of initiatives.

However, it is recommended that in FY23 OLG: (1) develop an updated Language Access Policy that is reviewed and approved by OHR, and (2) improve the accessibility of the agency website to match the accessibility of the commercial website.

### PREPAREDNESS

## 5/5

OLG attended six of six bi-monthly meetings in FY 2022 and held one training on language access compliance requirements.

### ACCESSIBILITY

## 2/3

In FY 2022, the agency participated in eight outreach events.

### QUALITY

## 3/3

No complaints were filed against OLG in FY 2022. The agency was not tested in FY 2022.

AGENCY

# OFFICE OF PLANNING (OP)

District of Columbia  
Office of Planning



OVERALL  
COMPLIANCE  
SCORE

# 6/11

FY22

Encounters

# 12

**FY22 Top Languages Encountered:**  
Spanish

**FY21 Encounters:** 10 | **FY21 Score:** 7/11

In the area of preparedness, the Office of Planning (OP) did not complete the FY 2022 Language Access compliance implementation report. The score is derived from the available information. The Office of Planning (OP) is due to update its language access (LA) policy, however the LA program looks forward to reviewing the draft policy in FY23. The agency conducted one LA compliance training in FY 2022. The Office of Planning did not report any funded entity LA compliance activity.

In the area of accessibility, the agency reported one document translation into Spanish: "Targeted Homeowner Grant FAQ". The agency's website does not have translated documents available in the same manner vital documents are available in English. Therefore, the agency's website does not provide equitable access to the LEP/NEP community. The agency engaged the Latino community in 4 outreach events.

The agency did not fulfill any of the recommendations made in FY 2022. In FY23, it is recommended that OP: (1) provide complete annual reporting, (2) update its internal Language Access Policy, (3) certify grantee/funded entities' compliance with the Act, (4) expands its outreach efforts to engage other immigrant communities, (5) improve its website's Language Support Pages by uploading translated vital documents onto the respective language pages.

PREPAREDNESS

# 3/5

OP attended six of six  
Bimonthly Meetings  
in FY 2022.

ACCESSIBILITY

# 2/3

In FY 2022, participated in  
four outreach events.

QUALITY

# 2/3

No complaints were  
filed against OP in FY  
2022. The agency was  
not tested in FY 2022.

AGENCY

# OFFICE OF TAX AND REVENUE (OTR)



OVERALL COMPLIANCE SCORE

# 7/13

FY22

Encounters

# 3,462

### FY22 Top Languages Encountered:

Spanish, Amharic, French, Korean, Vietnamese, Mandarin, Arabic Portuguese Farsi, Urdu

**FY21 Encounters:** 3,138 | **FY21 Score:** 4/11

In the area of preparedness, the Office of Tax and Revenue provided data for all four quarters; however, it did not certify the annual report, and therefore, the reporting is considered incomplete. The data is derived from the information available. (OTR) has an outdated language access (LA) policy. The agency also did not report having held any LA compliance training. The agency has contracted security officers, however, there is no indication that they are certified under the Act or that they have received LA compliance training.

In the area of accessibility, the agency reported the translation of one document into Spanish, "OTR Notice 2022-02 At Home Covid Test Exemption from Sales and Use Tax". OTR's website does not have Language Support Pages for individual languages most commonly encountered in the District. It is noted that there is a new Language Access Page, accessible in English only, however the links leads to documents translated into Spanish and labeled in Spanish. The agency participated in 24 outreach events engaging the AAPI, African, and Latino communities of the District. The agency accomplished this by collaborating with the Mayor's Office on African Affairs, Mayor's Office on Asian and Pacific Islander Affairs, and the Mayor's Office on Latino Affairs.

In the area of quality, the agency underwent field testing, the results reflect that in 6 out of 8 tests for telephone and in-person, testers were provided interpretation services. The agency made improvements in its outreach efforts.

However, the agency met one out of the five FY 2022 compliance recommendations. In FY23, it is recommended that OTR: (1) provide a complete report in a timely manner, (2) update its internal LA policy, (3) provide LA compliance training, (4) ensure translated documents available through the Language Support Pages, as they are currently inaccessible, (5) develop Language Support Pages and upload translated vital documents onto them, and (6) translate social media tags are translated.

PREPAREDNESS

# 1/5

OTR attended five of six bi-monthly meetings in FY 2022 and did not hold any language access trainings.

ACCESSIBILITY

# 1/3

In FY 2022, the agency participated in 24 outreach events.

QUALITY

# 4/5

No complaints were filed against OTR in FY 2022. The agency underwent field testing and received 3.5 out of 6 for FY 2022.

**AGENCY**

**OFFICE OF THE ATTORNEY  
GENERAL'S CHILD  
SUPPORT SERVICES  
DIVISION (CSSD)**

**CHILD  
SUPPORT  
SERVICES**  
Office of the Attorney General  
for the District of Columbia



**OVERALL  
COMPLIANCE  
SCORE**

**9/13**

**FY22**

**Encounters**

**1,555**

**FY22 Top Languages Encountered:**

Spanish, Amharic, French, Vietnamese, Indonesian, Tigrinya

**FY21 Encounters:** 1007 | **FY21 Score:** 6/11

In the area of preparedness, the Office of the Attorney General's Child Support Services Division (CSSD) reported encounters based on two tracking sources. The agency updated its internal policy and disseminated its new LA policy and procedures to 277 employees and submitted the acknowledgement of receipt for each staff member. The agency reported zero Language Access compliance trainings, as the agency has a biennial commitment to conduct training.

