



**DISTRICT OF COLUMBIA  
OFFICE OF HUMAN RIGHTS  
LANGUAGE ACCESS PROGRAM  
ANNUAL COMPLIANCE REVIEW**



# table of contents

<b>3</b>	Note from Language Access Program Team
<b>4</b>	Demographic Profile
<b>6</b>	DC Language Access Act
<b>8</b>	About the Language Access Program
<b>9</b>	Program Highlights
<b>11</b>	Enforcement Summary
<b>13</b>	Testing
<b>18</b>	Stakeholder Updates
<b>24</b>	Covered Entity Compliance Summary
<b>30</b>	Compliance Rating Methodology
<b>34</b>	Citywide Language Access Implementation Summary
<b>36</b>	Covered Entities with Major Public Contact Scorecards
<b>76</b>	Compliance Score Details



# note from Language Access Program team

Dear Stakeholders, Partners and DC Residents,

The DC Office of Human Rights (OHR) is proud to publish the Language Access Annual Compliance Report for FY19, prepared by the Language Access Program (LAP) team during the extraordinary coronavirus pandemic. The LAP team firmly believes that more than ever, the District of Columbia must ensure it meets the needs of our city's most vulnerable populations, particularly residents who face language barriers in accessing their rights to government services.

This report reiterates the District's commitment to give all residents equal access to vital government services, documents and programs no matter what language they speak or their level of English proficiency. That commitment was made 16 years ago when the DC Council unanimously passed the Language Access Act. Passing the Language Access Act made DC one of the most inclusive cities in the country. As stewards of that legislation, OHR's Language Access Program's mission is to eliminate linguistic barriers and ensure all District agencies have the tools, capacity and technical knowledge to serve Limited and Non-English Proficient (LEP/NEP) workers, business owners and residents which now represent 30.8% of the foreign-born population and 5.6% of all ages 5 and older in the District. Close to 100,000 foreign-born residents call the District their home today, and city agencies continue to improve how they serve their linguistically diverse customers by offering interpretation services, translating vital documents and posting it to their websites and displaying multilingual signage and videos in public areas. During this world health crisis, as OHR's Language Access Program worked with its partners to produce multilingual public health notices, emergency texts and flyers in various languages for the District's LEP/NEP residents, it was clear the importance of ensuring inclusion.

This report includes compliance achievements and reporting for **38** covered entities with major public contact and **23** non-major public contact entities. The scorecards in this report provide detailed information on the agencies' language access compliance performance level of preparedness, accessibility and quality in serving clients. Also highlighted is data reported by agencies in FY19, such as **183,387** encounters with LEP/NEP customers across agencies; language access compliance training for **41,040** District government employees, including contractor and grantee staff; **73,277** calls made by frontline employees to reach a telephonic interpreter to communicate with customers speaking **66** different languages; and the translation of **830** vital documents by agencies with major public contact.

We are very excited about our continuing partnership with language access advocates, LEP/NEP community and government agencies and with great appreciation we thank you for being a part of our Language Access team. We acknowledge that we played no small role in fulfilling many of the LA goals and milestones in FY19 and FY20. We look forward to a long and fruitful relationship between government, and community to successfully accomplish more LA implementation projects together as we head into FY21.

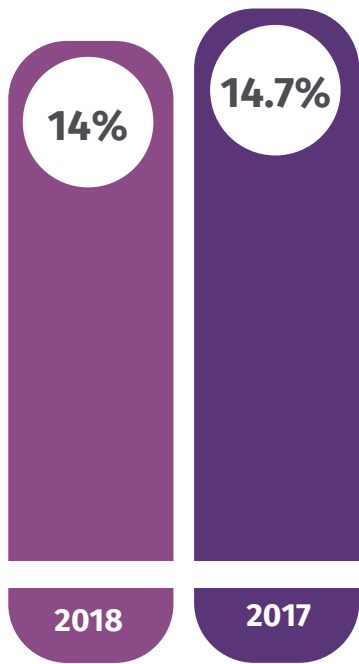
Sincerely,

Rosa Carrillo, Director, Language Access Program

Priscilla Mendizabel, Program Analyst, Language Access Program

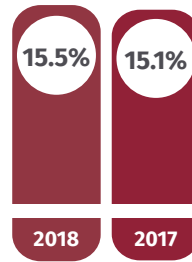


# Demographic Profile of the District's Foreign-Born and LEP/NEP Populations



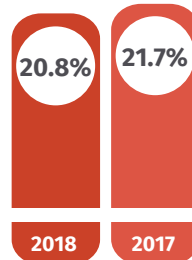
## FOREIGN-BORN POPULATION

<b>2018</b>	14% (96,158)
<b>2017</b>	14.7% (101,860)



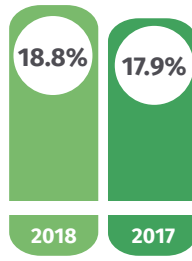
## BORN IN AFRICA

<b>2018</b>	15.5% (14,892)
<b>2017</b>	15.1% (15,380)



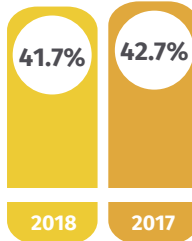
## BORN IN ASIA

<b>2018</b>	20.8% (19,977)
<b>2017</b>	21.7% (22,067)



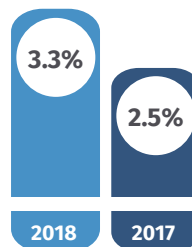
## BORN IN EUROPE

<b>2018</b>	18.8% (18,094)
<b>2017</b>	17.9% (18,622)



## BORN IN LATIN AMERICA

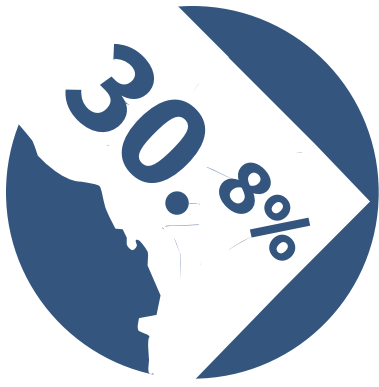
<b>2018</b>	41.7% (40,072)
<b>2017</b>	42.7% (43,573)



## BORN IN NORTH AMERICA/ OCEANIA

<b>2018</b>	3.3% (3,123)
<b>2017</b>	2.5% (2,571)

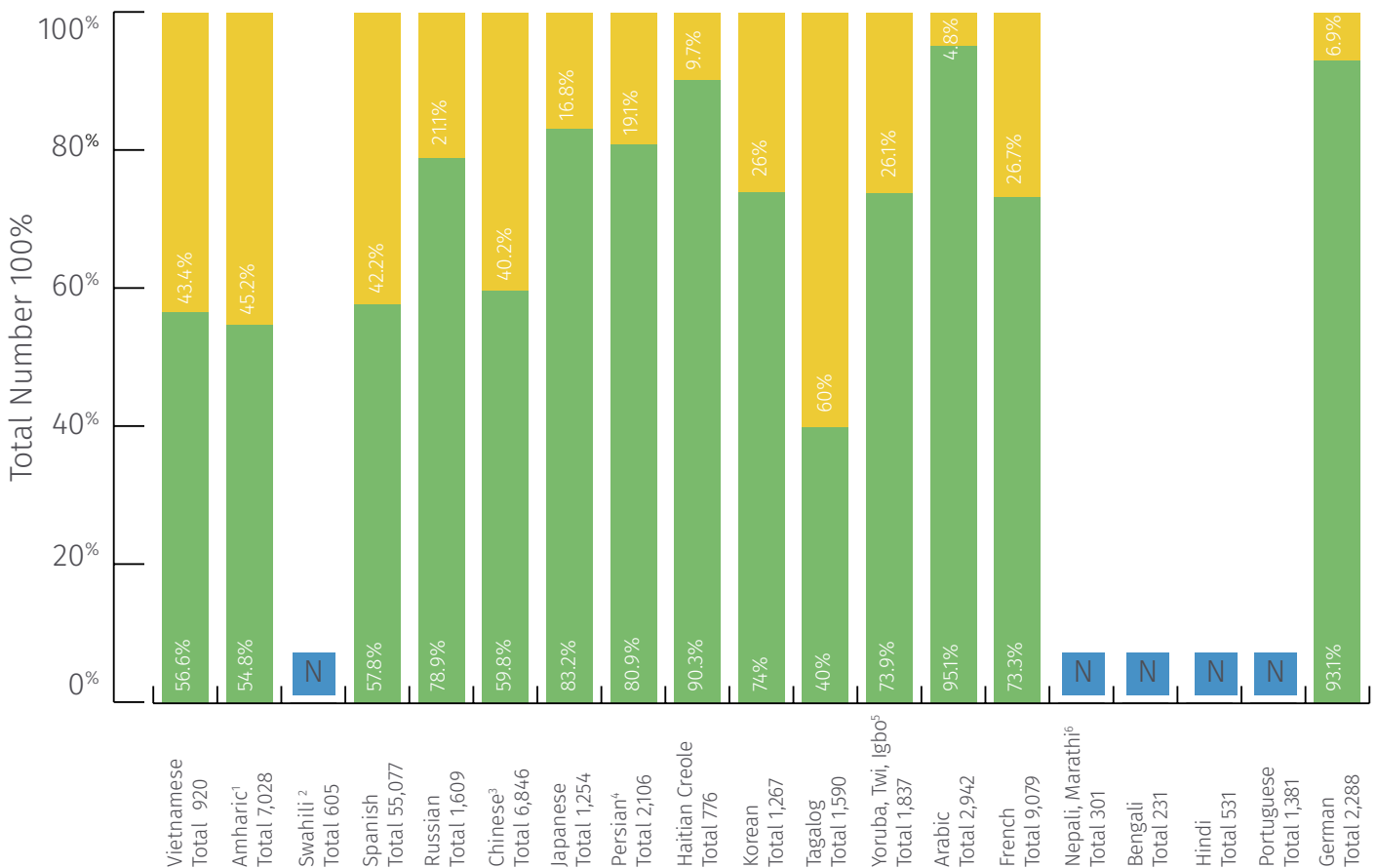
Source: Migration Policy Institute tabulations of 2017 and 2018 and 1 Year estimate data from the U.S. Census Bureau's American Community Survey (ACS)



**30.8%** of the District's **96,158** foreign-born residents age 5 or older are limited English proficient

- **5.6%** of District residents age 5 or older are limited English proficient
- **38.8%** of the District's foreign-born residents (age 5 or older) who are noncitizens are limited English proficient
- **21.6%** of the District's naturalized foreign-born residents age 5 or older are limited English proficient
- **1.2%** of the District's US-born population age 5 or older is limited English proficient
- **17.4%** of District residents age 5 or older speak a language other than English at home

## Language Spoken at Home by English Proficiency (population age 5 or older)



Speak English "very well"

Speak English less than "very well" (LEP/NEP)

N The letter N indicates that an estimate could not be provided by the census bureau because the sample cases was too small for this state.

<sup>1</sup> Includes Other Afro-Asiatic languages

<sup>2</sup> Includes other Central, Eastern, and Southern African languages

<sup>3</sup> Includes Mandarin and Cantonese

<sup>4</sup> Includes Farsi and Dari

<sup>5</sup> Includes Other Languages of Western Africa

<sup>6</sup> Includes Other Indic Languages

# DC Language Access Act of 2004

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 access the full range of government services and receive translation and interpretation services. The Act further outlines requirements for covered entities and designates 39 agencies as covered entities with major public contact. It is the task of the Language Access Program to annually monitor and evaluate all covered entities. OHR's FY19 Annual Compliance Review provides individual scorecards for 38<sup>1</sup> covered entities with major public contact assessing their level of compliance with the Language Access Act and a compliance profile for 23 covered entities.

<sup>1</sup> Individual scorecards for covered entities with major public contact can be found starting on pg. 36. Compliance profiles for additional covered entities can be found starting on pg. 24.

