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**Implementation of
The D.C. Language Access Act of 2004**

A Compliance Review for Fiscal Year 2008
Executive Summary

Office of Human Rights
DISTRICT OF COLUMBIA

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Introduction

On April 21, 2004, the District of Columbia government responded to the emerging need of the city's limited and non-English proficient (LEP/NEP) populations who faced language barriers daily when interacting with local government agencies by enacting the D.C. Language Access Act (LAA) of 2004. The purpose of the LAA is to ensure that greater access and participation in public services, programs, and activities are being provided to LEP/NEP residents of the District **at a level equal to English proficient individuals**. District agencies, departments, and programs that render services directly to the public are required by law to provide meaningful access to all constituents regardless of language spoken.

On June 6, 2008, Chapter 12 to Title IV of the D.C. Municipal Regulations was promulgated to provide guidance and assistance to District agencies with the implementation of the LAA. This Chapter details the roles and responsibilities of covered entities, as well as the roles and responsibilities of the Office of Human Rights (OHR) and its government and community partners. Most importantly this Chapter introduces the process for which OHR investigates complaints of alleged non-compliance with the law and how its findings will be enforced. Five (5) complaints were docketed in FY08 and are being investigated; two (2) complaints were withdrawn at the pre-complaint stage; and one (1) complaint is stayed. This equates to an 87 percent increase in complaint filing since fiscal year 2005.

There are 25 District agencies currently identified by name in the LAA as "covered entities with major public contact".[1] An additional 10 agencies became part of the law on June 6, 2008, by regulation. All agencies must account for their implementation of the law's mandates by establishing and executing language access plans on a recurring two-year basis.

OHR continues to utilize the reporting system it developed in fiscal year 2005 under which agencies "self" report quarterly on the progress of their plans. As a supplement to the reports, OHR conducts foreign language customer service testing through the Office of Unified Communications (OUC). The purpose of the testing is to gauge agencies' readiness to respond to foreign language inquiries and needs over the phone, in person, and via U.S. correspondence.

By regulation, OHR is to submit an annual report to the Mayor and the Office of the City Administrator (OCA) on the deficiencies found, progress made, and overall compliance with the D.C. Language Access Act for each of the covered entities with major public contact.[2] As such, this report seeks to evaluate the District's state of compliance with the LAA for fiscal year 2008.

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[1]   A "covered entity with major public" is defined as a covered entity whose primary responsibility consists of meeting, contracting, and dealing with the public. It differs in responsibility from a "covered entity" in that it has to establish a two-year language access plan and identify an agency Language Access Coordinator to implement and monitor the plan.

[2]   § 1203.2 in Chapter 12 of DCMR Title IV

Compliance

For the purpose of this report *compliance* remains defined as the observance of official requirements. While agencies continue to make strides to comply with the LAA, OHR assesses the District to remain in **partial (+) compliance** with the law. See Table 1 in Appendix A.

Agencies are legislatively required to:

Legislative Requirement: Establish and implement a biennial language access plan (BLAP) that is to be revised and renewed every two years.

Legislative Requirement: Designate a Language Access Coordinator to establish and implement the BLAP.

Legislative Requirement: Assess the need for and offer oral language services. In doing so, agencies are required to update databases and tracking applications to contain fields that capture "language" information of customers in order to determine the type of oral language services needed. Once agencies determine the type of oral language services needed they are to hire bilingual personnel into existing budgeted vacant public contact positions (PCPs) should the agency require additional personnel to meet this requirement.

Agencies were to report out on this requirement with the results of the following actions:

☑ Collect data on the languages spoken by the agency's LEP/NEP clients on a quarterly basis.
☑ Provide oral interpretations to LEP/NEP populations, as needed and requested.
☑ Conduct recruitment activities for bilingual staff.
☑ Report data on the agency's bilingual staffing capacity (i.e., number of bilingual staff).

Legislative Requirement: Provide written translation of vital documents into any non-English language spoken by a LEP/NEP population that constitutes 3% or 500 individuals, whichever is less of the population served or encountered or likely to be served or encountered.