In the area of accessibility, CSSD translated 13 documents such as, "Amnesty Flyer," "Clearing House Flyer", "Paying Support", translated into the top six languages encountered in the District. The CSSD website does not have Google translate capability or Language Access Support Pages. The case management modernization and website enhancement project that is slated to include multilingual access has not taken into effect. The agency reported zero outreach events.

CSSD underwent telephonic field testing, and the results show that in zero out of four tests language access assistance was not provided. The agency fulfilled most of the recommendations made for FY 2022.

In FY23, it is recommended that CSSD: 1) provide Language Access training to staff to remain current with its policy and field-testing outcomes, 2) improve its multilingual access to the website resources by developing Language Support Pages, labeled in the corresponding languages and accessible via the main page, as well as completing the establishment of multilingual access to the case management system, 3) participate and report their outreach efforts to LEP/NEP communities. The agency may partner with MOLA, MOAA, and/or MOAPIA to achieve this.

**PREPAREDNESS**

**5/5**

CSSD attended five of six bi-monthly meetings in FY 2022 and did not train its staff on language access compliance requirements.

**ACCESSIBILITY**

**1/3**

In FY 2022, the agency did not participate in any outreach events.

**QUALITY**

**3/5**

No complaints were filed against CSSD-OAG in FY 2022. The agency underwent LA field testing, the score was 1.5 out of 6.

AGENCY

# OFFICE OF THE PEOPLE'S COUNSEL (OPC)



OVERALL COMPLIANCE SCORE

# 11/11

FY22

Encounters

## 36

### FY22 Top Languages Encountered:

Spanish, Amharic, Mandarin, Vietnamese

**FY21 Encounters:** 17 | **FY21 Score:** 11/11

OHR commends the Office of the People's Counsel (OPC) for maintaining a perfect score for the past four fiscal years by fulfilling the requisites of each compliance area.

In the area of preparedness, OPC has operated with an up to date (LA) Policy throughout FY 2022. The agency maintains that it does not have any public-facing grantees and continues to include Language Access compliance language for grantees/contractors in its policy.

In the area of accessibility, the agency reported 12 document translations throughout the top six most encountered languages in the District. For example: "OPC is Your Lawyer", "Consumer Alert: OPC Warns of Upcoming Utility Service Disconnections". OPC continues to regularly disseminate vital documents in all six languages informing LEP/NEPs about their rights through documents like "OPC is Your Lawyer". The OPC website remains accessible. The agency's commitment to improving its language accessibility is seen in the prominent display of the links to Language Support Pages, each LSP includes links to translated vital documents in their respective language. Additionally, OPC conducted 37 outreach events engaging all the major LEP/NEP communities of the District.

In the area of quality, OPC provided an update on the status of the downloading of the Language Line Solutions application on agency mobile phones in FY 2022. OHR looks forward to OPC accomplishing this goal in FY23.

### PREPAREDNESS

## 5/5

OPC attended six of six bi-monthly meetings in FY 2022 and held three trainings language access compliance requirements.

### ACCESSIBILITY

## 3/3

In FY 2022, the agency participated in 37 outreach events.

### QUALITY

## 3/3

No complaints were filed against OPC in FY 2022. The agency was not tested in FY 2022.



AGENCY

# OFFICE OF THE STATE SUPERINTENDENT OF EDUCATION (OSSE)



OVERALL COMPLIANCE SCORE

9/13

FY22

Encounters

12,435

### FY22 Top Languages Encountered:

Spanish, Amharic, French, Portuguese, Arabic, Tigrinya, Turkish, Mandarin, Ukrainian, Oromo, Vietnamese, Japanese, Thai

**FY21 Encounters:** 11,149 | **FY21 Score:** 12/13

In the area of preparedness, the Office of the State Superintendent of Education (OSSE) provided a comprehensive Language Access compliance activities report. OSSE operated with a current language access (LA) policy in FY 2022. The agency trained 84 staff and grantees in two Language Access compliance trainings. OSSE maintained its commitment of ensuring grantee compliance with the LA Act.

In the area of accessibility, OSSE reported 93 documents translations into the top six languages encountered in the District. For example, documents such as "Other Primary Caregiver Form", "Child Development Home Licensing Requirements Checklist," and "Caregiver Qualification Form". It is noted that OSSE has translated many vital documents; however, the accessibility of these document remains a constraint as the documents are not organized by language under language support pages, but by English subject pages, deeming them inaccessible. The agency reported 39 Outreach events engaging the three major LEP/NEP communities of the District: Latino, African, and Asian and Pacific Islander.

In the area of quality, OSSE's main office, Division of Early Learning - Child Care Licensing, Associates for Renewal Education were subjected to in-person and telephonic field testing. 9 out of 5 (60%) testers received interpretation service. Furthermore, the agency should ensure that staff afford LEP/NEP constituents with the same customer service afforded to English speakers.

OSSE did not fulfill the recommendations made in FY 2022. In FY23, it is recommended that OSSE: 1) update the Language Access Policy to remain in compliance in FY23, 2) link all translated sections of the website and translated vital documents available on the Language Support Pages, 3) considering LA field testing results, the agency must ensure that all staff are trained and equipped with procedures to use Language Line Solutions for on-demand interpretation.

### PREPAREDNESS

5/5

OSSE attended six of the bi-monthly meetings in FY 2022 and provided two trainings on language access compliance requirements.

### ACCESSIBILITY

2/3

In FY 2022, the agency participated in 39 outreach events.