Covered Entities with Major Public Contact	Covered Entities
<p>Designate a <b>Language Access Coordinator</b>;</p> <p>Collect data on the agency’s interactions with LEP/NEP customers;</p> <p>Provide interpretation services;</p> <p>Provide written translation of vital documents;</p> <p>Train staff on language access compliance;</p> <p>Develop a <b>Biennial Language Access Plan</b>, and report implementation progress to OHR on a quarterly basis; and</p> <p><b>Conduct outreach</b> to LEP/NEP</p>	<p>Designate a <b>Language Access Point of Contact</b>;</p> <p>Collect data on the agency’s interactions with LEP/NEP customers;</p> <p>Provide interpretation services;</p> <p>Provide written translation of vital documents;</p> <p>Train staff on language access compliance; and</p> <p>Submit a yearly implementation report to OHR.</p>
Covered Entities with Major Public Contact	Covered Entities (with designated Language Access Point of Contact)
<p>Alcoholic Beverage Regulation Administration</p> <p>Child and Family Services Agency</p> <p>Department of Aging and Community Living</p> <p>Department of Behavioral Health</p> <p>Department of Consumer and Regulatory Affairs</p> <p>Department of Corrections</p> <p>Department of Employment Services</p> <p>Department of Energy &amp; Environment</p> <p>Department of General Services</p> <p>Department of Health (DC Health)</p> <p>Department of Health Care Finance</p> <p>Department of Housing and Community Development</p> <p>Department of Human Resources</p> <p>Department of Human Services</p> <p>Department of Motor Vehicles</p> <p>Department of Parks and Recreation</p> <p>Department of Public Works</p> <p>Department of Small and Local Business Development</p> <p>Department of Youth Rehabilitation Services</p> <p>Department on Disability Services</p> <p>District Department of Transportation</p> <p>District of Columbia Housing Authority</p> <p>District of Columbia Lottery and Charitable Games Control Board</p> <p>District of Columbia Office of Zoning</p> <p>District of Columbia Public Library</p> <p>District of Columbia Public Schools</p> <p>Fire and Emergency Medical Services Department</p> <p>Homeland Security and Emergency Management Agency</p> <p>Metropolitan Police Department</p> <p>Office of Administrative Hearings</p> <p>Office of the Attorney General – Child Support Services Division</p> <p>Office of Contracting and Procurement</p> <p>Office of Human Rights</p> <p>Office of Planning</p> <p>Office of Tax and Revenue</p> <p>Office of the People’s Counsel</p> <p>Office of the State Superintendent of Education</p> <p>Office of the Tenant Advocate</p> <p>Office of Unified Communications</p>	<p>District of Columbia Board of Elections</p> <p>District of Columbia Commission on the Arts and Humanities</p> <p>District of Columbia Health Benefit Exchange Authority</p> <p>District of Columbia Office of Police Complaints</p> <p>District of Columbia State Board of Education</p> <p>Department of Forensic Sciences</p> <p>Department of For-Hire Vehicles</p> <p>Department of Insurance, Securities and Banking</p> <p>District of Columbia Corrections Information Council</p> <p>District of Columbia Developmental Disabilities Council</p> <p>District of Columbia Housing Finance Agency</p> <p>District of Columbia Retirement Board</p> <p>District of Columbia Water and Sewer Authority</p> <p>Office of Cable Television, Film, Music and Entertainment</p> <p>Office of Disability Rights</p> <p>Office of Employee Appeals</p> <p>Office of the Attorney General</p> <p>Office of the Chief Medical Examiner</p> <p>Office of the Chief Technology Officer</p> <p>Office of the Inspector General</p> <p>Office of Victim Services and Justice Grants</p> <p>Public Services Commission</p> <p>Real Property Tax Appeals Commission</p>

# Language Access Program



OHR's Language Access Program is tasked with monitoring citywide compliance with the Language Access Act by providing central coordination and technical assistance to covered entities. The work of the program is organized in four areas:

### **ENFORCEMENT**

Investigate language access complaints from individuals or organizations who believe that a covered entity has violated the Language Access Act; issue findings; and monitor implementation of corrective actions.

### **TECHNICAL ASSISTANCE**

Provide training, tools, and guidance on effective implementation of language access compliance requirements; and support the work of Language Access Coordinators and Language Access Point of Contacts.

### **COMPLIANCE MONITORING**

Ensure that all 38 covered entities with major public contact develop attainable two-year plans, report quarterly and take appropriate steps to meet compliance requirements; annually assess covered entities' compliance with the Act's requirements.

### **COMMUNITY ENGAGEMENT**

Provide "Know Your Rights" training and other public education and engagement opportunities to ensure that LEP/NEP individuals exercise their rights under the law.

our  
mission

OHR's mission is to eliminate linguistic barriers and ensure that all District agencies have the tools, capacity, and technical knowledge to serve linguistically diverse customers.



# FY19 Language Access Program Highlights

In FY19, the Language Access Program worked extensively with agencies to support the goals of implementing language access requirements and improving overall compliance with the Language Access Act. The LAP provided training, technical assistance and individual consultation to Language Access Coordinators (LACs) and Language Access Points of Contact (LAPOCs), and also reached out to the District’s linguistically diverse/limited English proficient populations to educate them on their right to request language access services in city government offices.

## TRAINING & TECHNICAL ASSISTANCE



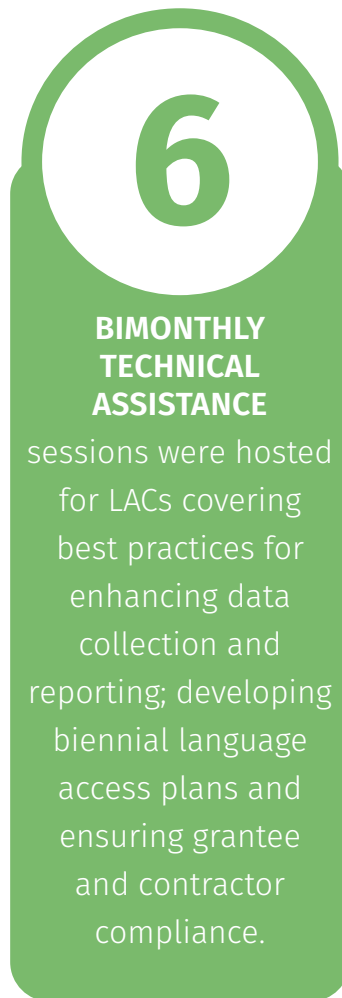
**42**

**LANGUAGE ACCESS COMPLIANCE**  
trainings were delivered directly to 822 District employees, grantees and contractors.



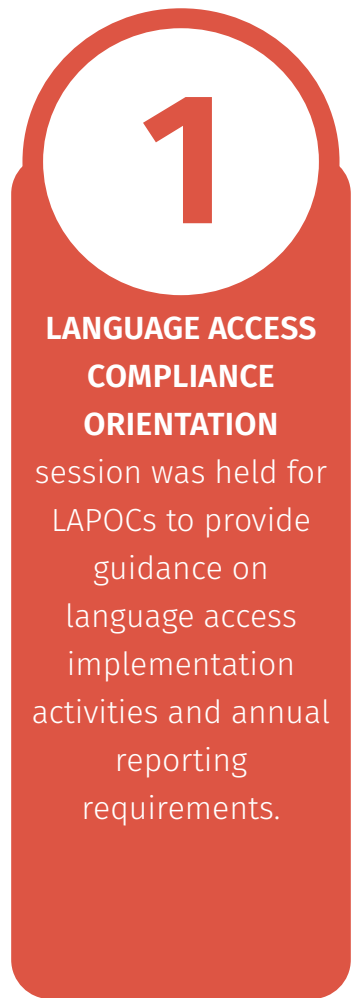
**6**

**LANGUAGE ACCESS AND CULTURAL COMPETENCY**  
trainings were delivered through DCHR’s Center for Learning and Development.



**6**

**BIMONTHLY TECHNICAL ASSISTANCE**  
sessions were hosted for LACs covering best practices for enhancing data collection and reporting; developing biennial language access plans and ensuring grantee and contractor compliance.



**1**

**LANGUAGE ACCESS COMPLIANCE ORIENTATION**  
session was held for LAPOCs to provide guidance on language access implementation activities and annual reporting requirements.



**15**

**MEETINGS** were held with the Mayor’s Offices on African, Asian and Pacific Islander and Latino Affairs to coordinate technical assistance efforts.



## DIGITAL LANGUAGE ACCESS SIGNAGE LAUNCH

In April, during the ceremony commemorating the passage of the DC Language Access Act, OHR’s Language Access Program (LAP) unveiled the Digital Language Access Signage video promoting the District’s interpretation services to limited English proficient (LEP) and non-English proficient (NEP) residents. The educational video explains how LEP/NEP residents can request language services and how agencies can culturally and linguistically serve such populations appropriately. The video was created in collaboration with the Mayor’s three ethnic constituency offices and the Office of the Chief Technology Officer. A large number of agencies that have waiting and public facing areas in their agencies are maximizing the video.

## LANGUAGE ACCESS ACT 15TH ANNIVERSARY CELEBRATION

On April 24, 2019, the Language Access Program, along with DC government agencies, Language Access advocates and community members, celebrated the 15th anniversary of the passage of the Language Access Act of 2004. The unanimous passage of the act 15 years ago embodied the District of Columbia’s pledge to support the city’s vibrant immigrant population and ensure that all DC residents have equal access to government services, regardless of their native language or English language proficiency. The commemorative ceremony celebrated the work of DC government agencies that have excelled in providing language access services and in promoting language access rights awareness within the LEP/NEP community.



## COMMUNITY ENGAGEMENT

OHR worked with community-based partners to engage diverse LEP/NEP communities and ensure that they know and exercise their right to language access services.

- **1,505 LEP/NEP residents** were engaged and reached through workshops, “Know Your Rights” trainings and community events.
- OHR participated in **67 community events** and meetings to share information on language access and distribute multilingual “Know Your Rights” and “I Speak” cards.
- **2,500** multilingual “I Speak” cards were distributed to LEP/NEP individuals.
- **13 trainings** were offered to constituents, advocates, case managers and service providers covering language access protections that impact their clients and members.
- Through a collaborative effort between the Language Access program and the Ethiopian Community Center (ECC), 230 LEP/NEP African community members were educated on the provisions of the Language Access Act. The educational project aimed to increase language access awareness among Africans in DC and to improve their ability to communicate more effectively with government agencies and service providers.

## Language Access Enforcement

The Office of Human Rights investigates language access public complaints filed by individuals who are denied their right to language assistance or who allege that a covered entity has violated the Language Access Act. Once OHR conducts a pre-investigation resolution intervention to ensure that complainants receive immediate services, public complaints are docketed and investigated before the OHR Director issues written findings. Agencies found in violation of the Language Access Act are required to implement corrective actions mandated by OHR.

### In FY19, OHR received a total of 19 language access inquiries alleging violation of the Language Access Act:

- **5 were docketed** and **4 are under investigation** following a pre-investigation resolution process.
- **3 were resolved** during the pre-investigation resolution process, and
- **10 were administratively dismissed** based on lack of jurisdiction or failure to state a claim.
- **1 was withdrawn** by the complainant

### OHR issued a total of 1 determination in FY19:

- **1 was to the Metropolitan Police Department**, which was found in non-compliance with the Language Access Act for failure to provide translation service.

### Corrective Actions Meeting in FY19:

- **4 corrective action meetings** were held with the Department of Motor Vehicles, Department of Human Services, Fire and Emergency Medical Service and the Metropolitan Police Department.
- **1 corrective action meeting** was held with District of Columbia Public Schools and 1 with District of Columbia Housing Authority for noncompliance of inquiries resolved during the pre-investigation resolution process.

### COMPLAINT OUTCOMES FY14-FY19

	FY19	FY18	FY17	FY16	FY15	FY14
Inquiries	19	18	40	19	25	17
Resolved in pre-investigation with agency acknowledging violation	3	0	2	4		
Final determination, found in noncompliance	1		2	1	2	
Under investigation	4	4	12	6	13	9
Administrative Dismissals	11	14	24	8	10	8
Lack of jurisdiction	10	9	12	3	5	4
OHR unable to contact Complainant		0	2	1	1	2
Failure to state a claim		5	2	2	1	2
Withdrawn by complainant	1	0	8	2	3	

## FY19 COMPLAINTS UNDER INVESTIGATION BY AGENCY

Covered Entity	Number of Complaints
Metropolitan Police Department	1
Department of Corrections	2
District of Columbia Housing Authority	1

## INQUIRIES RECEIVED FY14-FY19

Covered Entity	FY19	FY18	FY17	FY16	FY15	FY14
Non-Covered Entities	10	9	14	2	6	5
Department of Motor Vehicles	1		10	4	6	3
Department of Human Services	1	1	7	2	2	3
Metropolitan Police Department	2	4	2	4	1	3
Department of Consumer Regulatory Affairs			1		3	
District of Columbia Public Schools	2			1	1	
Department of Employment Services			1	1	1	
Fire and Emergency Management Services			2		1	
District of Columbia Housing Authority	2			1		1
Department of Disability Services					1	
Office of State Superintendent of Education			1		1	
Office of Zoning and Office of Planning				1		
Department of Health (DC Health)				1		
Department of Youth Rehabilitation Services				1		
Department of For-Hire Vehicles (formerly District of Columbia Taxicab Commission)						1
District of Columbia Board of Elections						1
Department of Behavioral Health						
Office of the Attorney General - Child Support Services Division						
Department of Transportation		1				
Mayor's Office on Community Relations and Services		1				
Department of Public Works		1				
Child and Family Services Agency		1				
Department of Corrections	1					
<b>Total</b>	<b>19</b>	<b>18</b>	<b>38</b>	<b>18</b>	<b>23</b>	<b>17</b>