Agencies were to report out on this requirement with the results of the following actions:

☑ Develop, revise, and translate contents of agency's archive of vital documents.
☑ Develop, define, translate, and maintain agency's glossary of terms.[3]

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[3]   Glossaries of terms are created and utilized for translation and interpretation purposes. An agency is asked to define common terminology used by the agency so that a translator and/or interpreter understand what is meant by a specific term and are able to translate and/or interpret the term correctly. Translating the glossary also helps standardize translation of terminology for an agency's vital documents (e.g., not having more than one way to say an agency's name in Spanish, for example).

Legislative Requirement: Develop a plan to conduct outreach to LEP/NEP communities about their language access plans and about the benefits and services to be offered under the LAA.

Agencies were to report out on this requirement with the results of the following actions:

☑ Conduct outreach activities to each LEP/NEP community the agency serves that meets the "3% or 500 individuals" threshold.

☑ Conduct a minimum of one public meeting[4] per fiscal year within the two-year plan period.

In addition to the aforementioned legal requirements, agencies are programmatically required to:

1) Conduct linguistic and cultural competency trainings to all staff that, at minimum, fill a public contact position.

Specifically:

☑ Conduct a minimum of one cultural competency-related training session per fiscal year to all agency staff that fill a public contact position.

☑ Train agency staff (mandatory for those who fill a public contact position) on Language Line or other telephonic interpretation services and usage.

☑ Train all agency staff on the agency's language assistance activities/resources.

2) Submit a quarterly report for each quarter of the fiscal year on the progress of implementation as outlined in agencies' plans.

Results for foreign language customer service testing were also factored this fiscal year in the agency's overall compliance rating. This testing is intended to complement OUC's existing customer service testing conducted to gauge where District agencies stand as it relates to providing equitable access to services to all customers.[5] Agencies are tested over the phone, face-to-face (i.e., onsite visits to the agency), and via U.S. Mail correspondence. The rating scale ranges from 1 to 5, with 1 being the lowest. On the telephone and face-to-face tests agencies are rated based on a set of criteria. The average of the criteria ratings is what is reported here today.

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[4]   A public meeting is defined as a meeting scheduled by an agency to foster community dialogue between the agency and the LEP/NEP community and allow for input or feedback from community members on issues of interest relating to the Language Access Act and service(s) provided by the agency. See §2-1934(b)(2) of the LAA and §1226.1 in Chapter 12 of DCMR Title IV.

[5]   Customer Service standards can be found at the website for the Executive Office of the Mayor (EOM) at: http://dc.gov/mayor/customer_service/index.shtm.

Methodology

OHR measured agencies' progress in complying with the LAA by evaluating the quarterly reports submitted by the initial 25 agencies identified by name in the law.[6] See Table 2 in Appendix A for a complete list of agencies.

Progress on each legislative and programmatic requirement was rated based on agencies' self-reported submissions as planned for in their BLAP. Agencies were provided with a standard reporting template and corresponding matrices in which to submit their reports. Agencies are to provide a quarterly "status" for each requirement that includes, at minimum, the following five requests for information (RFIs)[7]:

(a) Dates of completed tasks;
(b) Results of all completed tasks;
(c) Reasons for lack of progress in implementing a particular task/objective and solutions to remedy the delay;
(d) Estimated dates of completion if a task is incomplete; and
(e) Information requested in corresponding matrices for particular requirements (where applicable).

Agencies received a rating of "full compliance," "partial compliance," or "non-compliance" for each requirement.

Each rating is defined as follows:

- **Full Compliance:** To receive a rating of "full compliance" for a requirement an agency must: (a) Provide complete responses and justifications to the RFIs; and (b) Fully adhere to the legal and programmatic requirement. For example, translating 10 out of 10 vital documents instead of four out of 10 into the languages of its target population(s). When rating the customer service testing results an agency received a "full compliance" rating if the average of the telephone and face-to-face tests amounted to a total score within the range of 4.0-5.0 and the agency had a 100% response rate to U.S. correspondence received in a foreign language. If an agency was not tested by way of telephone and/or face-to-face and the response rate to U.S. correspondence equated to 100%, the agency received a full compliance rating.

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[6]   The 10 agencies that were identified by regulation on June 6, 2008 are currently conducting their baseline assessments and will not participate in this year's compliance report. Those 10 agencies include Department of Disability Services (DDS), Department of Youth Rehabilitation Services (DYRS), Department of Transportation (DDOT), Office of Unified Communications (OUC), Department of the Environment (DDOE), Office of the State Superintendent for Education (OSSE), Department of Small and Local Business Development (DSLBD), Office of Zoning (DCOZ), Office of the Tenant Advocate (OTA), and the D.C. Lottery and Charitable Games Control Board (DCLB).