### QUALITY

5/5

No complaints were filed against OSSE in FY 2022. The agency underwent both in-person and telephonic LA field testing and scored a 4 out of 6.

AGENCY

# OFFICE OF THE TENANT ADVOCATE (OTA)



OVERALL COMPLIANCE SCORE

# 6/11

FY22 Encounters

## 314

### FY22 Top Languages Encountered:

Spanish

FY21 Encounters: 190 | FY21 Score: 8/13

In the area of preparedness, the Office of the Tenant Advocate (OTA) did not provide a comprehensive Language Access compliance activities report, the score is derived from the available information. The agency operated with an updated LA policy in FY 2022. The agency did not report any LA compliance trainings. OTA does not have grantees/contractors; however, it has included Language Access compliance language for potential funded entities within its policy.

In the area of accessibility, OTA reported to have translated 3 documents into the top six languages encountered in the District such as: "Can My Landlord do That?" and "I am Worried About Being Evicted". The website remains unchanged from previous years. Although it includes Language Support Pages (LSPs), translated vital documents are not uploaded on the LSPs. Translated documents can be found within the English subject matter pages and considered inaccessible. OTA participated in 19 outreach events, reaching 1,013 individuals from the Spanish-speaking Limited English Proficient and Non-English Proficient (LEP/NEP) communities.

OTA did not fulfill any of the recommendations made in FY 2022. In FY23, it is recommended that OTA: 1) provide more comprehensive data for LEP/NEP encounters and outreach, 2) certify the Annual Report in addition to completing the Conclusion section. Annual Reports are not considered complete until these steps are done, 3) update the internal Language Access Policy and submit to OHR for approval in order to remain in compliance, 4) provide Language Access training to the OTA staff to fulfill the compliance requirement, 5) attend the mandatory Bimonthly meetings or send an agency representative in the LAC's place if he is unable to attend, 6) improve website accessibility by uploading the translated vital documents on the respective language support pages, and 7) expand outreach efforts to target other LEP/NEP populations and report efforts with those populations. This can be done by working with MOAA and MOAPIA, in addition to MOLA.

### PREPAREDNESS

## 2/5

OTA attended three of six bi-monthly meetings and reported zero language access compliance trainings in FY 2022.

### ACCESSIBILITY

## 2/3

In FY 2022, the agency participated in 19 outreach events.

### QUALITY

## 2/3

No complaints were filed against OTA in FY 2022. The agency did not undergo LA field testing in FY 2022.

AGENCY

# OFFICE OF UNIFIED COMMUNICATIONS (OUC)



OVERALL COMPLIANCE SCORE

7/11

FY22

Encounters

23,022

## FY22 Top Languages Encountered:

Spanish, Amharic, Mandarin, French, Portuguese, Arabic, Vietnamese, Korean, Russian, Farsi, Creole, Burmese, Tigrinya

**FY21 Encounters:** 29,591 | **FY21 Score:** 4/11

In the area of preparedness, the Office of Unified Communications (OUC) provided a comprehensive Language Access compliance activity report. The agency has not completed the process of updating its internal language access (LA) policy by incorporating OHR's recommendations. OUC does not have any grantees to certify compliance with the Act.

In the area of accessibility, OUC did not report translating any vital documents. It is unclear if the agency produced any public facing document in English and therefore no translations were reported. Although the agency has language support pages it is noted that the section titled "Service Request Center", is not translated. This section is vital to the public and it is inaccessible to the LEP/NEP community. The agency engaged the African and Latino communities through eight outreach events with 1,085 participants.

In FY 2022, OUC followed one recommendation made in FY 2021, which was to provide training. However, there were several other recommendations made that were not fulfilled.

In FY23, it is recommended that OUC: (1) establish an updated internal LA Policy that includes all of the updates from OHR's template and is reviewed and approved by OHR, (2) improve its reporting by including a note if no vital documents were produced, (3) improve its website accessibility by making the Service Request Center page available in multiple languages, as the information is vital to the public, (4) expand its outreach efforts to other Non-English speaking communities by working with MOAPIA.

## PREPAREDNESS

4/5

OUC attended four of six bi-monthly meetings in FY 2022. The agency held one training on language access compliance requirements.

## ACCESSIBILITY

1/3

In FY 2022, the agency participated in eight outreach events.

## QUALITY

2/3

OUC did not have any complaints filed against it in FY 2022. The agency did not undergo LA field testing.

# COMPLIANCE RATING METHODOLOGY FOR NON-MAJOR PUBLIC CONTACT AGENCIES

Covered Entities with Non-Major Public Contact are required to meet the following Language Access Compliance requisites by:

- Designating the Language Access Point of Contact.
- Attending the Annual Language Access Orientation meeting.
- Submitting the Covered Entity's Annual Language Access Compliance Report.
- Ensuring that Covered Entity communicates effectively with the Limited and Non-English Proficient (LEP/NEP) individuals by establishing an account with the current city-wide vendor for telephonic interpretation service.
- Uploading translated vital documents and making them accessible on the Covered Entity's website through the Language Support Pages on the website.
- Establishing multilingual accessibility of its website by creating Language Support Pages (LSPs) and housing translated vital documents within the LSPs.
- Establishing an internal Language Access Policy that was developed with the LA Program's approval.

# COMPLIANCE PROFILE FOR AGENCIES WITH NON-MAJOR PUBLIC CONTACT

The DC Language Access Act of 2004 requires all covered entities to meet all Language Access requirements.

The table below presents an assessment of 26 covered entities and their level of compliance with the Act in FY 2022. The Language Access Program looks to covered entities to develop and implement their internal Language Access Policy in FY 2022 as a compliance requirement, as it was a recommendation in FY 2021.