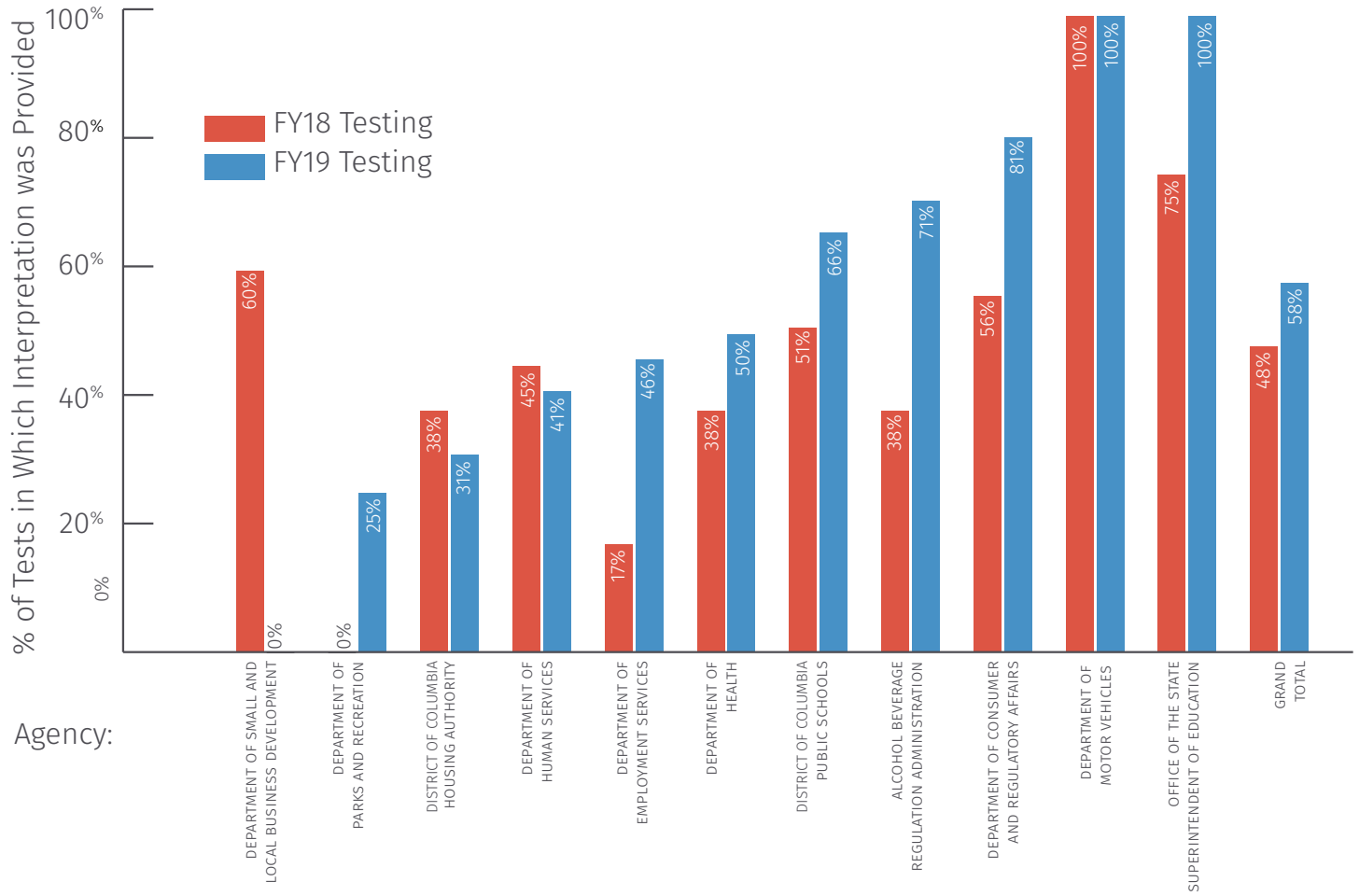
Through its partnership with the Equal Rights Center (ERC), OHR conducted 126 telephone and 111 in-person tests in FY19 to assess the accessibility of 17 covered entities with major public contact. ERC testers either visited or called these agencies and attempted to obtain information from frontline 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, which OHR has incorporated into the agency compliance scorecards under the 'Quality' measure. The ERC also provided an analysis of all data collected from FY19 and FY18 tests to offer a comparative picture on observed trends and overall performance.

### SUMMARY OF FINDINGS:

- **64%** of agencies tested in both years improved their interpretation rates from FY18 to FY19.
- At test sites tested in both years, overall **interpretation rates were 10% higher in FY19** than they were in FY18. This was not a statistically significant improvement ( $p = .08186$ ) though the improvement in scores at these divisions was significant.
- At divisions tested in both years, **interpretation rates decreased** very slightly from 2019 to 2018 (**from 84% to 83%**) on in-person tests. However, **interpretation rates for phone tests increased** significantly from FY18 to FY19 (**from 26% to 45%**,  $p = .00438$ ), producing the overall net increase in interpretation rates.
- At all divisions, testers received language assistance in **78%** of in-person tests, as compared to **88%** in FY18, **86%** in FY17, **92%** in FY16, and **88%** in FY15.
- At all divisions, testers received language assistance in **44% of telephone tests** in FY19, as compared to **37%** in FY18, of **57%** in FY17, **43%** in FY16 and **45%** in FY15.
- Testers received interpretation through a **telephonic interpretation service in 49%** of tests and through a **bilingual employee in 11%** of tests.
- **30% or 39 of the 129 phone tests** reached an automated voice menu. **12 of the 39 calls** reached instructions in the tester's language, and **4 out of these 12 calls** were then connected to a live employee.
- At test sites tested in FY19 and either in FY17 or FY18, testers reported **seeing language access signage more frequently at test sites in FY19** than in the previous two years.
- 34% of tested locations displayed language access signage that was visible to all testers, 44% were visible to some testers, and 22% were visible to none of the testers.
- Testers received translated vital documents in their language in **13% of in-person tests** conducted in FY19.

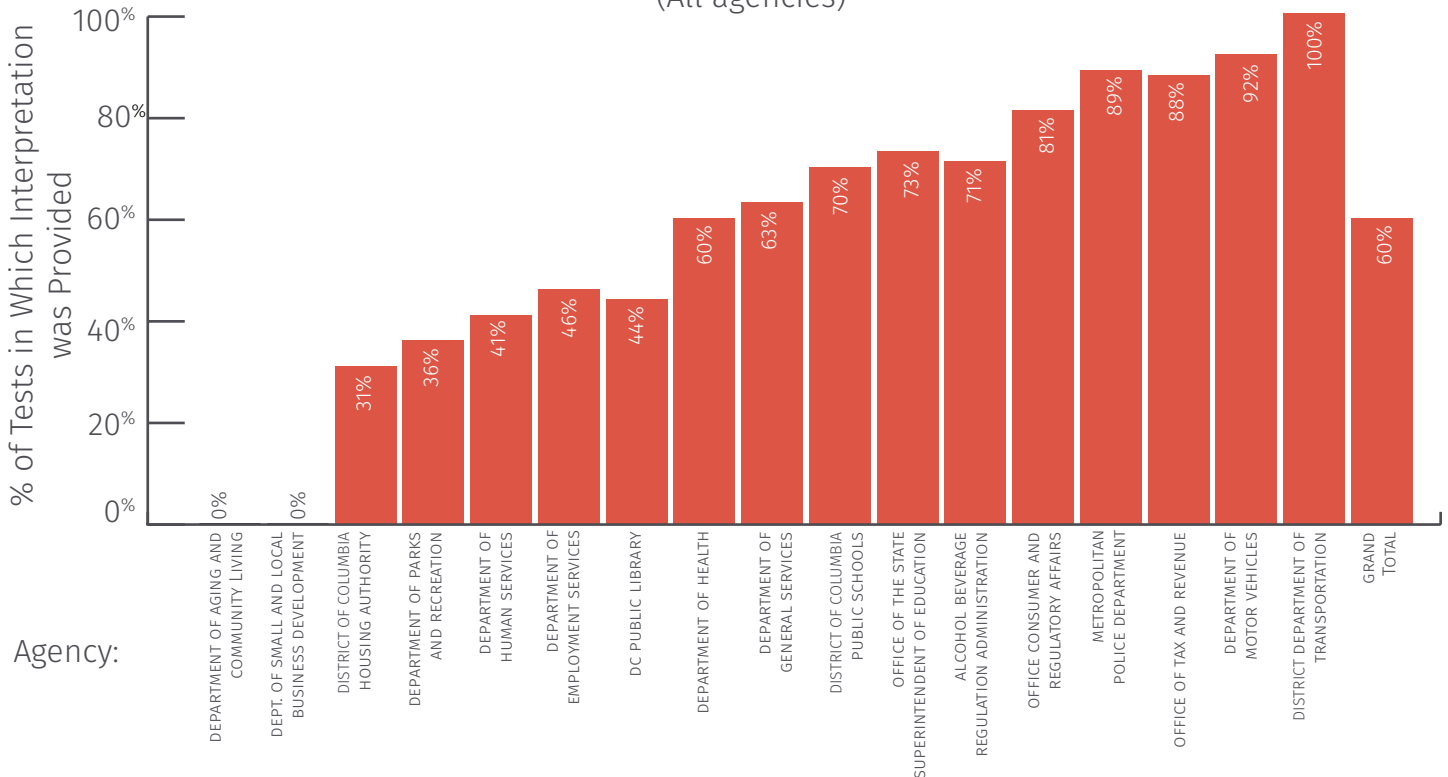
## Table 1: Agency Interpretation Rates FY18 vs FY19

(Divisions tested in both years)



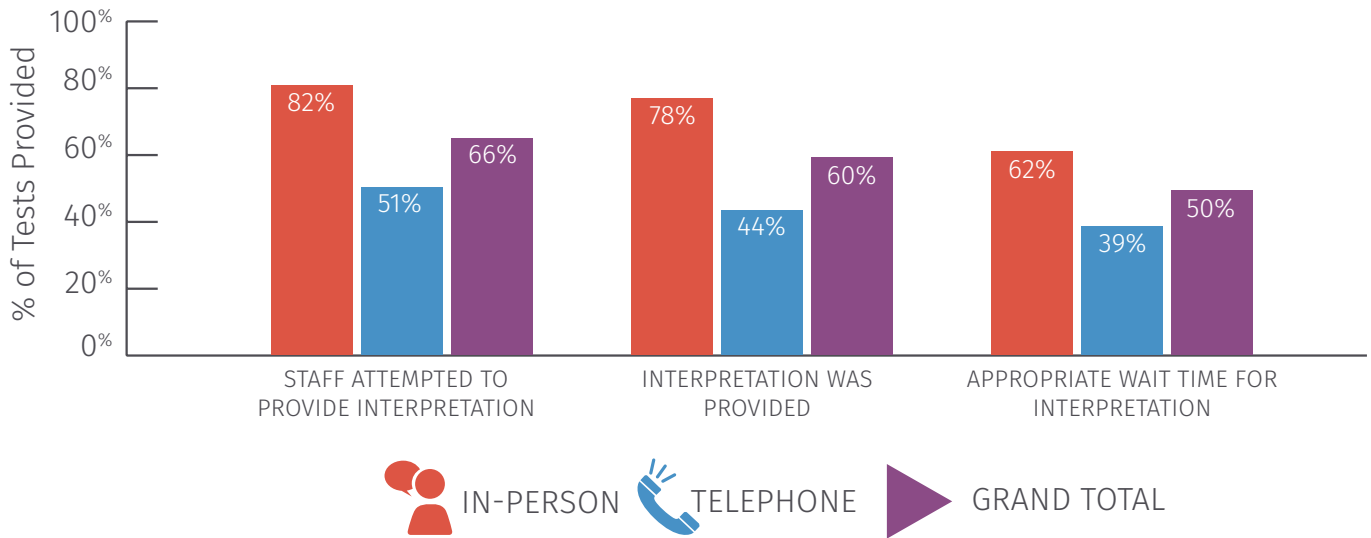
## Table 2: Interpretation Rate by Agency

(All agencies)

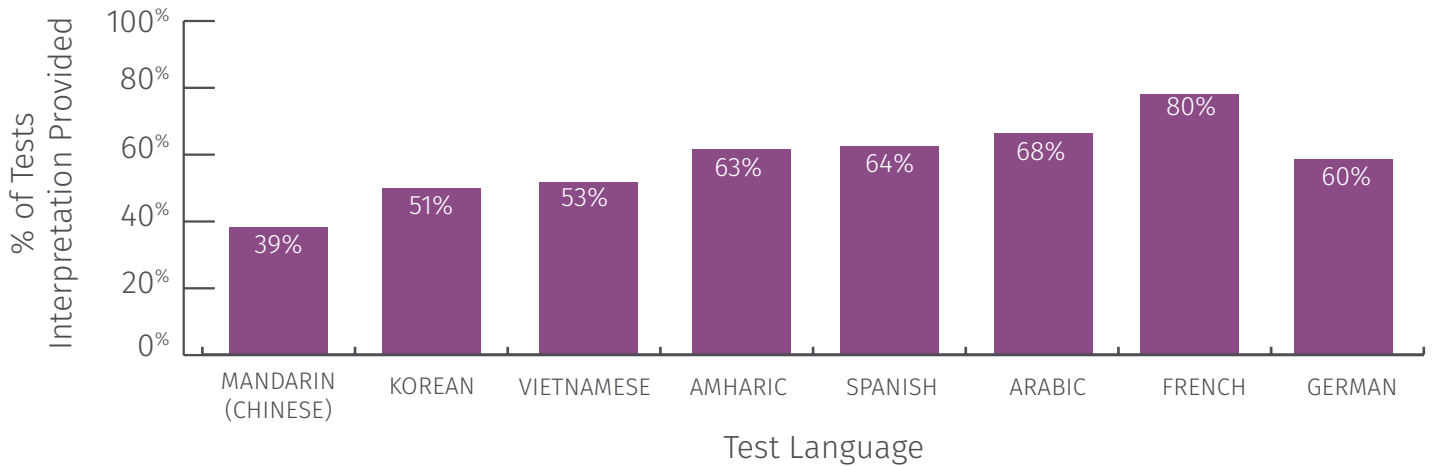


2019 AGENCIES RANKED BY SCORE	Interpretation Provided	Total Tests Conducted	Staff Attempted to Provide Interpretation	Staff Successfully Provided Interpretation	Appropriate Wait Time for Interpretation	Average Score
Name of Agency Visited In-Person	(# Tests)	(# Tests)	(% Tests)	(% Tests)	(% Tests)	(Points)
Department of Aging and Community Living	0	4	0.0%	0.0%	0.0%	0.00
Department of Small and Local Business Development	0	5	60.0%	0.0%	0.0%	1.20
District of Columbia Housing Authority	4	13	38.0%	31.0%	30.8%	2.00
Department of Parks and Recreation	5	14	50.0%	36.0%	21.4%	2.14
Department of Human Services	12	29	48.0%	41.0%	31.0%	2.41
Department of Employment Services	6	13	50.0%	46.0%	30.8%	2.46
District of Columbia Public Library	7	16	44.0%	44.0%	43.8%	2.63
Department of Health	9	16	63.0%	60.0%	37.5%	3.13
Department of General Services	5	11	70.0%	63.0%	45.5%	3.45
District of Columbia Public Schools	31	44	75.0%	70.0%	62.8%	4.18
Office of State Superintendent of Education	11	15	73.0%	73.0%	73.3%	4.40
Alcohol Beverage Regulation Administration	5	7	86.0%	71.0%	71.4%	4.57
Department of Consumer and Regulatory Affairs	13	16	81.0%	81.0%	68.8%	4.63
Metropolitan Police Department	8	9	89.0%	89.0%	55.6%	4.67
Office of Tax and Revenue	7	8	88.0%	88.0%	75.0%	5.00
Department of Motor Vehicles	11	12	100.0%	92.0%	75.0%	5.33
Department of Transportation	5	5	100.0%	100.0%	100.0%	6.00
<b>Grand Total</b>	<b>139</b>	<b>237</b>	<b>66.0%</b>	<b>60.0%</b>	<b>49.6%</b>	<b>3.49</b>

