

# Language Service/Assistive Listening System Reimbursement Process for ANCs

Date: Date: February 1, 2023

# Who Is The Office of Human Rights?

- OHR was created to enforce the DC Human Rights Act (DCHRA) of 1977
  - One of the Nation's most progressive civil rights laws
  - Has many more expansive protected traits
  - Broader coverage than the Title VII
- Physical office for filing (441 4<sup>th</sup> Street NW, Suite 570) or online ([ohr.dc.gov](https://ohr.dc.gov))



# What OHR Does

## Proactive Arm

### Community Engagement

- Outreach,
- Informational campaigns,
- Director's Inquiries

### Education

- Curated policy
- Educational materials,
- Trainings,
- Research-based publications

## Responsive Arm

### Enforcement

- OHR investigates, prosecutes, and adjudicates complaints filed under DCHRA & other applicable laws

### Compliance

- Our programs build the capacity to ensure equal access to services (Language Access Program), public safety (Creating Safer Spaces), healthy educational environments for youth (Bullying Prevention Program), and more

# What Are the Four Areas of Enforcement?



**Educational Institutions**  
(§ 2-1402.41)



**Housing** (§ 2-1402.21)



**Employment**  
(§ 2-1402.11)



**Public Accommodation** (§ 2-1402.31)  
**and/or**  
**Government Services** (§ 2-1402.73)

# What Are the 23 Protected Traits?

- There are 23 total, but not all apply to each enforcement area

# What Federal Laws Does OHR Enforce?

1. Title VII of the Civil Rights Act of 1964 (Equal Employment Opportunity Act)
2. Age Discrimination in Employment Act of 1967
3. Title VIII of the Civil Rights Act of 1968 (Fair Housing Act)
4. The Pregnancy Discrimination Act of 1978
5. The Americans with Disabilities Act of 1990, as amended
6. Genetic Information Non-Discrimination Act of 2008

# What Local Laws Does OHR Enforce?

1. DC Human Rights Act of 1977
2. DC Family & Medical Leave Act of 1990,
3. Parental Leave Act of 1994
4. **Language Access Act of 2004**
5. Youth Bullying Prevention Act of 2012
6. Unemployed Anti-Discrimination Act of 2012
7. Fair Criminal Record Screening Amendment Act of 2014
8. Protecting Pregnant Workers Fairness Act of 2014
9. Fair Credit in Employment Act of 2016
10. Fair Criminal Record Screening for Housing Act of 2016
11. Universal Paid Leave Amendment Act of 2017
12. Employment Protections for Victims of Domestic Violence, Sexual Offenses, and Stalking Amendment Act of 2018
13. Tipped Wage Workers Fairness Amendment Act of 2018
14. Racial Equity Achieves Results Amendment Act of 2020
15. Care for LGBTQ Seniors and Seniors with HIV Amendment Act of 2020

# Language Access in DC – An Overview

- The DC Language Access Act of 2004 requires all District government agencies, public facing contractors, and grantees to ensure that **limited** and **non-English proficient** (LEP/NEP) individuals have access to the full range of government services while receiving translation and interpretation services.
- It exists to eliminate language-based discrimination, enabling District residents, workers, and visitors to receive equivalent information and services from the District government, regardless of what language they speak



**LANGUAGE  
ACCESS  
PROGRAM**

**District of Columbia Office of Human Rights**



# ANC Reimbursement for Translation and Interpretation Services

- Pursuant to the *Advisory Neighborhood Commissions Omnibus Act of 2016*, D.C. Code § 1- 309.12(d)(3)(c-i), OHR will reimburse Advisory Neighborhood Commissions (ANCs) for translation and interpretation services incurred “for residents and Commissioners who require such services in relation to Commission documents or proceedings.”
- ANCs may request reimbursement for costs incurred in providing multilingual written translation, multilingual verbal interpretation services, as well as rental or purchase of assistive listening systems

# ANC Reimbursement for Translation and Interpretation Services (cont.)

- Verbal Interpretation for Proceedings
  - Video Remote interpretation/In-Person interpretation: simultaneous or consecutive
- Document Translation; and
- Assistive Listening System (rental or purchase), if it is applicable.