Agencies scores are based on questions related to compliance with the Language Access Act. ★ indicates successful completion of the requirement. 'N/A' is where a particular question does not apply to the specific agency for FY22.

## FY 2022 Compliance Summary and FY23 Priorities

Department of Forensic Sciences (DFS)					
Baseline Compliance Areas					
LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	★	★	★	no	no
<p><b>FY 2022 LEP/NEP Encounters: 90</b>  <b>Top Languages Encountered: Spanish, Amharic, Vietnamese, and Turkish</b></p> <p>DCBOE fulfilled reporting requirements for FY 2022 by submitting a LA compliance implementation report, maintaining a telephonic interpretation account to meet the accessibility requirement under the LA Act. The agency also provided language access services through sound amplifiers, translated voting material, and multi-lingual signs/posters. DCBOE translated four documents into the top six (6) languages encountered in the District of Columbia. Although DCBOE is not required to conduct outreach to engage the LEP/NEP community, the agency held one outreach events engaging the Spanish speaking communities with 60 participants. OHR recognizes DCBOE's consistency in allocating resources to update language services to the District's linguistically diverse population. For the past two fiscal years the agency has not provided any language access compliance training for its staff.</p> <p>The agency did not fulfill any of the recommendations to be completed in FY 2022. For FY23, OHR recommends that the DCBOE fulfills language access compliance gaps by: (1) completes the development of its internal LA policy, (2) increasing the frequency of training for its staff on LA compliance requirements, (3) certifying its funded entities for compliance with the LA Act of 2004, and (4) developing a multilingual website to provide equitable access to vital information for the LEP/NEP population.</p>					

## DC Commission on the Arts and Humanities (CAH)

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	no	no	★	no	no

### FY 2022 Limited English and Non-English Proficient Encounters: No Data Reported Top Languages Encountered: No Data Reported

CAH is in non-compliance for failing to implement the preparedness, accessibility, and quality requirements of the Language Access Act (LAA). For the past three years the agency has failed to report any implementation data.

The agency did not fulfill any of the recommendations to be completed in FY 2022. For FY23, it is critical that CAH takes immediate steps to close Language Access compliance gaps by: (1) submitting a comprehensive LA implementation activities report to the Office of Human Rights LA program, (2) establishing its internal LA policy, (3) training its staff on LA compliance requirements, (4) certifying its funded entities for compliance with the LA Act of 2004, (5) attending the mandatory annual LA meeting, (6) identifying and translating vital documents, (7) developing a multilingual website to provide equitable access to vital information for the LEP/NEP population.

OHR strongly recommends that the agency prioritizes language access compliance implementation activities.

## District of Columbia Corrections Information Council (CIC)

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	★	★	★	no	★

### FY 2022 Limited English and Non-English Proficient Encounters: No Data Reported Top Languages Encountered: No Data Reported

The CIC fulfilled reporting requirements for FY 2022 by submitting a Language Access (LA) compliance implementation report, establishing and implementing its internal LA policy, attending the annual LA meeting and maintaining a telephonic interpretation account to meet the accessibility requirement under the LA Act. The agency reported two vital document translation into Spanish. However, the agency is due to train its staff on LA compliance.

The agency met one of the compliance review recommendations by establishing its internal LA policy. For FY23, OHR strongly recommends that the CIC: (1) provide language access training to public-facing staff, and (2) developing a multilingual website to provide equitable access to vital information for the LEP/NEP population.

## Department of Insurance, Securities, and Banking (DISB)

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	★	★	★	no	★

#### **FY 2022 LEP/NEP Encounters: No Data Reported**

#### **Top Languages Encountered: No Data Reported**

Although the Department of Insurance, Securities, and Banking submitted a Language Access (LA) compliance implementation data, the report does not reflect activities regarding preparedness, accessibility, and quality requirements of the Language Access Act (LAA). However, the agency took a major step toward Language Access compliance by instituting an internal Language Access policy.

In FY 2022, the agency did not fulfill any compliance recommendations issued in the previous compliance review. Considering that the agency provides critical financial information and services for the linguistically diverse population of the District, for FY23, OHR urges the agency take immediate steps to close Language Access Compliance gaps by: (1) training its staff on LA compliance requirements, (2) certifying its funded entities for compliance with the LA Act of 2004, (3) prioritizes identifying and translating vital documents, and (4) developing a multilingual website to provide equitable access to vital information for the LEP/NEP population.

OHR looks forward to supporting the agency address longstanding gaps in LA implementation and compliance.

## DC Health Benefit Exchange Authority (HBX)

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	★	★	★	no	★

**FY 2022 Limited English and Non-English Proficient Encounters: 5,762**

**Top Languages Encountered: Spanish, Amharic, French, Mandarin, Portuguese, Vietnamese, Cantonese, Arabic, Russian, Korean, Japanese, Bengali, Farsi, Tigrinya**

The Health Benefit Exchange Authority (HBX) continues to implement language access compliance requirements for FY 2022. HBX collaborated with the Language Access program to develop an internal Language Access Policy and its compliance training. The agency trained its staff and its funded entities with a total of three trainings with 106 participants. HBX posted appropriate language service signage in its public facing areas and during community engagement events.

The agency continues to utilize taglines, notices and forms translated into various languages: 18 Forms into Spanish, 14 Forms into Vietnamese and Korean, and 12 Forms into Amharic, French and Chinese. Additionally, HBX translated two documents into the top six languages encountered by the District government: “Coverage Application” and “Application for Health Medicaid and Cost Coverage”.