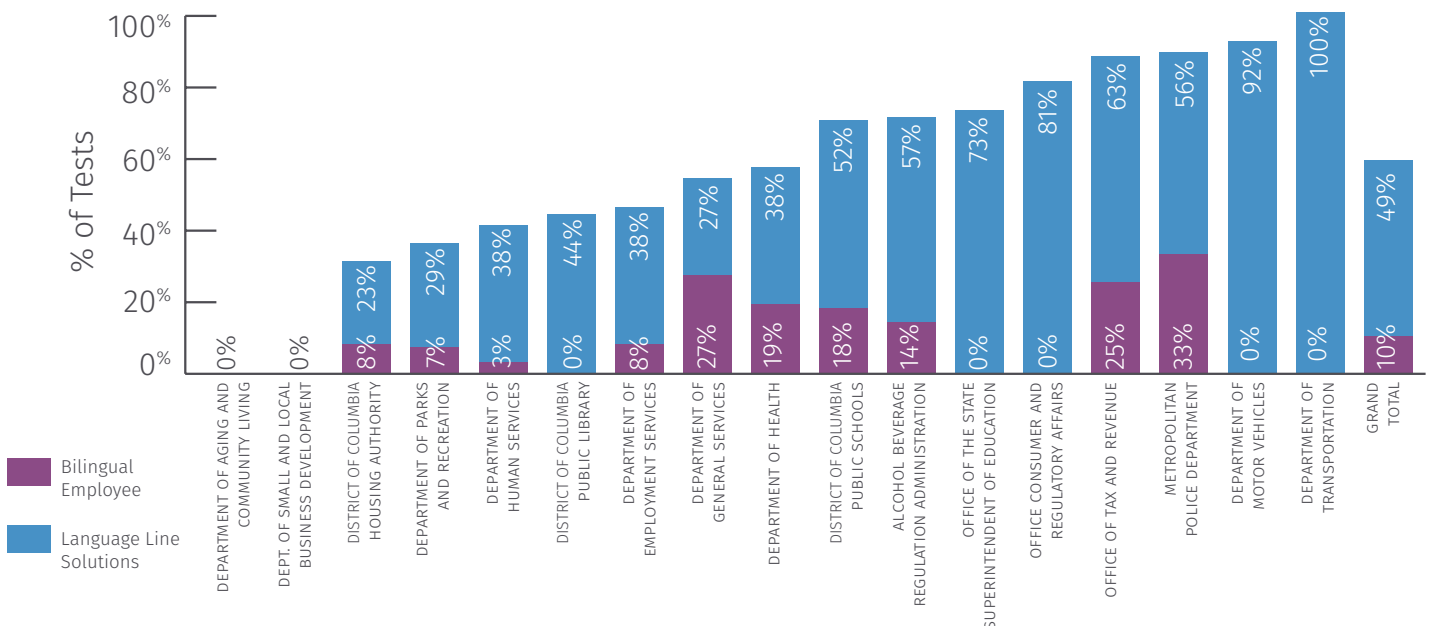
### Table 3: Phone vs. In-Person Services Provided



### Table 4: Interpretation Rate by Language

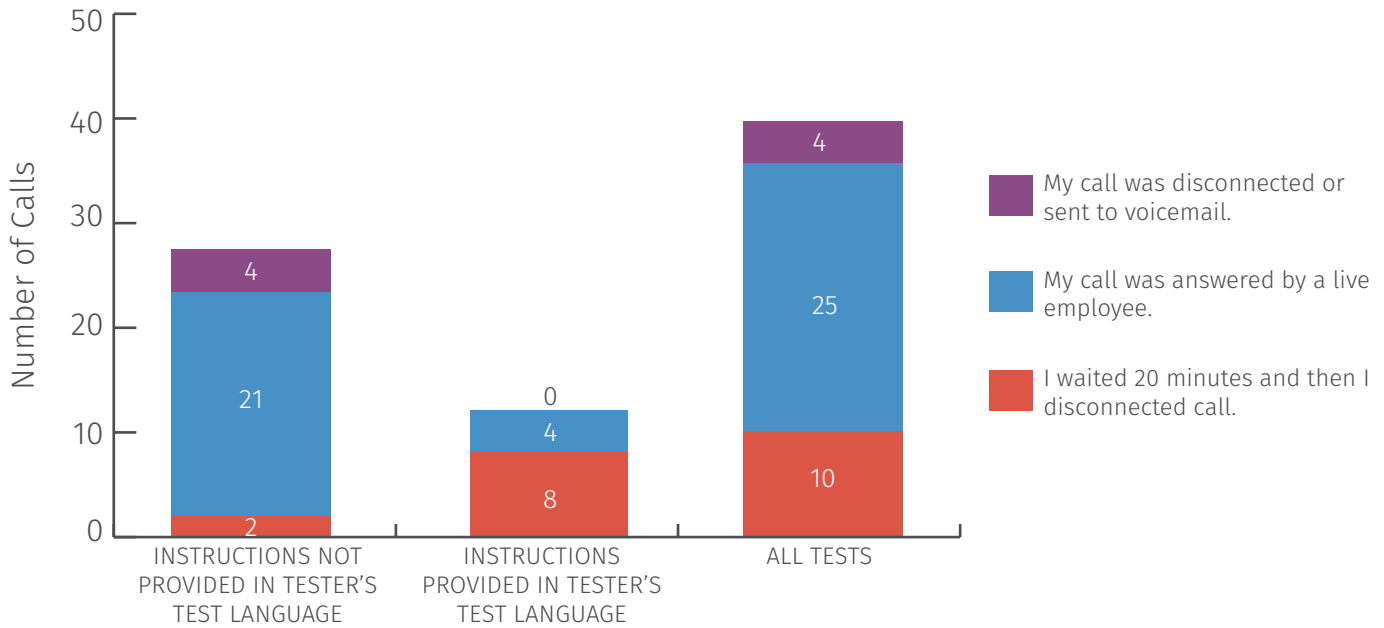


### Table 5: Form of Interpretation by Agency

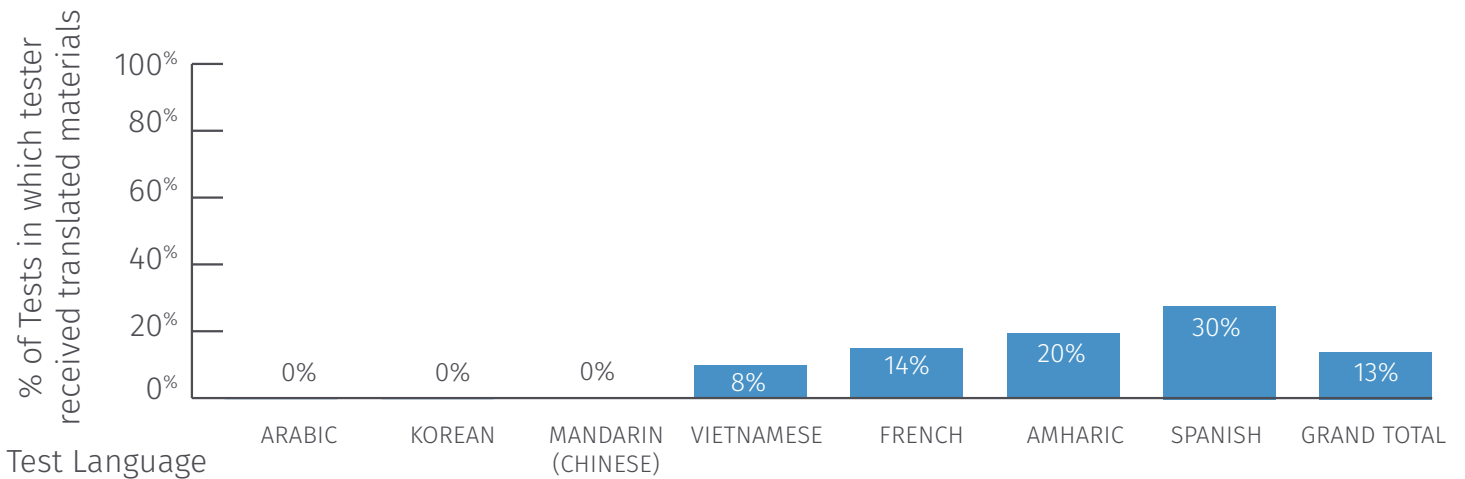




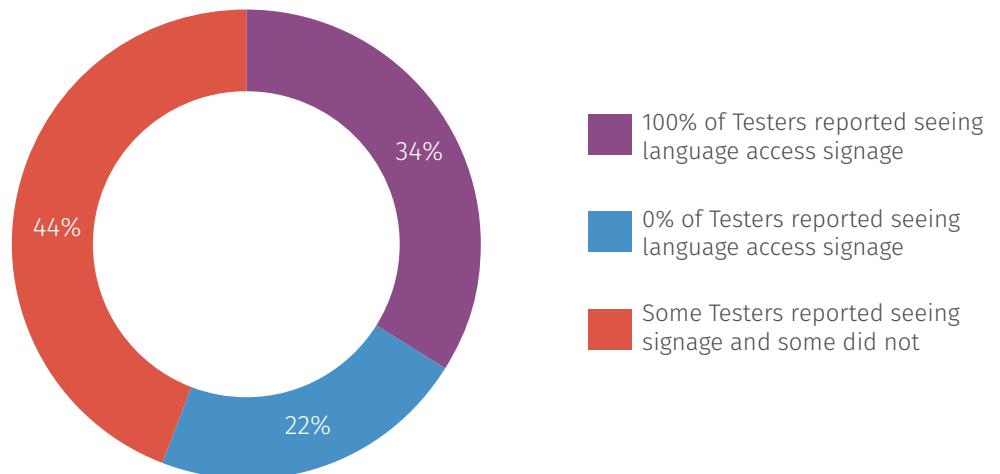
## Table 6: Calls Answered by Automated Menus



## Table 7: Translated Materials by Language



## Table 8: Language Access Signage



## Stakeholder Highlights

# Stakeholder Accomplishments



Section §1209 of the Language Access Act regulations designates the Mayor's Office on African Affairs (MOAA), the Mayor's Office on Asian and Pacific Islander Affairs (MOAPIA) and the Mayor's Office on Latino Affairs (MOLA) to serve as consultative bodies to assist OHR and District agencies in the implementation of the Language Access Act. The Act's regulations also names the DC Language Access Coalition (Coalition) as an external non-governmental body to consult on the implementation of the Act.

These entities have achieved the following outcomes in FY19 as part of their work to strengthen the District's compliance with the Language Access Act:

### **MAYOR'S OFFICE ON AFRICAN AFFAIRS**

#### **Quality Assurance**

MOAA provided technical assistance to District government agencies in FY19 by reviewing more than 25 documents translated into African languages and by providing guidance as agencies worked to centralize translated vital documents on their websites. MOAA provided quality assurance reviews and technical assistance to the Department of Employment Services (DOES), Department of Human Services (DHS), District of Columbia Public Library (DCPL), Department on Disability Services (DDS), Department of For Hire-Vehicles (DFHV) and District of Columbia Public Schools (DCPS). The following is a sample of the documents that were reviewed for quality: (DOES) FAQ Employer & Employee; (DCPS) Family Engagement Survey and Student Guide to Graduation; (DCPL) Library Card Registration form and Back to School Guide; (DDS) Agency Brochure; (DHS) PIT+ Survey 2019 and (DFHV) Open Season to Change DTS Providers.

#### **Outreach to LEP/NEP Residents:**

MOAA conducted outreach to engage linguistically diverse LEP/NEP residents in the African community to better connect them to government services and inform them of their language access rights. Through MOAA's outreach, the agency engaged more than 770 community members in events that included a language access Know Your Rights components such as Free Tax Preparation and Financial Inclusion; a Women in Tech in the African Diaspora Panel; an African Community Members vs MPD Soccer Tournament; an African Fashion Show; a Mental Health Discussion and the Dunbar Seniors Resource Fair. Notably, the agency also partnered with DHFV to engage DC's African cab drivers and provided language assistance and Know Your Rights information in Amharic and French.



## MAYOR'S OFFICE ON ASIAN AND PACIFIC ISLANDER AFFAIRS

### Cultural Competency Training

MOAPIA collaborated with OHR, MOAA and MOLA to develop and implement cultural competency trainings for the following agencies: Department of Motor Vehicles (11 sessions) and the Office of Peoples Counsel (1 session). The agency also provided three (3) stand-alone cultural competency trainings with the following agencies: Metropolitan Police Department (2 sessions), Department of Disability Services (2 sessions) and DC Human Resources (1 session).