# Reaching Out to Your NEP/LEP Speaking Neighbors

- The Mayor's Office on Latino Affairs (MOLA) recommends using social media posts/invitations (*i.e.*, Facebook, Twitter, Instagram, *etc.*)
- Seek out local businesses/community centers in your neighborhood that will allow you to advertise ANC Meetings and/or initiatives.



# Reaching Out to Your NEP/LEP Speaking Neighbors (cont.)

- Taglines for notices/correspondences/documents
- If a document cannot be translated in its entirety, it is recommended that one utilizes translated taglines that tells the reader of the availability for multilingual access

Language	Need help in your language? Call _____
Spanish	¿Necesita ayuda en su idioma? Llame al _____
Amharic	በቋንቋዎ እርዳታ ይሻሉ? በ _____ ይደውሉ።
Chinese	需要语言协助？请致电：_____
French	Avez-vous besoin d'aide dans votre langue ? Appelez le numéro suivant : _____
Vietnamese	Cần giúp đỡ về ngôn ngữ của bạn? Hãy gọi _____
Korean	언어 지원이 필요하세요? _____로 전화주세요.

# Reaching Out to Your NEP/LEP Speaking Neighbors: Multilingual Taglines (cont.)



Mayor Muriel Bowser And  
The Mayor's Office of Community Affairs Present

## TAX CLINIC

### Free Tax Services

**April 6 & 9** Frank D. Reeves Center  
2000 14th St NW, Washington DC

Join the Mayor's Office of Community Affairs for a free clinic to help DC residents file their taxes.

**Support in 6 Languages:**

If you are interested in participating in this event and would like language assistance, please call: (###)###-####. - Si tiene interés en participar en este evento y quisiera recibir ayuda en su idioma, por favor llame al: (###)###-####. - የዚህ ዝግጅት ተሳታፊ የመሆን ፍላጎት ካልዎት እና የትርጉም አገልግሎት የሚሹ ከሆኑ፣ እባክዎን በ (###)###-#### ይደውሉ። - 如果您有兴趣参加本次活动，且需要语言协助，请致电：(###)###-#### - Si vous souhaitez participer à cet événement et bénéficier d'une assistance linguistique, veuillez appeler le numéro suivant : (###)###-####. - Nếu bạn muốn tham gia sự kiện này và muốn được hỗ trợ về ngôn ngữ, vui lòng gọi: (202)727-3120. - 본 이벤트에 참가하기를 원하고 언어 서비스가 필요하시면 (202)727-3120 로 전화주시기 바랍니다.

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Facebook: @DCCommunityAffairs

Logos: American District of Columbia Community Affairs, DISB, Mayor's Office of African Affairs, ADIA, DC, GOVERNMENT OF THE DISTRICT OF COLUMBIA, MURIEL BOWSER, MAYOR

# Verbal Interpretation of ANC Proceedings

- ANCs may receive reimbursement for interpretation service costs incurred for residents and Commissioners who require such services in relation to Commission meetings and other proceedings
- The three types of interpretation services most frequently used are:
  - 1. Telephonic Interpretation**
    - Interpreter is called into a telephone or conference call
    - Suitable for: Direct Communications with a NEP/LEP Speaking Neighbor
  - 2. In-Person Interpretation**
    - Interpreter is physically on-site for the proceeding
    - Suitable for: Direct Communications with NEP/LEP Speaking Neighbor
  - 3. Virtual Remote Interpretation**
    - Interpreter is called into a virtual platform such as Microsoft Team, Zoom, or WebEx
    - Suitable for: Meetings, Public Forums with NEP/LEP Speaking Neighbor