Currently the HBX website does not include any language support pages, nor does it inform the public of the multilingual DC Health Link portal. OHR recommends that at a minimum the agency includes information that directs users to its multilingual DC Health Link portal. DC Health Link’s translation mechanism does not extend to the entire website, for example when attempting to access the “Assisters” section it takes you to a general page in the target language. It is recommended that the agency conducts a quality assurance review of its multilingual functionality.



## District of Columbia Housing Finance Agency (DCHFA)

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
no	no	no	no	no	no

#### **FY 2022 LEP/NEP Encounters: No Data Reported**

#### **Top Languages Encountered: No Data Reported**

DCHFA is in non-compliance for failing to report implementation preparedness, accessibility, and quality requirements of the Language Access (LA) Act.

DCHFA oversees home ownership programs such as DC Open Doors, Home Purchase Assistance Program (HPAP), The District of Columbia Mortgage Assistance (DC MAP), ReMIT and DC4ME. The information for these programs is only available in English. To increase equitable accessibility to these programs, OHR urges DCHFA to translate this information and make it available on the agency website through the establishment of Language Support Pages (LSPs).

OHR strongly recommends that the agency take immediate steps to close Language Access Compliance gaps by: (1) developing its internal LA policy, (2) training its staff on LA compliance requirements, (3) certifying its funded entities for compliance with the LA Act of 2004, (4) identifying and translating vital documents, (5) establishing multilingual access on its website to provide equitable access to vital information for the LEP/NEP population by establishing LSPs, and (6) identifying and training a Language Access Point of Contact (LAPOC) on LA compliance.

OHR urges the agency to address longstanding gaps in LA implementation and compliance.

## DC Office of Police Complaints (DCOPC)

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	★	★	★	no	★

#### FY 2022 LEP/NEP Encounters: No Data Reported

#### Top Languages Encountered: No Data Reported

DCOPC submitted a bare Language Access (LA) implementation report for FY 2022. The agency developed its LA policy. The agency has not provided training to its staff nor has the agency translated any vital documents for the past two fiscal years.

Although the agency is not required by the LA Act to perform outreach, the agency reported that it participated in three outreach events with 90 total participants in FY 2022. The events were held at Briya Public Charter School and the National Defense University. OPC has a bare Language Support Page (LSP) in Spanish, which houses minimal information such as: complaint process and complaint forms. The Spanish LSP does not provide the same critical information as the English version of the website.

OHR strongly recommends that the agency take steps to strengthen Language Access Compliance by: (1) training its staff on LA compliance requirements, (2) certifying its funded entities for compliance with the LA Act of 2004, (3) identifying and translating vital documents, and (4) improving its website by adding the other top five languages encountered by the District government.

## District of Columbia Retirement Board (DCRB)

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	no	no	no	no	no

**FY 2022 LEP/NEP Encounters: No Data Reported**

**Top Languages Encountered: No Data Reported**

The DCRB is in non-compliance for failing to report implementation on preparedness, accessibility, and quality requirements of the Language Access (LA) Act.

Although DCRB works with specific District agency's retirement funds, some of the recipient employees are Limited English Proficient and Non-English Proficient (LEP/NEP) and therefore, impacted by the lack of multilingual communications from this agency.

OHR urges the agency to take immediate steps to close Language Access Compliance gaps by: (1) developing its internal LA policy, (2) training its staff on LA compliance requirements, (3) certifying its funded entities for compliance with the LA Act of 2004, (4) identifying and translating vital documents, (5) establishing multilingual access on its website to provide equitable access to vital information for the LEP/NEP population by establishing language support pages, and (6) identifying and training a Language Access Coordinator.

OHR looks forward to supporting the agency to address longstanding gaps in LA implementation and compliance.

## DC State Board of Education (SBOE)

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	★	no	★	★	no

**FY 2022 LEP/NEP Encounters: No Data Reported**

**Top Languages Encountered: No Data Reported**

SBOE is in non-compliance for failing to implement the preparedness, accessibility, and quality requirements of the Language Access Act (LAA). OHR notes that google translate functions throughout the website.

OHR recommends that the agency take the following steps to close Language Access Compliance gaps by: (1) developing its internal LA policy, (2) training its staff on LA compliance requirements, (3) certifying its funded entities for compliance with the LA Act of 2004, (4) reporting the translation of vital documents according to reporting guidelines, (5) conducts periodic quality control reviews of the translations made by google.

## Department of For-Hire Vehicles (DFHV)

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	★	no	★	no	no

#### **FY 2022 Limited English and Non-English Proficient Encounters: No Data Reported Top Languages Encountered: No Data Reported**

The DFHV is in non-compliance for failing to implement preparedness, accessibility, and quality requirements of the Language Access Act.

OHR acknowledges that the agency states that it is working on improving their compliance for the next fiscal year by creating a reporting process to track encounters, creating a Language Access Policy, and training staff.

OHR strongly recommends that the agency take immediate steps to close Language Access Compliance (LA) gaps by: (1) completing the development of its internal LA policy, (2) training its staff on LA compliance requirements, (3) certifying its funded entities for compliance with the LA Act of 2004, (4) translating vital documents such as: “Passenger and Drivers Know Your Rights”, “Complaint Form” and “DC Neighborhood Connect”, (5) developing a multilingual website to provide equitable access to vital information for the LEP/NEP population, and (6) improving on data collection and reporting.

OHR urges the agency to address longstanding gaps in Language Access implementation and compliance.