### Bilingual Outreach Specialists at DHS

MOAPIA continues to provide bilingual outreach specialists to the Department of Human Services' H Street and Taylor Street Service Centers. The outreach specialists provide language assistance to Chinese and Vietnamese constituents who want to access Medicare, Medicaid, DC Alliance, SNAP, Child Care Assistance and housing benefits programs. The bilingual specialists not only provide language support but also conduct door-to-door outreach. MOAPIA also worked closely with DHS to discuss the agency's system of tracking the cases of LEP/NEP residents and provided suggestions on more effective ways to serve Asian clients.

### Bilingual Outreach

In FY19, MOAPIA assisted in 592 cases overseen by DHS. Of those cases, 310 involved Vietnamese-speaking residents and 282 involved Chinese-speaking constituents. Currently, MOAPIA continues its outreach to LEP/NEP constituents through a phone-banking campaign and social media. MOAPIA reached out to more than 900 residents and 90 small business owners who need language assistance and who can benefit from information such as Public Charge Rule, Medicaid Renewal and/or financial recovery programs.

### Outreach to LEP/NEP Residents

In FY19, MOAPIA distributed more than 300 Know Your Rights "I Speak" cards at 30 outreach events that included a language access component.

## Quality Assurance

MOAPIA provided technical assistance to District government agencies during FY19 by reviewing more than 82 documents translated into Asian languages. MOAPIA provided quality assurance reviews and technical assistance to the following agencies: Department of Employment Services (DOES), Department of Human Services (DHS), Department of Housing and Community Development (DHCD) and the District of Columbia Public Library (DCPL). The following is a sample of the documents that were reviewed: DC Paid Family Leave Employee Notice (DOES); Medicaid Renewal Fact Sheet (DHS); Rent Control Fact Sheet (DHCD) and Library Card Registration form (DCPL).

## Language Access Signage

MOAPIA conducted Language Access site visits at multiple DC agencies that Asians and Pacific Islanders frequently visit to seek services, including the Department of Aging and Community Living (DACL), DC Health (DCH) and Department of Human Services (DHS). At the site visits, MOAPIA provided suggestions to several agencies regarding Language Access signage. If some agencies had Language Access signage or posters that were outdated or did not include every mandated language, especially Asian languages, MOAPIA recommended corrections to provide accurate information.

## MAYOR'S OFFICE ON LATINO AFFAIRS

### Language Access Monitoring

MOLA monitored, assisted and provided feedback to 37 District government agencies to ensure they implemented language access requirements and adopted best practices.

### Bilingual Hiring

MOLA produced and disseminated bi-weekly bilingual job announcements to 10,000+ subscribers in the Latino community. Announcements included job openings in District government designed to increase the linguistic capacity of District agencies by connecting them with qualified bilingual candidates. The agency collaborated with DDOT to prepare Latino candidates for a Multicultural Employment Fair.

### Language Access Lunch and Learn

During FY19, MOLA hosted 5 “Lunch & Learn” meetings for Language Access Coordinators and District government employees to share best practices on language access implementation and to address challenges government employees face in serving LEP/NEP customers.

### Language Access Signage

MOLA worked with the DC Office of Cable Television, Film, Music and Entertainment and OHR to re-shoot the Language Access digital signage video to make it culturally appropriate. The video provides instructions for LEP/NEP customers who want to request interpretation services when visiting District government agencies.

## Quality Assurance

MOLA provided technical assistance to District government agencies throughout FY19 by reviewing over 400 documents translated into Spanish and by providing guidance as agencies worked to centralize translated vital documents on their websites. MOLA provided quality assurance reviews and

technical assistance to the DC Department of Transportation (DDOT), Office of People’s Counsel (OPC), DC Fire & Emergency Medical Services (FEMS), Department of Behavioral Health (DBH), Department of Disability Services (DDS), DC Public Library (DCPL), Child and Family Services Agency (CFSA), Department of Columbia Public Schools (DCPS), Department of Motor Vehicles (DMV), the Metropolitan Police Department (MPD) and The Office of the Attorney General (OAG).

### Outreach to LEP/NEP Residents

In FY19, MOLA distributed more than 1,000 Know Your Rights “I Speak” cards at outreach events that included a language access component, such as MOLA Legal Resource Fair, Food Distribution Bank, Cinco de Mayo Celebration, Immigrant Heritage Month Kick-Off, DCPS Back-to- School Night, Hispanic Heritage Month Community Celebration, Fiesta DC Festival and Mayor Bowser’s State of the District Address.

### Cultural Competency Training

MOLA collaborated with OHR, MOAA and MOAPIA to develop and implement a cultural competency training for the Department of Motor Vehicles. The 11-session training was attended by 330 DMV employees. MOLA also collaborated with the Metropolitan Police Department (MPD) to develop a cultural awareness video for MPD officers who interact with the District’s Latino population. MOLA also delivered a cultural competency training for MPD staff.

### Capacity Building

MOLA provided interpretation equipment and support to grantees, DC government agencies and other community-based organizations to facilitate provision of interpretation services for LEP/NEP individuals.





## DC LANGUAGE ACCESS COALITION

The DC Language Access Coalition is an alliance of diverse community based organizations and individuals advocating for language access rights within the District of Columbia. Currently hosted by Many Languages One Voice, the Coalition provides monitoring, evaluation, technical assistance, and community education on language access in the District, and initiates campaigns to ensure District government agencies are accountable to the Language Access Act.

In FY20, the Coalition will continue advocating for the District's underrepresented limited and non-English proficient individuals to ensure they have equal access and can participate fully in DC's public programs and benefits. The Coalition continues to strengthen its membership base and widen the scope of its outreach efforts to better engage partners and LEP/NEP communities in ongoing advocacy efforts.



## Covered Entity Compliance Summary

# Compliance Profile of Covered Entities

The DC Language Access Act requires all covered entities to provide interpretation and translation services, adopt a comprehensive language access policy, train public contact staff and meet signage and website accessibility requirements. Covered entities not designated as agencies with major public contact are required, by regulation, to a) appoint a Language Access Point of Contact (LAPOC) tasked with coordinating the agency's compliance efforts; b) attend a language access orientation every year; and c) submit an annual report detailing language access implementation efforts and encounters with LEP/NEP customers. The table [below] provides an assessment of 23 covered entities and their level of compliance with these requirements in FY19.

Baseline Compliance Areas					
LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	FY19 Compliance Summary and FY20 Priorities
<b>District of Columbia Board of Elections (DCBOE)</b>					
✓	✓		✓		<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>DCBOE failed to provide an update on language access implementation activities in FY19.</p> <p>In FY20, OHR urges DCBOE to fulfill language access compliance training and reporting requirements and ensure the agency's website contains vital information in the top languages spoken by LEP/NEP voters.</p>
<b>District of Columbia Commission on Arts and Humanities (DCCAH)</b>					
✓	✓	✓	✓		<p>FY19 LEP/NEP Encounters: 4 Top Languages Encountered: Spanish</p> <p>In the area of preparedness, DCCAH reported LEP/NEP encounters and that it trained frontline staff on language access compliance requirements. OHR looks forward to working with the agency to develop and institutionalize an internal language access policy to include grantee compliance verbiage.</p> <p>In the area of accessibility, the agency still has not translated vital documents and has not created a language support page on its website.</p> <p>In FY20, OHR urges DCCAH to take immediate action to comply with language access requirements as recommended in the previous annual compliance review and to improve quality and equitable LA services for its LEP/NEP constituents.</p>



LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	<h2 style="text-align: center;">FY19 Compliance Summary and FY20 Priorities</h2>
<b>District of Columbia Corrections Information Council (CIC)</b>					
✓	✓	✓			<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>In the area of preparedness, DCAH did not report LEP/NEP encounters however the agency partnered with the Language Access program to train frontline staff on language access compliance requirements. OHR looks forward to working with the agency to develop and institutionalize an internal language access policy to include grantee compliance verbiage.</p> <p>In the area of accessibility, the agency translated 2 vital documents: “CIC Brochure” and the “CIC Consent”. In FY20 The LA program looks forward to the agency’s implementation of its plan to include multi-lingual taglines to their surveys and other outgoing documents in order to engage to LEP/NEP population. However, the agency has not created a language support page on its website. In FY20, OHR urges the CIC to take immediate action to comply with language access requirements as recommended in the previous annual compliance review and to improve quality and equitable LA services for its LEP/NEP constituents.</p>
<b>District of Columbia Health Benefit Exchange Authority (HBX)</b>					
✓	✓	✓	✓		<p>FY19 LEP/NEP Encounters: 4,741 Top Languages Encountered: Spanish, Amharic, Mandarin, French, Portuguese, Vietnamese, Korean, Cantonese, Russian, Arabic, Thai</p> <p>HBX continued to fulfill the full range of language access compliance requirements in FY19. In the area of preparedness, the agency’s FY19 implementation report indicates the agency is moving forward with training its staff and funded entities. The agency also provided its funded entities LA compliance information on the proper way to interact with the LEP/NEP population</p> <p>In the area of accessibility, all customer notices generated by DC Health Link are accompanied by taglines in Amharic, Spanish, French, Korean, Simplified Chinese, Traditional Chinese and Vietnamese. In FY19, HBX incorporated all 18 taglines required by the Centers for Medicare and Medicaid Services, U.S. Department of Health and Human Services, for the exchange marketplace. The 18 taglines are included in all notices in production and on the dhealthlink.com website. HBX monitors to ensure that appropriate signage is posted at HBX locations and public events..</p> <p>In the area of quality, HBX has 4 case managers trained and certified to provide in-person interpretation and is working on training and certifying more. In FY20, OHR looks forward to HBX’s implementation of its plans to continue promoting language access services, including providing additional translations of documents.</p> <p>OHR commends HBX on its continued efforts to comply with the LA Act. OHR recommends the agency take a significant step towards compliance by developing, implementing and institutionalizing an internal LA policy.</p>

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	<b>FY19 Compliance Summary and FY20 Priorities</b>
<b>Department of Forensic Sciences (DFS)</b>					
					<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>DFS has not met its requirement or obligation under the LA Act of 2004. In FY19, DFS once again failed to report on LA compliance and implementation activities. Although the agency has limited interaction with the public and/or LEP/NEP persons, OHR urges DFS ensure its public facing staff is trained in language access compliance requirements. In FY20, the agency also should set up a telephonic interpretation service account to communicate with LEP/NEP individuals, as needed, and add a language support section to the agency's website with vital documents translated into the District's top languages.</p>
<b>District of Columbia Housing Finance Agency (DCHFA)</b>					
					<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>DCHFA has not met its requirement or obligation under the LA Act of 2004. In FY19, DCHFA once again failed to report on LA compliance and implementation activities</p> <p>In FY20, OHR urges DCHFA to fulfill language access compliance training and reporting requirements and ensure that the agency's website contains vital information in the top languages spoken by LEP/NEP customers.</p>
<b>Department of For-Hire Vehicles (DFHV)</b>					
✓			✓		<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>DFHV failed to provide an update on language access implementation activities in FY19.</p> <p>In FY20, OHR urges DFHV to fulfill language access compliance training and reporting requirements and ensure that the agency's website contains vital information in top languages spoken by LEP/NEP drivers</p>
<b>Office of Cable Television, Film, Music, and Entertainment (OCTFME)</b>					
✓	✓		✓		<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>In FY19, OCTFME once again failed to report on LA compliance and implementation activities.</p> <p>In FY20, OHR urges OCTME to fulfill language access compliance training and reporting requirements and ensure the agency's website contains vital information in the top languages spoken by LEP/NEP viewers and other constituents.</p>

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	<b>FY19 Compliance Summary and FY20 Priorities</b>
<b>Office of Employee Appeals (OEA)</b>					
✓			✓		<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>OEA has not met its requirement or obligation under the LA Act of 2004. In FY19, OEA once again failed to report on LA compliance and implementation activities.</p> <p>In FY20, OHR urges OEA to fulfill language access compliance training and reporting requirements and ensure that the agency's website contains vital information in the top languages spoken by LEP/NEP customers.</p>
<b>Office of Disability Rights (ODR)</b>					
✓	✓	✓	✓		<p>FY19 Encounters: N/A Top Languages Encountered: N/A</p> <p>ODR submitted a language access implementation report in FY19 and ensured its staff can interact with the LEP/NEP community by downloading the language line solution telephonic interpretation application into their government-issued phones. ODR continues to stock and distribute agency brochures that are translated into Spanish, Amharic, Chinese, French, Korean and Vietnamese.</p> <p>OHR encourages the agency to continue efforts to provide meaningful access to LEP/NEP individuals and to implement plans to translate both the "about" and "services" tab of its website. In FY20, ODR should adopt a language access policy and submit a detailed comprehensive LA compliance report.</p>
<b>Office of Police Complaints (OPC)</b>					
✓	✓	✓	✓		<p>FY19 LEP/NEP Encounters: 80 Top Languages Encountered: Spanish and Korean</p> <p>In the area of preparedness, OPC reported LEP/NEP encounters and that it trained frontline staff on language access compliance requirements. OHR looks forward to working with the agency to develop and institutionalize an internal language access policy.</p> <p>In the area of accessibility, the agency's FY19 annual report indicates OPC worked with community-based organizations such as Briya Public Charter School and CARECEN to engage LEP/NEP residents and assess police-community relations within immigrant communities. The agency has not met compliance requirements for document translation. Although OPC provides a description of key programs and services in Spanish on its website, language accessibility would be improved by posting the same information in additional languages.</p> <p>In the area of quality, the agency followed up on last year's compliance recommendation to provide language access compliance training for public contact staff. It also participated in outreach efforts targeting the District's Asian and Pacific Islander population.</p>