[7]   As a result of incomplete reporting, OHR is highlighting the five RFIs as the minimum each agency needed to submit information for. The RFI "cost of completed task (where applicable)" was not included as a criteria to measure against for the purpose of this report but was part of the "status" that each agency had to report on. Please see "Policy Recommendations" section.

- **Partial Compliance:** To receive a rating of "partial compliance" for a requirement an agency did not fully submit all responses to the RFIs for each requirement and did not fully adhere to the legislative and/or programmatic requirement. For example, an agency may have reported that it conducted a certain number of outreach activities, however no dates were provided and/or the target population(s) was not identified. When rating the customer service testing results an agency received a "partial compliance" rating if the average of the telephone and face-to-face tests amounted to a total score of 3.0-3.99 and/or the agency had a 50%-75% response rate to U.S. correspondence received in a foreign language. An agency also received a partial rating if the response rate to U.S. correspondence equated to 50-75% and the average score of the telephone and face-to-face tests amounted to a total score of 2.99 or below. If an agency was not tested by way of telephone and/or face-to-face and the response rate to U.S. correspondence equated to 50%-75%, the agency received a partial compliance rating.

- **Non-Compliance:** To receive a rating of "non-compliance" an agency has not fully or partially met the legislative and/or programmatic requirement as self-reported, meaning that little to no information was accessible to OHR to validate a partial or full compliance rating. When rating the customer service testing results an agency received a "non-compliance" rating if the average of the telephone and face-to-face tests amounted to a total score of 2.99 or lower and the agency had a 0%-49% response rate to U.S. correspondence received in a foreign language. If an agency was not tested by way of telephone and/or face-to-face and the response rate to U.S. correspondence equated to 0%-49%, the agency received a rating of non-compliance.

The three ratings were assigned numerical values in order to calculate the overall mean. "Full compliance" was given a numerical value of 2, "partial compliance" was given a numerical value of 1, and "non-compliance" was given a numerical value of 0. Based on the disparity of scores when the mean was calculated (i.e., when an agency average did not total a whole number), the overall compliance rating received by an agency amounted to one of the following five possible ratings:

Rating	Numerical Range
Full Compliance	2.0
Partial (+) Compliance	1.6–1.9
Partial	1–1.5
Partial (–) Compliance	.6–.99
Non-compliance	0–.5

Results At A Glance

Compliance Results

District-wide compliance results:

- 4% of agencies received an overall rating of "full compliance"
- 52% of agencies received an overall rating of "partial (+) compliance"
- 40% of agencies received an overall rating of "partial compliance"
- 4% of agencies received an overall rating of "partial (-) compliance"
- 0% of agencies received an overall rating of "non-compliance"
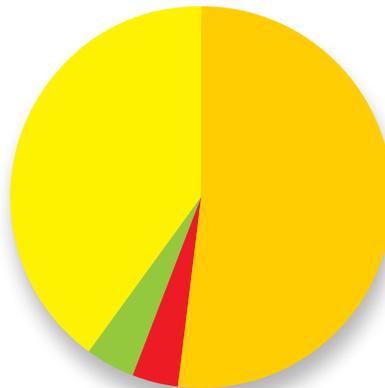

FIGURE 1
District-wide Compliance Results
- Full compliance **– 4%**
- Partial (+) compliance **– 52%**
- Partial **– 40%**
- Partial (–) compliance **– 4%**
- Non-compliance **– 0%**

Compliance results on legal and programmatic requirements:

- 100% of agencies submitted their biennial language access plans (BLAPs).
- 100% of agencies identified a Language Access Coordinator (LAC).