## Department of Forensic Sciences (DFS)

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	★	★	no	no	no

#### **FY 2022 Limited English and Non-English Proficient Encounters: No Data Reported**

#### **Top Languages Encountered: No Data Reported**

DFS reported minimal Language Access (LA) compliance implementation data. Though its website continues to house a Language Support Page in Spanish, the report is reflective of the agency not fulfilling other vital requirements under the LA Act. However, the agency took a step towards compliance by finalizing its internal LA policy.

OHR strongly recommends that the agency take immediate steps to close long standing Language Access Compliance gaps by: (1) training its staff on LA compliance requirements, (2) certifying its funded entities for compliance with the LA Act of 2004, (3) identifying and translating vital documents, (4) improving its website to provide equitable access to vital information for the other LEP/NEP communities beyond Spanish speakers, (5) registering with Language Line Solutions for on demand access to telephonic interpretation services, and (6) improving on data collection and reporting.

## District of Columbia Water and Sewer Authority (DC Water)

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	★	no	no	no	no

#### **FY 2022 LEP/NEP Encounters: No Data Reported**

#### **Top Languages Encountered: No Data Reported**

It is noted that for the past two fiscal years, DC Water has been in non-compliance for failing to report implementation preparedness, accessibility, and quality requirements of the Language Access (LA) Act.

Due to the nature of this agency's interaction with the public, OHR suggests that DC Water develop an outreach plan to communicate the agency's services to the LEP/NEP Community and provide translated versions of its forms and factsheets in print and on its website.

OHR strongly recommends that the agency takes immediate steps to close Language Access Compliance gaps by: (1) developing its internal LA policy, (2) training its staff on LA compliance requirements, (3) certifying its funded entities for compliance with the LA Act of 2004, (4) identifying and translating vital documents, and (5) establishing multilingual access on its website to provide equitable access to vital information for the LEP/NEP population by establishing language support pages.

OHR looks forward to supporting the agency to address longstanding gaps in LA implementation and compliance.

## Mayor’s Office on Community Affairs (MOCA)<sup>9</sup>

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
no	★	no	★	★	no

#### FY 2022 LEP/NEP Encounters: No Data Reported

#### Top Languages Encountered: No Data Reported

The MOCA is in non-compliance for failing to implement the preparedness, accessibility, and quality requirements of the Language Access (LA) Act. The agency has not reported language encounter data.

The agency’s website continues to utilize the Google translate feature that functions in all its pages however, it does not extend to external websites or linked forms and applications. Due to the nature of this agency’s work in community engagement, it is important to expand multilingual access on its website.

Considering MOCA’s level of public engagement, it is critical that in FY23, the agency establishes LA protocols to meet compliance requirements in the following areas: (1) identifying a new Language Access Point of Contact, (2) developing its internal LA policy, (3) training its staff on LA compliance requirements, (4) certifying its funded entities for compliance with the LA Act of 2004, (5) identifying and translating vital documents, (6) it is noted that the agency implemented the LA program’s recommendation of adding a link to Google translate, to improve multilingual access to its website, it is recommended that the agency conduct periodic quality assurance checks to ensure that translation extends to links and embedded documents.

<sup>9</sup> *In addition to their role as a consultative body in the Language Access Act, the Constituency offices (MOAA, MOAPIA, and MOLA) are covered entities that furnish information or render services, programs, or activities directly to the Districts LEP/NEP Community or contracts with other entities, either directly or indirectly, to conduct such programs, services, or activities.”*

## Mayor's Office on Community Relations and Services (MOCRS)

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	no	no	★	no	no

**FY 2022 LEP/NEP Encounters: No Data Reported**

**Top Languages Encountered: No Data Reported**

The MOCRS is in non-compliance for failing to implement the preparedness, accessibility, and quality requirements of the Language Access (LA) Act. OHR urges the MOCRS to finalize the corrective action plans to address the non-compliance finding from FY 2020.

Considering MOCRS' level of public engagement, it is critical that in FY23, the agency establishes LA protocols to meet compliance requirements in the following areas: (1) providing a LA implementation report that includes language encounter information in the LA compliance database, (2) developing its internal LA policy, (3) certifying its funded entities for compliance with the LA 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) finalizing the corrective actions that resulted from non-compliance in FY 2020.

## Office on Racial Equity (ORE)

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	★	no	no	★	★

**FY 2022 LEP/NEP Encounters: No Data Reported**

**Top Languages Encountered: No Data Reported**

It is noted that the Office of Racial Equity (ORE) took a step to meet compliance in the area preparedness by creating its internal Language Access Policy. In the area of accessibility, the agency took a significant compliance step by establishing language support pages to provide equitable access to vital information for the LEP/NEP population. However, the agency failed to submit a LA implementation report in the compliance database.

In FY23, OHR strongly recommends that the agency establish LA protocols to meet compliance requirements in the following areas by: (1) providing a LA implementation report that includes language encounter information in the LA compliance database, (2) training all staff and their funded entities, (3) certifying its funded entities for compliance with the LA Act of 2004, (4) establishing a language line solutions (telephonic interpretation) account, (5) identifying and translating vital documents,

OHR looks forward to collaborating with ORE to accomplish its set compliance goals.

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

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	★	★	★	★	no

#### FY 2022 LEP/NEP Encounters: No Data Reported

#### Top Languages Encountered: No Data Reported

The Office of Attorney General (OAG) submitted a bare Language Access (LA) implementation report for FY 2022.

The agency did not develop its internal LA policy. The agency has not provided training to its staff or funded entities for the past two fiscal years.