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	<b>FY19 Compliance Summary and FY20 Priorities</b>
<b>Office of the Attorney General for the District of Columbia (OAG)</b>					
✓	✓		✓		<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>OAG has not met its requirement or obligation under the LA Act of 2004. In FY19, OAG once again failed to report on LA compliance and implementation activities.</p> <p>In FY20, OHR urges OAG to fulfill language access compliance training and reporting requirements and ensure that the agency's website contains vital information in the top languages spoken by LEP/NEP customers.</p>
<b>Office of the Chief Financial Officer (OCFO)</b>					
✓	✓		✓		<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>OCFO failed to report on language access implementation activities carried out in FY19. In FY20, OHR urges OCFO to fulfill language access compliance training and reporting requirements and adopt a language access policy. OCFO should translate vital documents and create a language support section on its website to provide a description of its services and programs in the top 6 languages spoken by the District's LEP/NEP residents.</p>
<b>Office of the Chief Technology Officer (OCTO)</b>					
✓			✓		<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>OCTO has not met its requirement or obligation under the LA Act of 2004. In FY19, OCTO once again failed to report on LA compliance and implementation activities.</p> <p>In FY20, OHR urges OCTO to fulfill language access compliance training and reporting requirements and ensure that the agency's website contains vital information in the top languages spoken by LEP/NEP customers.</p>
<b>Office of Victim Services and Justice Grants (OVSJG)</b>					
✓	✓	✓	✓		<p>FY19 LEP/NEP Encounters: 5,695 Top Languages Encountered: Spanish, Amharic, French, Bengali, Swahili, Vietnamese, Tigrinya, Mandarin, Korean, Japanese, Thai, Haitian Creole, Urdu, Tagalog, Nepali and Russian.</p> <p>In the area of preparedness, OVSJG reported comprehensive data on LEP/NEP encounters. The agency implemented two language access compliance trainings for grantees on how to properly communicate with LEP/NEP individuals. The training also included the procedure for reporting LA-related data. OVSJG developed a tracking mechanism for LEP/NEP encounters and a reporting tool to capture LA-related compliance work. Grantees also were also evaluated for LA compliance during administrative site visits.</p> <p>In FY20, OHR looks forward to working with the OVSJG to develop and institutionalize an internal language access policy and to the agency's development of a language access page on its website.</p>

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	<b>FY19 Compliance Summary and FY20 Priorities</b>				
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<b>Public Services Commission (PSC)</b>									
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✓	✓		✓		<p>FY19 LEP/NEP Encounters: 32 Top Languages Encountered: N/A</p> <p>In FY19, PCS did not meet reporting requirements nor adhere to any recommendations issued by OHR’s Language Access program. In FY20, PSC needs to take immediate action to adopt a language access policy, train public contact employees/funded entities on LA compliance requirements and translate vital documents into top languages spoken by LEP/NEP residents. OHR also looks forward to assisting the agency in creating a language support section that provides a summary of its programs with links to translated vital documents in languages including Spanish, Amharic, Chinese, French, Vietnamese and Korean.</p>
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<b>Real Property Tax Appeals Commission (RPTAC)</b>									
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✓					<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>RPTAC has not met its requirement or obligation under the LA Act of 2004. In FY19, RPTAC once again failed to report on LA compliance and implementation activities.</p> <p>Although the agency has limited encounters with LEP/NEP residents, OHR urges RPTAC to ensure its public contact staff can provide language assistance when necessary. OHR recommends RPTAC set up an account with the District’s provider for telephonic interpretation service; train public contact staff on language access requirements and resources and provide a language support page on its website summarizing the agency’s services in the top 6 languages spoken by the District’s LEP/NEP residents</p>
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<b>State Board of Education (SBOE)</b>									
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✓	✓		✓		<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>In FY19, SBOE failed to report on LA compliance and implementation activities. In FY20, OHR urges SBOE to fulfill LA compliance requirements such as developing and institutionalizing a LA policy, training staff and ensuring the agency’s website contains vital information in the top languages spoken by LEP/NEP customers.</p>
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# Covered Entities with Major Public Contact

### ABOUT THE SCORECARDS:

This report features compliance scorecards for **38 District agencies with major public contact**. Scorecards provide an overview of how accessible a covered entity with major public contact is to constituents who are limited and non-English proficient (LEP/NEP). Each scorecard includes a numeric evaluation, a narrative description of an agency's accomplishments, and recommendations for addressing gaps in compliance. The numeric evaluation provides an agency's overall compliance score based on three performance categories: preparedness, accessibility, and quality.

The category of preparedness evaluates the extent to which an agency has laid the necessary groundwork for interacting with LEP/NEP constituents, such as by collecting data on encounters and training frontline staff on language access requirements. The category of accessibility measures the current state of language access services at a given agency, including interpretation, translation, website accessibility and outreach. The category of quality reflects how well an agency is implementing its services with respect to customer experiences. Field test results and formal complaints filed against the agency are considered in this category.

To receive a perfect compliance score, an agency must fulfill all of the requirements under each of these three categories. Each requirement corresponds to one point, allowing for a maximum possible score of 14 for agencies that underwent field testing, and 12 for agencies that did not. Individual agency score per requirement is available in the compliance details table on page 36.

The agency's overall compliance score is based on three performance categories: **preparedness, accessibility, and quality.**

## RATING METHODOLOGY:

	Requirements	Evaluation Questions
<b>PREPAREDNESS (P)</b>	P1. Agency provided comprehensive data on FY19 encounters.	<p>Did the agency record its encounters with LEP/NEP constituents and report them to OHR?</p> <p>Is the agency using more than one method to collect data?</p> <p>Did agency implement OHR recommendations and/or FY18/19 Biennial Language Access Plan (BLAP) action items related to data collection?</p>
	P2. Agency has a current language access policy.	<p>Did the agency develop or revise its language access policy over the last three years?</p> <p>Has agency submitted a policy for OHR's approval within the last three years?</p>
	P3. Agency staff were trained in FY19:	<p>Did the agency train staff on language access requirements and resources?</p> <p>Did agency implement OHR recommendations and/or FY18/19 BLAP action items related to staff training?</p>
	P4. Agency communicated effectively.	<p>Did the agency send a representative to bimonthly LA Coordinators meetings hosted by OHR?</p> <p>Was the agency responsive to OHR inquiries?</p> <p>Did the agency proactively reach out to OHR?</p>
	P5 Agency took steps to meet grantee and contractor compliance requirements.	<p>Did the agency take reasonable steps to ensure that its grantees and contractors comply with the Language Access Act?</p> <p>Did the agency train grantees/contractors and their employees on language access compliance requirements?</p> <p>Did the agency modify contracts or MOUs, or obtain signed agreements from grantees/contractors to certify compliance?</p>

**ACCESSIBILITY (A)**

<p>A6. Agency displayed adequate language access signage in public facing locations.</p>	<p>Do agency’s public facing locations display multilingual signs informing LEP/NEP customers about their right to language assistance?</p> <p>Does the agency visibly display language identification posters, “I Speak” cards, multilingual banners, or other tools allowing LEP/NEP customers to identify their language?</p>
<p>A7. Vital documents were translated and/or updated in FY19.</p>	<p>Did the agency translate any vital documents in FY19?</p> <p>Has the agency translated documents into all languages that the agency regularly encounters?</p> <p>Did the agency implement OHR recommendations or FY18/19 BLAP action items related to document translation?</p>
<p>A8. Translated vital documents are accessible on agency website.</p>	<p>Does the agency have any web pages in languages other than English?</p> <p>Are the agency’s public facing vital documents available on the website in other languages?</p> <p>Did the agency implement OHR recommendations or FY18/19 BLAP action items related to online accessibility of translated documents?</p>
<p>A9. Efforts were made to reach out to LEP/NEP communities in FY19.</p>	<p>Did the agency conduct outreach specifically targeting LEP/NEP communities?</p> <p>Did outreach initiatives bring the agency into meaningful contact with LEP/NEP constituents?</p> <p>Did agency implement OHR recommendations or FY18/19 BLAP action items related to outreach to LEP/NEP communities?</p>



**QUALITY (Q)**

<p>Q10. No complaints were filed against the agency in FY19.</p>	<p>Were any complaints filed against the agency?</p>
<p>Q11. Agency was not found in non-compliance in FY19.</p>	<p>Did any complaints result in a non-compliance finding?</p> <p>Has the agency received multiple complaints regarding the same issue?</p> <p>Does the agency have outstanding corrective actions?</p>
<p>Q12. No tester was turned away during tests.</p>	<p>ONLY FOR AGENCIES THAT UNDERWENT FIELD TESTING</p> <p>Did all testers receive interpretation and, when appropriate, translation services?</p> <p>If not, were there any mitigating circumstances?</p>
<p>Q13. All testers who accessed employee or interpretation received requested information or services.</p>	<p>ONLY FOR AGENCIES THAT UNDERWENT FIELD TESTING</p> <p>When testers did receive language assistance, were they able to obtain the information or resources that they requested?</p> <p>Were they able to communicate effectively through the services offered?</p>
<p>Q14. OHR has observed improvement in LA implementation in FY19.</p>	<p>Has the agency taken steps to provide or sustain full access to LEP/NEP customers?</p> <p>Has the agency addressed some, if not all, systemic issues to close gaps in compliance and improve agency's service to LEP/NEP customers?</p> <p>Do FY19 testing outcomes (where applicable), self-reported updates, OHR observations, or stakeholder feedback indicate that the agency is on track with language access implementation?</p>

## Implementation by the Numbers

Summary of findings based on implementation reports from **38 covered entities** with major public contact and **23 covered entities** assessed in FY19.

### PREPAREDNESS

183,387

encounters with LEP/NEP customers were reported in FY19 across all District government agencies.

41,040

District government employees including contractor and grantee staff received language access compliance or refresher training in FY19.

28 out of 38

covered entities with major public contact fulfilled reporting requirements and submitted comprehensive data on encounters with LEP/NEP customers.

21 out of 38

covered entities with major public contact adopted revised language access policies in FY19.

### ACCESSIBILITY

73,277

calls were made by frontline employees in FY19 to reach a telephonic interpreter and communicate with customers speaking **66** different languages.

830

translated vital documents were made available by covered entities with major public contact. Vital documents were translated into Spanish (509), Amharic (139), Chinese (110), French (102), Vietnamese (90), Korean (75), Portuguese (6), Arabic (3) and Tigrinya (2).

36 out of 38

covered entities with major public contact displayed visible language access signage in public facing locations.

30 out of 38

agencies reported conducting outreach activities specifically designed to engage LEP/NEP communities.

9 out of 38

agencies updated their websites by providing links to translated vital documents.

# QUALITY

## 72.7%

of agencies with the same divisions tested **scored higher in 2019** than they did in 2018.

## 88%

of the in-person field tests provided adequate interpretation services.

## 78%

of the in-person field tests provided adequate interpretation services.

## 50%

of agencies with the same divisions tested increased interpretation rates in 2019 compared to 2018.

## 44%

of the telephone field tests provided adequate interpretation services.

## 78%

of the in-person field tests provided adequate interpretation services.

## 19

language access public complaints were filed with OHR in FY19, a slight increase in the number of inquiries as compared to inquiries received in FY18.

Out of **19** complaints received in FY19, **10 were dismissed** based on lack of jurisdiction; **5 were docketed**, **3 were found noncompliant**, and **1 was withdrawn** by the complainant. Of the **5** docketed cases, **4** are under investigation.

Based on language line<sup>1</sup> usage, the top 10 languages served were:

Spanish	Amharic	French	Mandarin	Vietnamese	Arabic	Tigrinya	Bengali	Haitian Creole	Cantonese
60,030	6,233	1,627	1,426	1,069	493	357	331	172	202

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

Spanish	Amharic	French	Vietnamese	Mandarin	Cantonese	Arabic	Korean	Tigrinya	Portuguese
158,178	11,934	3,130	2,622	2,500	808	564	457	454	329

<sup>1</sup> Telephonic Interpretation services provided by Language Line Solutions.

# Compliance Scorecards: 38 Major Public Contact Agencies

Data underlying the agency scores can be found beginning on page 76.



# Alcoholic Beverage Regulation Administration



## preparedness

0/5

In FY19, ABRA failed to meet preparedness requirements and must take immediate steps in FY20 to provide language access compliance training to public contact employees.

## accessibility

1/4

In FY19, ABRA did not translate vital documents and did not take steps to enhance its website's accessibility to the LEP/NEP community. The agency did not make efforts to engage the LEP/NEP communities.

## quality

3/5

The agency made a slight improvement in LA service provision testing. Only two of seven testers did not receive interpretation services in FY19. While no complaints were filed against ABRA in FY19, the agency did not meet reporting requirements.



### Telephone Tests

2 out of 4 telephone tests provided interpretation service, information or appropriate resources.



### In-Person Tests

3 out of 3 in-person tests provided interpretation service, information or appropriate resources.

### FY19 Top Languages Encountered:

Spanish, Amharic, Korean, French and Tigrinya

FY19 Encounters: 32 | FY18 Encounters: 37 | FY18 Score: 6/14

The Alcoholic Beverage Regulation Administration (ABRA) met none of the prerequisites in the area of preparedness in FY19. The agency failed to report comprehensive data, and it still lacks an internal Language Access Policy. ABRA only reported two trainings, and it was unclear whether those sessions covered LA requirements. Also, based on ABRA's failure to confirm and a lack of comprehensive data, OHR's LA program cannot verify whether the agency has grantees/contractors.