■ Legislative Requirement: Oral Language Services

- 56% of agencies received a rating of "full compliance"
- 0% of agencies received a rating of "partial (+) compliance"
- 44% of agencies received an overall rating of "partial compliance"
- 0% of agencies received a rating of "partial (−) compliance"
- 0% of agencies received a rating of "non-compliance"

FIGURE 2
Oral Language Services
● Full compliance **– 56%**
   Partial (+) compliance **– 0%**
● Partial compliance **– 44%**
   Partial (−) compliance **– 0%**
   Non-compliance **– 0%**

■ Legislative Requirement: Written Language Services

- 56% of agencies received a rating of "full compliance"
- 0% of agencies received a rating of "partial (+) compliance"
- 44% of agencies received an overall rating of "partial compliance"
- 0% of agencies received a rating of "partial (−) compliance"
- 0% of agencies received a rating of "non-compliance"

FIGURE 3
Oral Language Services
● Full compliance **– 56%**
   Partial (+) compliance **– 0%**
● Partial compliance **– 44%**
   Partial (−) compliance **– 0%**
   Non-compliance **– 0%**

■ Legislative Requirement: Outreach

• 88% of agencies received a rating of "full compliance"
• 0% of agencies received a rating of "partial (+) compliance"
• 12% of agencies received an overall rating of "partial compliance"
• 0% of agencies received a rating of "partial (–) compliance"
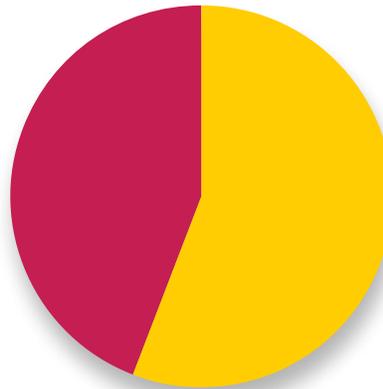• 0% of agencies received a rating of "non-compliance"

FIGURE 4
Outreach Activity
● Full compliance **– 88%**
   Partial (+) compliance **– 0%**
● Partial compliance **– 12%**
   Partial (–) compliance **– 0%**
   Non-compliance **– 0%**

■ Programmatic Requirement: Training

• 60% of agencies received a rating of "full compliance"
• 0% of agencies received a rating of "partial (+) compliance"
• 24% of agencies received an overall rating of "partial compliance"
• 0% of agencies received a rating of "partial (–) compliance"
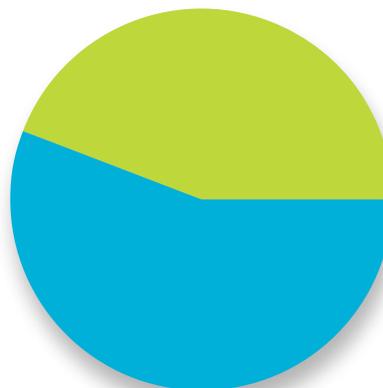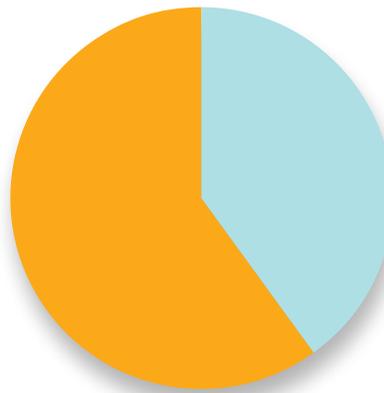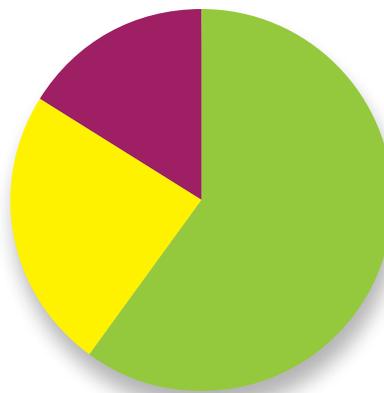• 16% of agencies received a rating of "non-compliance"

FIGURE 5
Training Conducted
● Full compliance **– 60%**
   Partial (+) compliance **– 0%**
● Partial compliance **– 24%**
   Partial (–) compliance **– 0%**
● Non-compliance **– 16%**

- Programmatic Requirement: Submission of Quarterly Reports
  - 84% of agencies submitted all requisite quarterly reports.
  - 16% of agencies submitted three reports or less out of the required four.

- Customer Service Testing Results
  - Telephone Test[8]
    - 19% of agencies tested scored a 4.0 or above on this test.
    - 28.6% of agencies tested scored between a 3.0 and 3.99.
    - 52.4% of agencies tested scored a 2.99 or below.

Comparatively, agencies performed better during fiscal year 2007. There was a 20 percent decrease in compliance this fiscal year.