Although the agency is not required by the LA Act to perform outreach, the agency reported that it participated in three outreach events with 88 total participants in FY 2022. The agency translated four outreach documents into Spanish, Amharic and Tigrinya including: “Holding Co-Op and Condo Boards Accountable”, “Washington Sports Club Outreach”, and “Douglass CT Holding Co-Op and Condo Board Accountability Training Event”.

Although the agency has established multilingual access on its website, OHR recommends that it perform quality control of the translations as well as an audit of the translated information to make sure that the information is up-to-date. The website also as has a “Select Language,” but the languages are listed in English. Additionally, the website features a chat tool that is intended to recognize and respond in multilingual text, but it appears to only function in English for now.

OHR strongly recommends that the agency take immediate steps to close Language Access Compliance gaps by: (1) establishing its internal LA policy, (2) training its staff on LA compliance requirements, (3) certifying its funded entities for compliance with the LA Act of 2004, (4) identifying and translating vital documents, and (5) improving its website by performing a quality control on the translations and functions such as the chat feature as well as uploading translations in all six languages.



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

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	no	★	★	★	★

#### FY 2022 Limited English and Non-English Proficient Encounters: 42

#### Top Languages Encountered: Spanish

Office of Cable Television Film Music and Entertainment reported minimal Language Access implementation data. The agency developed its internal LA policy. There is no data reported indicating that the agency held any language access compliance training for its staff.

OHR strongly recommends that the agency take steps to close compliance gaps by: (1) collecting and reporting comprehensive data, (2) identifying and translating vital documents, (4) certifying its funded entities for compliance with the Act, and (3) improving its website to mirror the English version of its website.

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

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	no	no	★	no	★

#### FY 2022 LEP/NEP Encounters: No Data Reported

#### Top Languages Encountered: No Data Reported

OCME is in non-compliance for failing to report implementation preparedness, accessibility, and quality requirements of the Language Access Act. However, the agency took a step towards compliance with the Act by creating its internal Language Access Policy.

The agency did not report any vital document translations, and the website continues to be inaccessible to the LEP/NEP customers as it does not provide information in any of the top six languages most encountered by District government.

OHR strongly recommends that the agency takes immediate steps to close Language Access Compliance gaps by: (1) training its staff on LA compliance requirements, (2) certifying its funded entities for compliance with the LA Act of 2004, (3) identifying and translating vital documents, and (4) establishing multilingual access on its website to provide equitable access to vital information for the LEP/NEP population by establishing language support pages.

## Office of the Chief Technology Officer (OCTO)

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	★	★	★	no	★

#### FY 2022 LEP/NEP Encounters: 2

#### Top Languages Encountered: Spanish

The Office of Chief Technology Officer submitted a language access implementation activity report in the compliance database. The agency reported encounters, training, and vital document translations.

OCTO has translated vital documents such the “DC One Card” into five languages of the most frequented language for the District government. Unfortunately, the translated “DC One Card” document is considered inaccessible by the LEP/NEP community because it is housed under subject matter. The agency does not have a Language Support section on its website. It is critical that the agency improve its multilingual accessibility to properly engage and inform the LEP/NEP community of vital information.

OHR strongly recommends that the agency take immediate steps to close Language Access Compliance gaps by: (1) certifying its funded entities for compliance with the LA Act of 2004, and (2) establishing multilingual access on its website to provide equitable access to vital information for the LEP/NEP population by establishing language support pages.

OHR looks forward to supporting the agency to address longstanding gaps in LA implementation and compliance.

## Office of Disability Rights (ODR)

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	★	★	★	no	no

**FY 2022 LEP/NEP Encounters: No Data Reported**

**Top Languages Encountered: No Data Reported**

The Office of Disability Rights reported minimal information and failed to report accurate language encounters. The agency has not reported any implementation activities in the compliance areas of preparedness, accessibility, and quality requirements of the Language Access Act.

OHR strongly recommends that the agency take immediate steps to close Language Access Compliance gaps by: (1) developing its internal LA policy, (2) training its staff on LA compliance requirements, (3) certifying its funded entities for compliance with the LA Act of 2004, (4) identifying and translating vital documents, and (5) improving its website to provide equitable access to vital information for the LEP/NEP population of all six languages likely to be encountered.

## Office of Employee Appeals (OEA)

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	no	no	★	no	no

**FY 2022 LEP/NEP Encounters: No Data Reported**

**Top Languages Encountered: No Data Reported**

The OEA is in non-compliance for failing to report the implementation of preparedness, accessibility, and quality requirements of the Language Access (LA) Act.

OHR strongly recommends that the agency take immediate steps to close Language Access Compliance gaps by: (1) reporting language access implementation activities, (2) developing its internal LA policy, (3) training its staff on LA compliance requirements, (4) certify its funded entities for compliance with the LA Act of 2004, (5) identifying and translating vital documents, and (6) improving its website to provide equitable access to vital information for the LEP/NEP population.

## Office of the Inspector General (OIG)

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
no	no	no	★	no	no

#### FY 2022 LEP/NEP Encounters: No Data Reported

#### Top Languages Encountered: No Data Reported

The OIG continues to ignore its obligation to implement and report language access compliance activities required by the Language Access Act. The agency remains in non-compliance for failing to report implementation of preparedness, accessibility, and quality requirements of the Act.