In the area of accessibility, no vital documents were translated in FY19, and the language support page still is not posted on ABRA's website. The agency listed trainings at outreach events but, again, it is not clear whether the LEP/NEP community was present.

In the area of quality, language access field tests conducted at ABRA showed improvement in its response to non-English speakers seeking services. In FY19, five of seven testers were provided interpretation compared to only three of eight testers in FY18. Interpretation services were provided in two of four phone tests. All three in-person testers (Amharic, Korean and Spanish speakers) received interpretation services within an appropriate time frame. The Amharic and Korean-speaking testers received interpretation services through Language Line Solutions (LLS), and the Spanish-speaking tester received interpretation from a bilingual employee.

In FY20, OHR will continue to engage with and support ABRA with the goal of bringing the agency into compliance with the Language Access Act and its requirements. OHR strongly recommends the agency commit to fulfilling its duty as a public service provider that engages with the District's linguistically diverse business owners and LEP/NEP residents.

# Child and Family Services Agency



## preparedness

4/5

CFSA fulfilled planning and reporting requirements in FY19 and trained frontline employees and managers on language access compliance requirements.

## accessibility

3/4

CFSA translated three vital documents into Spanish and Tigrinya. In FY19, CFSA also participated in 25 citywide community outreach events, a significant and commendable increase over the previous year.

## quality

3/3

No complaints were filed against CFSA in FY19. The agency was not tested in FY19. CFSA continues to make steady efforts toward meeting Language Access Act requirements.



FY18 Score  
12/12



FY19 Encounters  
1793

### FY19 Top Languages Encountered:

FY19 Top Languages Encountered: Spanish, Amharic, Tigrinya  
Vietnamese, French, Mandarin, Haitian Creole, Oromo, Mongolian

FY18 Encounters: 1787

The Child and Family Services Agency (CFSA) has met four of five preparedness requirements by using two data tracking sources, and it had outstanding attendance at all LAC meetings. OHR looks forward to working with CFSA to update its LA policy, which was last revised in 2016. CFSA's FY19 language access implementation report indicates that the agency delivered nine language access compliance training sessions during the year.

In the area of accessibility, the agency participated in 25 outreach events throughout the city's eight wards. The agency also translated three documents: "Family Team Meetings", "Hearing Results" and "Notice of Investigation" into two languages: Spanish and Tigrinya in addition to confidential case-specific documents. Although the agency increased its numbers in translation there was a discrepancy on the website's Spanish language support page regarding the document titled "How to Become a Foster parent" the title is in English, making it inaccessible to the LEP/NEP community. OHR looks forward to advising CFSA on improving its website accessibility.

In the area of quality, no formal complaints were filed against CFSA, and the agency was a recipient of the "Consistent Agency" award for receiving a perfect score in field testing in 2016 and 2017. CFSA also ensured that as LACs transitioned out of the agency, there was a smooth transition between the outgoing and incoming LAC. CFSA also states that ongoing mandatory trainings help public contact employees serve LEP/NEP clients with a better understanding of their linguistic needs, whether the clients are encountered during visits to the agency, at family team meetings or during home visits.

OHR commends CFSA for adhering to OHR'S recommendations: to expand community engagement in partnership with the three constituency offices (MOLA, MOAPIA and MOAA). OHR recommends that CFSA continue its efforts to enhance its website accessibility by uploading translated documents to the appropriate language support page with the corresponding translated document title.

# Department of Aging and Community Living



**preparedness**  
3/5

DACL met planning and reporting requirements in FY19 and provided language access compliance training for grantees/contractors. In FY20, DACL needs to update a language access policy and ensure that its frontline staff receive language access training.

**accessibility**  
3/4

DACL conducted outreach to LEP/NEP seniors in FY19. In FY20, the agency needs to translate vital documents and ensure translated documents are uploaded on the agency's website.

**quality**  
3/5

DACL conducted outreach to LEP/NEP seniors in FY19. In FY20, the agency needs to translate vital documents and ensure translated documents are uploaded on the agency's website.



## Telephone Tests

None of the 4 telephone tests provided interpretation service, information or appropriate resources.



## FY19 Encounters

176

### FY19 Top Languages Encountered:

Spanish, Vietnamese, Mandarin, Amharic, Haitian Creole, Chinese, French, Bengali

FY18 Encounters: 1,710 | FY18 Score: 8/12

While the Department of Aging and Community Living (DACL) successfully met planning and reporting requirements in FY19, the agency must make efforts in FY20 to address compliance shortfalls, such as updating its LA Policy and recommitting to attending the LAC bi-monthly meetings. OHR recommends the agency strengthen its data collection source by tracking bilingual staff encounters with LEP/NEP constituents. OHR strongly recommends that DACL train its staff starting with its frontline employees as the field test showed that staff is not prepared to engage LEP/NEP seniors or provide them with their right to services in their native language as required under the Language Access Act.

In FY19, DACL had one language access training session attended by 34 frontline staff and managers and translated one document into seven languages. However, the documents are not uploaded onto the language support section of DACL's website. OHR recommends that the agency to translate DACL's brochure, "Long-Term Care Guide," into the most frequently languages encountered by the agency and place links to all translated documents in the "Language Support" section of its website so they are fully accessible to the LEP/NEP community. DACL participated in 11 events to engage with LEP/NEP seniors in the Asian/Pacific Islander and Latino communities by participating, including the Mayor's Senior Town Hall meeting, Health Information Fair and the VIDA Senior Center Health Fair.

In FY19, DACL was tested by telephone and received a score of zero. None of the four testers - Amharic, Arabic, Korean and Vietnamese speakers- who called the DACL Ward 1 Senior Wellness Center received interpretation services and they reported that agency employees explicitly refused to provide interpretation.

# Fire and Emergency Medical Services



## preparedness

5/5

FEMS met all planning and reporting requirements in FY19, trained public contact staff and focused on specific LA waiver procedures.

## accessibility

4/4

FEMS translated one vital document into six languages in FY19 and participated in four community events.

## quality

2/3

In FY19, no language access public complaints were filed against FEMS and the agency was not tested. FEMS continues to make strides toward fully implementing language access requirements; however, it has an outstanding corrective action plan that should be completed in FY20.



FY18 Score  
11/12



FY18 Encounters  
114

### FY19 Top Languages Encountered:

Spanish, Mandarin, Amharic, Romanian, Korean, French, Arabic, Tigrinya, Portuguese  
FY19 Encounters: 138

In the area of preparedness, Fire and Emergency Medical Services (FEMS) has an updated Language Access policy. However, the agency must improve its data collection system to capture bilingual staff encounters with the LEP/NEP community. FEMS has maintained its commitment to preparedness by conducting 10 trainings, with four of those sessions dedicated to the interpretation waiver procedures. The agency has certified compliance of its grantees/contractors, however the LA team recommends the agency refine its certification verbiage to be specific about LA requirements.

In the area of accessibility, the agency translated one document the “AMA Waiver” into six languages. OHR commends FEMS on fulfilling last year’s compliance report recommendation to centralize all translated vital documents under the “language support” section of its website. In FY19, FEMS participated in four events with a team of certified bilingual staff and professional interpreters to ensure accessibility to the LEP/NEP participants.

In the area of quality, the agency currently has an outstanding corrective action from a non-compliance finding in FY17. The LA program urges FEMS to reach an agreement for the proposed corrective action plan in FY20. OHR encourages FEMS to enhance its outreach efforts and collaborate with the Mayor’s Offices on African, Asian & Pacific Islander and Latino Affairs. OHR also recommends that the agency renew its efforts to certify bilingual staff in their respective languages.



## DC | HEALTH

GOVERNMENT OF THE DISTRICT OF COLUMBIA

**10/14**  
overall compliance score

**preparedness**  
3/5

DC Health did not meet some of the planning and reporting requirements in FY19. The agency needs to enhance its training by increasing its frequency and by ensuring funded grantees/contractors fulfill LA compliance requirements.

**accessibility**  
3/4

In FY19, DC Health translated 46 vital documents and conducted outreach. In FY20, DCH needs to improve accessibility of translated documents on the LSP section of its website and expand outreach efforts to engage LEP/NEP residents in the Asian/Pacific Islander and African communities.

**quality**  
4/5

In FY19 no LA public complaints were filed against DC Health. Field tests results showed two of nine in-person testers and five of seven telephone testers did not receive interpretation services.



### Telephone Tests

2 out of 7 telephone tests provided the requested service, information or appropriate resources.



### In-Person Tests

7 out of 9 in-person tests provided the requested service, information or appropriate resources.

### FY19 Top Languages Encountered:

Spanish, Amharic, French, Vietnamese, Mandarin, Tigrinya, Portuguese, Cantonese, Arabic, Pashto, Korean, Tagalog

FY19 Encounters: 25,680 | FY18 Encounters: 24,887 | FY18 Score: 12/14

In the area of preparedness, the Department of Health (DC Health) reported comprehensive data on language interpretation encounters with bilingual staff, on the telephone and in-person. OHR's Language Access Program strongly recommends the agency update and upload its LA Policy as previously recommended by the LA program. OHR also recommends the agency strengthen the verbiage of grantee certification to include LA requirements and procedures specifically in training, data collection and other areas. The agency has conducted some LA training but should increase the frequency of trainings per the Language Access Program protocols. The LA program looks forward to advising DC Health on its development of a digital LA training. In FY19, the LA program recognized DC Health with its "Most Improved" Award for boosting its annual compliance review score from 2/14 in FY16 to 11/14 in FY17 to 12/14 in FY18.

In the area of accessibility, the agency translated 46 vital documents into nine languages, including the "DC Universal Health Certificate," "Give Your Family a Healthy Start Flyer," and "My School DC Immunization." However, the agency must ensure those documents are accessible to the LEP/NEP community by properly housing them under the language support pages of the DC Health website. The LA program commends the agency for collaborating with community-based health care providers to reach out to traditionally under-served residents and the LEP/NEP community. However, the agency must expand its outreach to the LEP/NEP community by collaborating with the Mayor's three Ethnic Constituency offices (MOAA, MOAPIA and MOLA).

In the area of quality, there were no LA public complaints filed against the agency. Also, in FY19, nine of 16 testers received interpretation service. DC Health divisions provided more consistent language access in-person than they did over the telephone. At DC Health facilities such as Andromeda, Upper Cardozo and Community Connection that were tested over multiple years, overall interpretation rates were better in FY19 than in previous years. But despite improvements at Upper Cardozo in FY19, all three facilities have struggled to provide interpretation over the telephone. In three years, only three of 20 telephone testers received interpretation at these facilities. OHR's LA program urges DC Health to take immediate steps to certify LA compliance of its funded grantees/contractors because field test results show only minimal improvement in providing language access services to the LEP/NEP community.

# District of Columbia Housing Authority



## Telephone Tests

4 out of 13 telephone tests were provided the requested service, information or appropriate resources.



## FY19 Encounters

1,344

## preparedness

3/5

DCHA met reporting requirements in FY19 and moved towards the completion of grantee compliance requisites.

## accessibility

3/4

DCHA fulfilled three LA requirements: signage, vital document translations and increased outreach efforts.

## quality

1/5

One language access public complaint was filed against DCHA in FY19. Nine out of 13 telephone testers were denied language assistance.

## FY19 Top Languages Encountered:

Spanish, Amharic, Vietnamese, Mandarin, Arabic, French, Korean

FY18 Encounters: 167 | FY18 Score: 4/14

The District of Columbia Housing Authority (DCHA) showed improvement in the area of preparedness by strengthening data collection by including three sources of data for LEP/NEP encounters. OHR recommends that DCHA continue to work toward updating its internal Language Access policy, which was last revised in 2016. OHR also recommends that DCHA fulfill its plan to certify contractor compliance with the LA Act by including compliance verbiage in its MOUs and ensure LA compliance by training all public contact grantees/contractors. DCHA facilitated 14 LA compliance trainings for 619 of its staff members.

DCHA exhibited a slight improvement in the area of accessibility because of its increase in document translation. However, OHR strongly recommends the agency stop using "Google Translate" as its translation engine. Although the Google service can translate webpages, it is considered a liability to use this resource because there is no certainty about the quality or accuracy of the translated text. The agency improved its outreach to LEP/NEP individuals by participating in five events targeting the Asian, Latino and African immigrant communities.

In the area of quality, the agency dropped a point due to the filing of a formal complaint for failing to provide LA services to a client. In FY19, field test results showed that only 4 out of 13 testers who called DCHA received interpretation services. Testers who called the DCHA call center received LA services in two of four tests. Testers who called DCHA properties only received LA services in two of nine tests. At Claridge Towers, none of the employees who spoke to testers even attempted to provide interpretation services, and two testers—speaking Amharic and Vietnamese—reported that agency employees explicitly refused to provide interpretation.

Overall, FY19 test results indicate that the agency headquarters and DCHA properties continue to violate the Language Access Act by denying LEP/NEP residents their right to language assistance.

# District of Columbia Lottery and Charitable Games



FY18 Score  
12/12



FY19 Encounters  
275

## preparedness

5/5

DCLB met planning and reporting requirements in FY19, trained its frontline staff in language access compliance and continued enhancing its data collection mechanism

## accessibility

3/4

DCLB translated three vital documents engaging the Spanish and Korean speaking communities. However, the agency lacks a "language support" feature on its website.

## quality

3/3

No language access public complaints were filed against DCLB in FY19. The agency was not tested in FY19. DCLB fully met language access compliance requirements in FY19.