  - Face-to-Face Test[9]
    - 37.5% of agencies tested scored a 4 or above on this test.
    - 50% of agencies tested scored between a 3 and 3.99.
    - 12.5% of agencies tested scored a 2.99 or below.

Comparatively, agencies performed better in fiscal year 2008. There was a 3 percent increase in compliance this fiscal year.

  - U.S. Correspondence Test[10]
    - 20% of agencies tested responded 100% of the time to all correspondence received in a foreign language in the target language.
    - 48% of agencies tested responded 50%-99% of the time to all correspondence received in a foreign language in the target language.
    - 32% of agencies tested responded 0%-49% of the time to all correspondence received in a foreign language in the target language.

Comparatively, agencies performed better this fiscal year than during fiscal year 2007. There was a 2 percent increase in compliance this fiscal year.

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[8] A total of 21 agencies were tested.

[9] A total of 16 agencies were tested.

[10] A total of 25 agencies were tested.

OHR Recommendations

The findings from this report continue to show that there is inconsistency with self-reporting by agencies. While every agency received an identical report template, significant data remains missing from agency reports. This lack of information not only has the potential of negatively impacting an agency's and the District's overall rating of compliance but also withholds information on potential implementation progress made. Conversely, these findings suggest to OHR that the reporting system may need to be modified so that relevant data does not remain unreported and that impact is clearly being captured (e.g., is the demand for services increasing due to an agency's successful outreach efforts, etc.).

In addition to inconsistent reporting, OHR still cannot provide an accurate picture as to how much (in terms of funding) language access implementation currently costs the District. Based on the data evaluated for this report the District had over 60,000 encounters with LEP/NEP populations for the fiscal year. See Table 3 in Appendix A. This number, while underrepresented, indicates the existing need for services which may be driven by or dependent on cost.

Finally, the District still faces an issue with the provision of oral and written language services. There is no systemic process in place to gauge or ensure the quality of interpreters used or of translated vital documents issued to the public; the foreign language proficiency level of self-identified bilingual applicants and existing bilingual staff; or the staffing capacity needs that exist within agencies for qualified bilingual staff.

As the District moves forward with the implementation of and compliance with the D.C. Language Access Act, OHR submits the following recommendations:

1. **Complete adherence by agencies to reporting requirements.** OHR will continue to work to ensure that a reliable, efficient and effective reporting system is in place for covered agencies, as well as continue to maintain an open dialogue with each agency in terms of their submissions and implementation requirements.[11]

2. **Appropriate budgeting (i.e., designation and tracking of funds) for language access costs.** The Office of Budget and Planning (OBP) should work with each covered agency's financial officer(s) to truly capture the costs of language access implementation (e.g., translations, interpretations, etc.) within the appropriate activity in the Language Access budget line item.

3. **Procurement reform.** OHR will work with the Office of Contracting and Procurement (OCP) to establish a competitive and performance-based "Request for Proposal" (RFP) to select qualified vendors who specialize in translation and interpretation services. Upon selection a creation of a

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[11] OHR issued a "mid-year compliance review" to all agencies on May 5, 2008, which provided each of the 25 LACs with a brief on incomplete reports, missing reports, and/or information that required further explanation. This was done to assist agencies with their reporting and implementation requirements prior to the completion of the fiscal year and the issuance of a compliance report. A due date of May 23, 2008 was given to submit all requested information to OHR. In addition, OHR held two workshops open to all LACs on how to effectively complete a quarterly report. The workshops were held on May 19, 2008 and May 23, 2008. A sample "complete" report was also forwarded to all LACs by way of electronic mail.

citywide Blanked Purchase Agreement (BPA) will result for all agencies to procure from. This will assist the District in gauging the quality of translations and interpretations received and will alleviate the individual procurement process currently in place for agencies.

4. **Assessment of linguistic proficiency of bilingual staff.** Presently, the District does not have a standardized method in place to assess the linguistic proficiency of bilingual applicants and existing bilingual staff. The method of "self-identification" is in place to inform the agency of a potential second language spoken by an applicant. However, the agency does not have a standardized or qualified method to assess the proficiency in the second language[12] which can present a hindrance to services provided and possible liability issues to the agency. OHR will work with the D.C. Department of Human Resources (DCHR) to establish a standard test that will be required for an applicant who is applying for a bilingual position or an existing employee who has self-identified as bilingual (if his/her language skills are being utilized daily or will be designated to be utilized daily).