OHR urges the agency takes immediate steps to close Language Access Compliance gaps by: (1) reporting language access implementation activities, (2) developing its internal LA policy, (3) training its staff on LA compliance requirements, (4) certifying its funded entities for compliance with the LA Act of 2004, (5) identifying and translating vital documents, (6) establishing multilingual access on its website to provide equitable access to vital information for the LEP/NEP population by establishing language support pages.

## Office of the Chief Financial Officer (OCFO)

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	★	no	★	no	no

#### **FY 2022 LEP/NEP Encounters: No Data Reported**

#### **Top Languages Encountered: No Data Reported**

The OCFO reported minimal LA compliance implementation activities. The agency met one of the preparedness requisites by training some of its staff in language access compliance. The agency remains in non-compliance for failing to implement the rest of the preparedness requisites. The agency did not report any LA compliance implementation activities in the compliance areas of accessibility and quality.

OHR strongly recommends that the agency takes immediate steps to close Language Access Compliance gaps by: (1) improving in the reporting of language access implementation activities, (2) developing its internal LA policy, (3) increasing the frequency of LA compliance training for its staff, (4) certifying its funded entities for compliance with the LA Act of 2004, (5) identifying and translating vital documents, (6) establishing multilingual access on its website to provide equitable access to vital information for the LEP/NEP population by establishing language support pages.

OHR looks forward to supporting the agency to address longstanding gaps in LA implementation and compliance.

## Office of Victims Services and Justice Grants (OVSJG)

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	no	★	★	no	★

**FY 2022 LEP/NEP Encounters: 10,900**

**Top Languages Encountered: Spanish, Amharic, French, Vietnamese, Mandarin, Japanese, Bengali, Urdu, Nepali, Arabic, Portuguese, Farsi**

In FY 2022, OVSJG fulfilled reporting requirements by submitting a Language Access (LA) compliance implementation report, developing its internal LA policy, maintaining the telephonic interpretation account through Language Line Solutions, and training its staff and its network of grantees. However, the agency does not report translating any documents in FY 2022.

OVSJG continues to operate its website without providing equitable access for the LEP/NEP community, considering the nature of its work it is critical that the agency move forward with providing multilingual access on its website. It is also noted that the agency has a pending complaint that was filed against one of its funded entities.

OHR strongly recommends that the agency take steps to close Language Access Compliance gaps by: (1) certifying its funded entities for compliance with the LA Act of 2004, (2) identifying and translating vital documents, (3) improving its website to provide equitable access to vital information for the LEP/NEP population.

OHR looks forward to providing technical support to OVSJG in fulfilling its implementation goals.

## Public Service Commission (PSC)

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	no	no	★	no	no

#### **FY 2022 LEP/NEP Encounters: No Data Reported**

#### **Top Languages Encountered: No Data Reported**

The Public Service Commission (PSC) is in non-compliance for failing to report the implementation of preparedness, accessibility, and quality requirements of the Language Access (LA) Act.

OHR strongly recommends that the agency take immediate steps to close Language Access Compliance gaps by: (1) reporting language access implementation activities, (2) developing its internal LA policy, (3) training its staff on LA compliance requirements, (4) certifying its funded entities for compliance with the LA Act of 2004, (5) identifying and translating vital documents, and (6) improving its website to provide equitable access to vital information for the LEP/NEP population by establishing language support pages.

## Real Property Tax Appeals Commission (RPTAC)

### Baseline Compliance Areas

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	Policy
★	no	no	★	no	no

**FY 2022 LEP/NEP Encounters: No Data Reported**

**Top Languages Encountered: No Data Reported**

In FY 2022, RPTAC reported minimal Language Access compliance implementation data. The agency did not report having held any Language Access (LA) trainings or translation of documents.

RPTAC continues to operate its website without providing equitable access for the LEP/NEP community. Considering the agency's function is to inform all District property owners about fair property value assessments, it is critical that the agency move forward with providing multilingual access on its website.

OHR strongly recommends that the agency takes immediate steps to close Language Access Compliance gaps by: (1) developing its internal LA policy, (2) training its staff on LA compliance requirements, (3) certifying its funded entities for compliance with the LA Act of 2004, (4) identifying and translating vital documents, and (5) improving its website to provide equitable access to vital information for the LEP/NEP population by establishing language support pages.



# LOOKING AHEAD

One of the major lessons learned in FY 2020 and FY 2021--throughout the global pandemic--was how important it is to be alert to our surroundings, to be informed, and to have access to public vital information. This is why in FY 2022, our goal was to strengthen the accessibility of government agencies and funded entities' communication venues/tools resources, so every Limited English Proficient and Non-English Proficient (LEP/NEP) resident, visitor, and worker in the District of Columbia have the same level of accessibility as the English speakers have on information that impacts their well-being.

While we continue working with our language access internal and external language stakeholders, we understand that there will be no effectiveness in implementing and improving language access best practice if the LEP/NEP community is not aware of its language rights in the District of Columbia. This is why OHR is looking forward to implementing a city-wide awareness campaign that will inform LEP/NEP individuals of this important and inclusive civil right that has existed in the District of Columbia since 2004.

# REFERENCES

- I. Data is derived from <https://www.census.gov/data/tables/2021/demo/foreign-born/cps-2021.html>
- II. Source: [State Demographics Data](#) | [migrationpolicy.org](https://migrationpolicy.org)  
Data is derived from <https://www.census.gov/data/tables/2021/demo/foreign-born/cps-2021.html>  
2021 American Community Survey (ACS) 1-year experimental data only subcategorized Spanish. For data on other languages, please refer to 2019 data
- III. Source: [State Demographics Data](#) | [migrationpolicy.org](https://migrationpolicy.org)



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