# Verbal Interpretation of ANC Proceedings (cont.)

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

# Tips for Verbal Interpretation into Multiple Languages

- Provide any reference documents, definitions, or expectations to the interpreter before the interaction with the LEP/NEP individual(s)
- Direct your communication to the LEP/NEP individual(s), not the interpreter.
  - Avoid phrases such as, “**Tell her/him/them...**” or “**What did her/he/them say?...**”
- Use and encourage simplified sentences
- Avoid idioms (ex: water under the bridge) and/or professional jargon
- Define all acronyms
- Eliminate side conversations, as the interpreter is likely only able to interpret one message at a time
- Speak clearly and slowly to give the interpreter time to convey the message





# Document Translation

- ANC **may receive** reimbursement for document translation service costs incurred for residents and Commissioners who require such services in relation to Commission documents, meetings, and other proceedings
- Examples of documents that ANC **may be asked** to translate:
  - Meeting agendas and minutes;
  - Outreach materials (flyers, announcements, fact sheets, newsletters, etc.); and
  - Written motions, contracts, applications, briefs, summaries, or other documents being reviewed or considered by the ANC



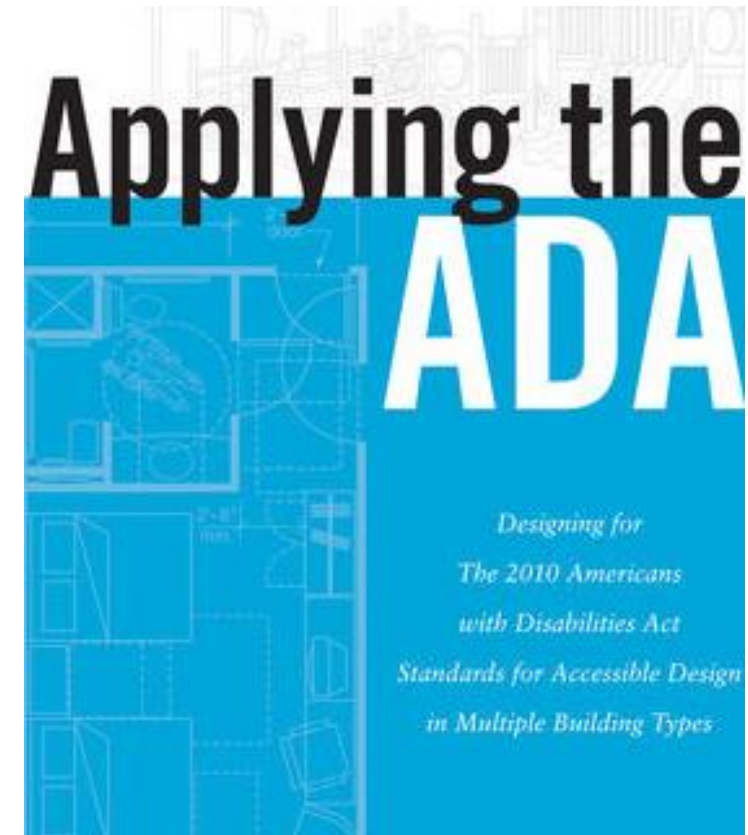
# Document Translation: COVID Related Materials

- COVID-19 related documents that were developed by ANCs are eligible for translation reimbursement via the ANC Language Service Reimbursement Form
- Translated Information related to COVID-19 that was developed/created by the DC government is not covered in the ANC Language Service Reimbursement



## Assistive Listening System (Rental or Purchase):

- ANCs may receive reimbursement for the purchase or rental of assistive listening systems, as described in the 2010 Americans with Disabilities Act Standards for Accessible Design, for use by hearing-impaired residents or Commissioners at Commission proceedings.
- See D.C. Code § 1- 309.12(d)(3)(c-ii).



# How to Request Reimbursement

1. ANCs must submit reimbursement requests to OHR ([Alkindi.kadir@dc.gov](mailto:Alkindi.kadir@dc.gov)) and the Office of the Advisory Commissions (OANCs) ([oancs@dc.gov](mailto:oancs@dc.gov)) using the “ANC Reimbursement Form”.
2. To receive ACH/check reimbursements, newly established ANCs must set up a vendor account with the District Integrated Financial System (DIFS). For more information, please contact DIFS at 202-442-6870 and/or [suppliers@dc.gov](mailto:suppliers@dc.gov).