5. **Pay differential for bilingual recruits and existing staff depending on the agency's availability of resources.**[13]

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[12] MPD is the only District agency that has a formal language assessment process in place.

[13] MPD is the only District agency that provides a biweekly monetary stipend for a second language skill dependent on the successful completion of their language assessment.

Appendix

Table 1: Compliance Snapshot for the District

Agency	LAC	Submission of Language Access Plan	Quarterly Report Submission[14]				Compliance Rating
			1	2	3	4	
Office of Human Rights	X	X	X	X	X	X	Full: 2.0
Department of Parks and Recreation	X	X	N/R	X	X	X	Partial (+): 1.9
Department of Corrections	X	X	N/R	X	X	X	Partial (+): 1.9
Child and Family Services Agency	X	X	X	X	X	X	Partial (+): 1.9
D.C. Office on Aging	X	X	N/R	X	X	X	Partial (+): 1.9
Department of Human Services	X	X	X	X	X	X	Partial (+): 1.9
Alcoholic Beverage Regulation Administration	X	X	X	X	X	X	Partial (+): 1.9
Department of Mental Health	X	X	X	X	X	X	Partial (+): 1.8
Office of Planning	X	X	X	X	X	X	Partial (+): 1.7
Department of Motor Vehicles	X	X	X	X	X	X	Partial (+): 1.7
D.C. Department of Human Resources	X	X	X	X	X	X	Partial (+): 1.7
Metropolitan Police Department	X	X	X	X	X	X	Partial (+): 1.7
Department of Housing and Community Development	X	X	X	X	X	X	Partial (+): 1.6
Office of the People's Counsel	X	X	X	X	X	X	Partial (+): 1.6
Department of Consumer and Regulatory Affairs	X	X	None	None	X	X	Partial: 1.5
Department of Public Works	X	X	N/R	X	X	X	Partial: 1.5
Department of Employment Services	X	X	X	X	X	X	Partial: 1.5
D.C. Public Schools	X	X	X	X	X	X	Partial: 1.5
Fire and Emergency Medical Services	X	X	None	X	X	X	Partial: 1.5
Homeland Security and Emergency Management Agency	X	X	X	X	X	X	Partial: 1.5
D.C. Public Library	X	X	X	X	None	X	Partial: 1.5
Office of Contracting and Procurement	X	X	N/R	X	X	X	Partial: 1.2
Department of Health	X	X	X	X	X	X	Partial: 1.1
Office of Tax and Revenue	X	X	N/R	X	X	X	Partial: 1.0
D.C. Housing Authority	X	X	None	None	None	X	Partial (-): .90
Overall Compliance Rating For The District:							Partial (+): 1.6

14 Phase III Agencies (i.e., DPR, DOC, OCP, DPW, OTR and DCOA) were not required to submit a report for the first quarter.

Table 2: Phased Implementation By Fiscal Year and Agency

Fiscal Year 2004	
1	Department of Health
2	Department of Human Services
3	Department of Employment Services
4	Metropolitan Police Department
4	D.C. Public Schools
6	Office of Planning
7	Fire and Emergency Medical Services
8	Office of Human Rights
Fiscal Year 2005	
9	Department of Housing and Community Development
10	Department of Mental Health
11	Department of Motor Vehicles
12	Child and Family Services Agency
13	Alcoholic Beverage Regulation Administration
14	Department of Consumer and Regulatory Affairs
Fiscal Year 2006	
15	Department of Parks and Recreation
16	Office on Aging
17	D.C. Public Library
18	Department of Human Resources
19	Office of Contracting and Procurement
20	Department of Corrections
21	Department of Public Works
22	Office of Tax and Revenue
Fiscal Year 2007	
23	Office of the People's Counsel
24	D.C. Housing Authority
25	Homeland Security and Emergency Management Agency
Fiscal Year 2008	
26	Department of Disability Services
27	Department of Youth Rehabilitation Services
28	Department of Transportation
29	Office of Unified Communications
30	Department of the Environment
31	Office of the State Superintendent for Education
32	Department of Small and Local Business Development
33	Office of Zoning
34	Office of the Tenant Advocate
35	D.C. Lottery and Charitable Games Control Board

Table 3: Customer Service Testing Results for FY07 And FY08[15]

Table 3-A: Telephone Test Results[16]

	AGENCY	FY07	FY08	+/-
1	Department of Public Works	2.82	4.61	+
2	Homeland Security and Emergency Management Agency	2.23	4.31	+
3	Office of Contracting and Procurement	3.62	4.03	+
4	Office on Aging	4.71	3.86	-
5	Office of Human Rights	4.32	4.17	-
6	Office of Planning	3.91	3.90	
7	D.C. Public Library	3.31	3.73	+
8	Fire and Emergency Medical Services	3.41	3.34	-
9	Department of Mental Health	2.63	2.95	+
10	Department of Human Resources	3.93	3.35	-
11	D.C. Public Schools	2.95	2.48	-
12	Department of Employment Services	3.80	2.16	-
13	Alcoholic Beverage Regulation Administration	3.58	3.23	-
14	Department of Housing and Community Development	3.46	2.43	-
15	Department of Parks and Recreations	2.94	1.79	-
16	Metropolitan Police Department	2.83	1.81	-
17	Department of Human Services	3.41	2.19	-
18	Department of Health	2.55	2.00	-
19	Department of Consumer and Regulatory Affairs	2.71	1.78	-
20	D.C. Housing Authority	1.58	1.89	+
21	Office of Tax and Revenue	3.15	1.65	-
22	Department of Motor Vehicles	3.79	-	
23	Office of the People's Counsel	4.30	-	
24	Child and Family Services Agency	3.03	-	
25	Department of Corrections	3.03	-	
	Total	**3.28**	**2.93**	**-20%**

[15] Quarters scheduled for testing for fiscal year 2008 were the second and fourth quarters. OHR compared FY08 testing results with FY07 testing results on record and provided by OUC. (Agencies were also tested two quarters of the fiscal year in FY07.)

[16] Telephone tests were not conducted on DMV, OPC, CFSA, and DOC in FY08 per OUC data. As such, the total average score for FY07 was divided by 25 and the total average score for FY08 was divided by 21.

Table 3-B: Face-to-Face Test Results

	Agency	FY07	FY08	+/-
1	Department of Mental Health	3.90	4.48	+
2	Office of Human Rights	4.66	4.82	+
3	D.C. Public Schools	4.45	4.59	+
4	Child and Family Services Agency	-	3.74	+
5	D.C. Public Library	4.42	4.40	-
6	Department of Human Services	3.43	3.94	+
7	Fire and Emergency Medical Services	4.61	4.31	-
8	Department of Consumer and Regulatory Affairs	4.03	3.78	-
9	Department of Human Resources	1.50	4.12	+
10	Department of Parks and Recreations	4.56	3.8	-
11	Metropolitan Police Department	4.50	3.60	-
12	Department of Employment Services	3.56	3.76	+
13	Department of Health	2.77	3.56	+
14	Office of Tax and Revenue	2.97	3.75	+
15	Department of Motor Vehicles	2.74	2.94	+
16	D.C. Housing Authority	3.75	1.72	-
	Total Average	**3.72**	**3.83**	**+3%**

[17] Face-to-face tests were not conducted for CFSA in FY07.

[18] Only one face-to-face test was conducted for DCHR in FY07, which resulted in a rating of 1.50.

Table 3-C: U.S. Correspondence Test Results

	Agency	FY07	FY08	+/-
1	Office on Aging	100%	50%	-
2	Alcoholic Beverage Regulation Administration	100%	75%	-
3	Department of Housing and Community Development	100%	100%	
4	Department of Public Works	50%	100%	+
5	Department of Human Resources	75%	100%	+
6	Office of Human Rights	25%	100%	+
7	Department of Health	50%	75%	+
8	Child and Family Service Agency	0%	100%	+
9	Office of the People's Counsel	0%	50%	+
10	Office of Planning	100%	50%	-
11	Department of Parks and Recreations	100%	50%	-
12	Department of Human Services	87.5%	50%	-
13	Department of Mental Health	50%	75%	+
14	Homeland Security and Emergency Management Agency	100%	75%	-
15	Department of Employment Services	33.5%	25%	-
16	Department of Corrections	50%	50%	
17	Department of Consumer and Regulatory Affairs	25%	25%	
18	Department of Motor Vehicles	0%	50%	+
19	Office of Tax and Revenue	25%	25%	
20	D.C. Housing Authority	0%	25%	+
21	Fire and Emergency Medical Services	100%	0%	-
22	Office of Contracting and Procurement	100%	50%	-
23	D.C. Public Library	0%	25%	+
24	D.C. Public Schools	33.5%	0%	-
25	Metropolitan Police Department	0%	0%	
	Total	**52%**	**53%**	**+2%**

[17]   Face-to-face tests were not conducted for CFSA in FY07.