## How to Request Reimbursement (cont.)

3. ANCs that had established themselves via the Procurement Center for Excellence (PCOE) before October 2022 will not have to create a DIFS account, unless they are changing any other information such as:
  - Updating its contact information, including phone number and email address
  - Changing its payment method from check to Automated Clearing House (ACH) by adding your bank account information and submitting a bank letter or a voided check

## How to Request Reimbursement (cont.)

4. ANCs will submit the proposal quote from translation/interpretation/assistive listening system vendor, as well as the invoice/form to OHR. OHR will process for approval
5. ANCs will receive reimbursed funds from DIFS via ACH or check, depending on the information that was provided to DIFS.

## ANC Reimbursement Form



ANC: 12B  
c/o Treasurer: Jane Doe  
Phone: 555-555-5555  
Email: [Jane.Doe@anc.gov](mailto:Jane.Doe@anc.gov)

Date  
2/15/2017

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

Submit Reimbursement Form and Invoices  
to:  
[Alkindi.Kadir@dc.gov](mailto:Alkindi.Kadir@dc.gov)  
-and-  
[oancs@dc.gov](mailto:oancs@dc.gov)

### Itemized Expenses

VENDOR INVOICE DATE	VENDOR NAME	AMOUNT	DETAILS (What services did vendor provide?)
1/15/2017	ABC Interpretation	\$400.00	2 hours of simultaneous Spanish interpretation service during December ANC Monthly Meeting
1/30/2017	XYZ Translations	\$225.00	Amharic translation of November, December, and January ANC Meeting agendas
2/1/2017	Bob's Assistive Listening Services	\$90	Rental of Assistive Listening System for December ANC Meeting
TOTAL		\$715.00	

Attach Invoices. Circle the date & amount on each invoice.

### OHR Approval (completed by OHR)

Approved By (Name)	Position	Signature	Date
Check Date	Reimbursement Code	Check No.	Amount

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



# Timeline to Submit Language Service Reimbursement Forms

- OHR encourages ANCs to submit reimbursement requests on a monthly basis
- The final deadline to submit reimbursement requests for language services rendered in **Fiscal Year 23 (October 1, 2022, through September 30, 2023) will be October 6, 2023.**





# District Government Citywide Contract Preferred Vendors for Translation/Interpretation

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

**1. Andean Consulting Solutions, Inc. (ACSI Translations)**

Contact: Andrés Vergara,  
Translation Dept Lead and Andrés  
Echeverri, CEO  
(202) 599 - 8456  
[production@acsitranslations.com](mailto:production@acsitranslations.com)  
<https://www.acsiconnects.com>

**2. Multicultural Community Service (MCS)**

Contact: Myka Felton, Language  
Services Director  
(202) 299 - 9477  
[mfelton@mcsdc.org](mailto:mfelton@mcsdc.org)  
[info@mcsdc.org](mailto:info@mcsdc.org)  
<http://mcsdc.org>

**3. TransPerfect**

Contact: Michael Macrina,  
Account Representative  
(202) 347 - 2300  
[MMacrina@transperfect.com](mailto:MMacrina@transperfect.com)  
<https://www.transperfect.com>

# Virtual Trainings

- OHR offers consultations to commissioners to maximize this resource and/or provide Know Your Rights (KYR) trainings for constituents.
- Please contact us if you are interested:
  - **Rosa Carrillo (she/her):**
    - Director of Language Access
    - Email: [rosa.carrillo3@dc.gov](mailto:rosa.carrillo3@dc.gov)
  - **Alkindi Kadir (he/his):**
    - Program Support Specialist
    - Email: [Alkindi.Kadir@dc.gov](mailto:Alkindi.Kadir@dc.gov)



**District of Columbia Office of Human Rights**

# Thank You for Your Time!

## Any Questions?



**Office of Human Rights**  
DISTRICT OF COLUMBIA

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