[18]   Only one face-to-face test was conducted for DCHR in FY07, which resulted in a rating of 1.50.

Table 4: Number of LEP/NEP Encounters with the District for FY08

Number of LEP/NEPs Encountered By District Agencies FY 2008
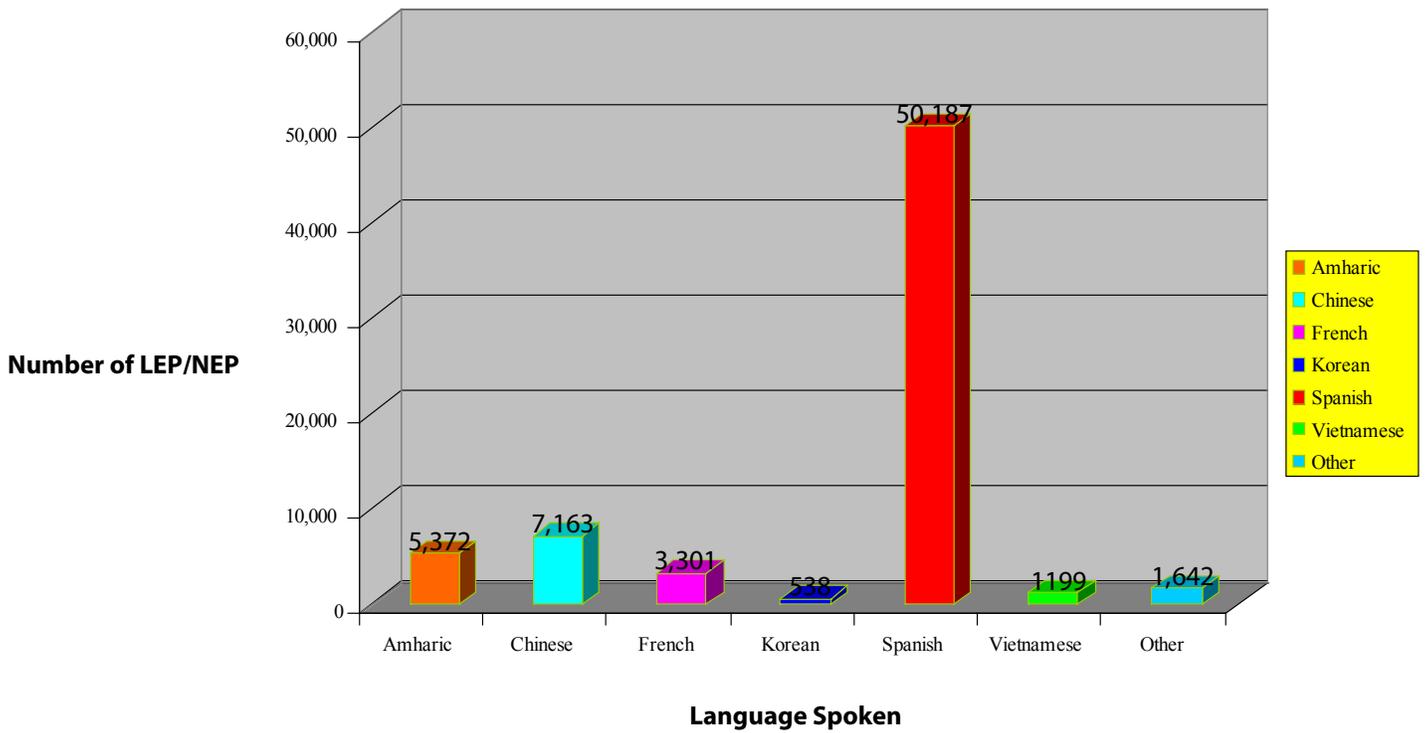
*THIS CHART DOES NOT INCLUDE DATA FROM DCHA.

District of Columbia
Adrian M. Fenty, Mayor

Office of Human Rights
DISTRICT OF COLUMBIA

Protecting the
Human Rights of
Every Individual

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Director