### FY19 Top Languages Encountered:

Amharic, Korean, Spanish, Punjabi, Urdu, Hindi, Mandarin,  
Cantonese, Bengali  
FY18 Encounters: 31

Over the past two years, the District of Columbia Lottery and Charitable Games (DCLB) has consistently met the LA requirements in the area of preparedness by training staff, continuing to collect data in a comprehensive manner and by attending every LAC bi-monthly meeting.

In the area of accessibility, the agency translated three documents into the 6 top languages encountered in the District. Those documents include: "Claim," "Frequently Asked Questions" and the agency's Mission and Vision statement. The agency's website, however, still lacks a language support page. In FY20, OHR looks forward to supporting DCLB in creating the language support pages on its website, thereby making the agency even more accessible to the District's LEP/NEP community. The agency participated in 4 events targeting the Asian and Latino communities, engaging 465 people. It is recommended that the agency collaborate with the Mayor's three Ethnic Constituency Offices to expand its efforts.

In the area of quality, DCLB met all LA requirements. No LA complaints were filed against the agency. The agency also forged a collaborative relationship with the Mayor's Offices of Asian and Pacific Islander and Latino Affairs for the purpose of outreach. OHR commends DCLB for working closely with the Department of Parks and Recreation to reach other LEP/NEP constituents.

# District of Columbia Public Library



## preparedness 5/5

DCPL met planning and reporting requirements in FY19, trained new hires and took steps to ensure contractors comply with language access requirements. In FY20, DCPL needs to provide comprehensive training for all branch employees in public contact positions.

## accessibility 4/4

DCPL engaged diverse LEP/NEP communities through language-specific programming and targeted outreach.

## quality 3/5

No language access public complaints were filed against DCPL in FY19. But only one out of nine telephone testers received interpretation services in FY19. DCPL continues to make efforts to enhance accessibility by certifying bilingual staff.



### Telephone Tests

1 out of 9 telephone tests provided the requested service, information or appropriate resources



### In-Person Tests

6 out of 7 in-person tests provided the requested service, information or appropriate resources.

### FY19 Top Languages Encountered:

Spanish, Amharic, Mandarin, Arabic, Vietnamese, French, Russian, Korean, Japanese

FY19 Encounters: 116 | FY18 Encounters: 77 | FY18 Score: 12/14

In FY19, the District of Columbia Public Library (DCPL) fully met preparedness requirements by submitting timely quarterly and annual reports. DCPL has an updated LA policy on file. Although DCPL's main training hub is under construction, DCPL ensured that new hires attended the language access compliance training through DCHR's Center for Learning and Development. OHR urges DCPL to institute a robust training plan to equip its frontline public contact staff to use language access resources. This staff should receive comprehensive LA training to improve in-person and telephonic testing and, ultimately, to improve customer service for its LEP/NEP constituents. DCPL also strengthened its partnership with OHR's LA Program by consistently attending bi-monthly meetings and maintaining open communication. DCPL met the grantee and contractor compliance requirement by adding LA Act provisions to its contracts/agreements.

In the area of accessibility, DCPL translated its Library Card application into six languages and proactively translated its Summer Reading Challenge marketing materials in Amharic, Spanish and Chinese. OHR will continue providing technical support to DCPL so it can improve its language support page tab on its website. DCPL also expanded its outreach efforts by providing services to over 100 Chinese-speaking residents and tripling the number of community engagement events it attended. OHR commends DCPL for engaging over 600 LEP/NEP readers in its Summer Challenge program. This effort was made in collaboration with the Mayor's three Ethnic Constituency offices (MOLA, MOAPIA, and MOAA). All these accomplishments reflect the agency's implementation of items in the FY19-20 Biennial Language Access Plan.

In the area of quality, DCPL had zero complaints filed against the agency. Language access field tests conducted at the DC Public Library in FY19 showed a decline in the provision of language access services. Interpretation services were provided in seven of 16 tests. Interpretation was provided more consistently in-person (six of seven tests) than over the telephone (one of nine tests). In-person testers largely reported receiving consistent, prompt language access service, but phone testers reported multiple intentional hang-ups and refusal of services. OHR recommends the agency certify its bilingual staff and follow through on plans to improve delivery of LA services to the LEP/NEP community.

# District of Columbia Public Schools



DISTRICT OF COLUMBIA  
PUBLIC SCHOOLS



## preparedness 3/5

In FY19, DCPS met planning, reporting and training requirements. In FY20, the agency needs to provide LA training for all public contact staff, adopt a language access policy and ensure grantees/contractors fulfill compliance requirements.

## accessibility

4/4

DCPS continued to translate numerous vital documents and conducted extensive outreach to ELL students and LEP/NEP families.

## quality 2/5

In FY19, one language access public complaint was filed against DCPS in FY19. 28 of 44 did not receive language assistance in FY19. Although DCPS continues to strive to meet LA requirements, the agency does not fully adhere to the core requirements of the Language Access Act. OHR urges the agency to comply fully in FY20.



### Telephone Tests

5 out of 23 telephone tests provided the requested service, information or appropriate resources.



### In-Person Tests

11 out of 21 in-person tests provided the requested service, information or appropriate resources.

**FY19 Top Languages Encountered:** Spanish, Mandarin, Vietnamese, Amharic, Bengali, Haitian Creole, Czech, French, Nepali, Urdu, Portuguese, Tigrinya, Chinese, Turkish, Cambodian

FY19 Encounters: 36,263 | FY18 Score: 8/14 | FY18 Encounters: 7,263

In the area of preparedness, District of Columbia Public Schools (DCPS) reported comprehensive data on LEP/NEP encounters, including bilingual staff, in-person and telephonic interpretation. OHR recommends that the agency finalize its Language Access policy and institute an acknowledgement of receipt to ensure all staff are informed about the internal LA policy requirements. The agency conducted 21 training events with 371 attendees in FY19. The LA program commends DCPS for designating a staff member specifically to manage its internal LA program.

In the area of accessibility, the agency translated 300 documents into the top 5 languages encountered by the agency and per request, provided translation of documents into other languages. The LA program also commends DCPS for displaying its Language Support Page section prominently at the top of the homepage of the agency's website. DCPS boasts a robust community relations program which held 28 outreach events in FY19 with representation of all DCPS LEP/NEP families.

In the area of quality, one LA public complaint was filed against DCPS in FY19 and the agency was found in non-compliance. Seven DCPS locations were tested in FY19 and also tested in at least one of two previous years. Those locations were Brightwood, Cardozo, Columbia Heights, Coolidge, DCPS Main Office, Roosevelt and Wilson. DCPS slightly increased their average test scores from 3.55 in FY17 and FY18 combined to 3.94, but this was also not a significant improvement.

DCPS and OHR's Language Access program worked together to fulfill the outstanding corrective actions agreed upon in FY18. Those actions included ensuring staff receive language access compliance training; working closely with school principals to designate a LA point of contact; and strengthening coordination with the Office of the State Superintendent of Education. DCPS' designation of Language Access Specialists and in-house translators/language facilitators has strengthened the agency's LA program.

# Department of Behavioral Health



FY18 Score  
12/12



FY19 Encounters  
25,385

## preparedness

5/5

DBH met planning and reporting requirements and language access compliance requirements in FY19.

### FY19 Top Languages Encountered:

Spanish, Amharic, French, Vietnamese, Thai, Chinese, Korean, Arabic, Tigrinya, Mandarin, Hindi, Russian, Cantonese, Japanese

FY18 Encounters: 5,174

## accessibility

3/4

In FY19, DBH translated vital documents into six different languages, but had not uploaded them on its website, and participated in 56 community outreach events. In FY20, DBH needs to ensure translated documents on its website language support page.

In the areas of preparedness, in FY19 Department of Behavioral Health met planning and reporting requirements by reporting comprehensive data from three sources of data regarding LEP/NEP encounters. The agency has an updated LA policy on file. The agency delivered 11 language access compliance training sessions for staff, grantees, and new hires with a total of 109 attendees.

In the area of accessibility, DBH has translated eight vital documents into six languages including Spanish (8), Amharic (1), French (1), Vietnamese (1), Chinese (2), Korean (1). Although DBH implemented an interpretation assistance mechanism for people with language needs, DBH has not made this information accessible in the language support page section of the its website. OHR urges DBH to take the necessary steps to enhance the accessibility of its website to LEP/NEP customers by making translated information accessible on its website through the language support page section

DBH participated in 56 community outreach events throughout the year targeting both youth and adults. OHR commends the collaboration initiative and partnership that DBH established to increase the networking opportunities with agencies that directly serve LEP/NEP communities.

## quality

3/3

No language access public complaints were filed against DBH in FY19. DBH was not tested in FY19. The agency increased and continue improving training within its provider network.

In the area of quality, OHR urges DBH to take the necessary steps to enhance the accessibility of its website to LEP/NEP customers by making translated information accessible on its website through the language support page section. In the last two fiscal years DBH received exceptional field-testing scores and therefore did not undergo testing in FY19. OHR looks forward to working with the agency toward LA compliance.

# Department of Consumer and Regulatory Affairs



## Telephone Tests

7 out of 9 telephone tests provided the requested service, information or appropriate resources.



## In-Person Tests

6 out of 7 in-person tests provided the requested service, information, or appropriate resources.

## preparedness

2/5

In FY20, DCRA needs to provide agency-wide training and ensure grantees and contractors comply with language access requirements

## FY19 Top Languages Encountered:

Spanish, Mandarin, Korean, Vietnamese, Amharic, French, Arabic

FY19 Encounters: 790 | FY18 Score: 8/14 | FY19 Encounters: 724

## accessibility

3/4

DCRA partnered with the Mayor's three Ethnic Constituency offices and community-based organizations to engage the District's LEP/NEP community. However, the agency has yet to translate key vital documents and make multilingual resources available on its website.

In the area of preparedness, the Department of Consumer and Regulatory Affairs (DCRA) continues to lack data tracking for in-person interpretation and bilingual staff encounters with LEP/NEP clients. The data indicates there were three LA trainings in 2019, not enough for the size of this agency's workforce. The data also shows that only new hires were trained in LA protocol and not existing staff.

In the area of accessibility, DCRA translated one document into Spanish, however, the agency did not make it accessible on its website. OHR's LA program looks forward to advising DCRA in enhancing its website's accessibility by further developing its language support section. DCRA participated in eight events in collaboration with the Mayor's three Ethnic Constituency Offices targeting the Latino, Asian and Pacific Islander and African communities.

## quality

2/5

In FY19, no language access public complaints were filed against DCRA. In FY19, three out of 16 testers did not receive language assistance.

In the area of quality, in FY19 DCRA underwent field testing and results show that interpretation rates and scores have improved each year since 2017. In 2017 and 2018, the agency's combined average score was 3.81 compared to 4.63 in 2019. Although the field testing scores have improved, there are gaps in delivery of LA and customer service.

OHR has recommended previously that DCRA improve its compliance with language access requirements. Yet the agency has not provided comprehensive training for all frontline employees and has not translated vital documents used daily throughout DCRA's various program offices. The agency also has failed to train and monitor grantees to make sure they fulfill their obligation to provide mandated language access to LEP/NEP customers.

OHR again strongly recommends that in FY20, DCRA comply with the requirements of the Language Access Act which include training, translation and ensuring grantee compliance. OHR urges DCRA to dedicate staff to the establishment of a language access program so that all of DCRA's programs, services and grantees consistently comply with language access requirements.

# Department of Corrections



FY18 Score  
8/12



FY19 Encounters  
564

## preparedness

1/5

DOC needs to improve its planning and reporting requirements in FY20. DOC did not provide language access training to staff or to its providers in FY19. In FY20, DOC should update its language access policy, which dates to 2015.

## accessibility

2/4

DOC was not tested in FY19, and two complaints were filed against the agency. The agency must take immediate action to comply with key LA preparedness requirements.

## quality

0/3

DOC was not tested in FY19, and no complaints were filed against the agency. Agency needs to take immediate action to comply with key preparedness requirements.

### FY19 Top Languages Encountered:

Spanish, Mandarin, Italian, Amharic, Hebrew  
FY18 Encounters: 377

In the area of preparedness, the Department of Corrections (DOC) did not report comprehensive data on LEP/NEP encounters because it did not include encounters with bilingual staff. OHR strongly recommends the agency update its LA policy as it dates back to 2015. OHR's LA program looks forward to working with the DOC to develop and implement LA training of its staff. The LA program strongly recommends DOC include LA compliance verbiage in its agreements, contracts and MOUs with funded entities.

In the area of accessibility, the agency translated 8 documents into Spanish, including "Notice of LA Compliant," "Informal Resolution Grievance Form," and "Restrictive Housing Placement Form." The agency has information in its most frequently encountered languages tailored to individuals visiting inmates. The LA program encourages DOC to update the translated inmate visitation information that is posted on its website.



# Department on Disability Services



## preparedness

3/5

DDS reported data on LEP/NEP encounters, provided language access compliance training for contractors and met all reporting requirements.

## accessibility

3/4

DDS translated 14 vital and non-vital documents, including case specific documents. It participated in nine community outreach events.

## quality

3/3

No language access public complaints were filed against DDS in FY19. DDS continues to make efforts to meet language access compliance requirements.



**LIFE. YOUR WAY.**  
**Department on  
Disability Services**



FY18 Score  
13/14



FY19 Encounters  
260

### FY19 Top Languages Encountered:

Spanish, Amharic, Mandarin, Arabic, Swahili, Haitian Creole,  
Tigrinya, French, Cantonese

FY18 Encounters: 494

In FY19, the Department on Disability Services reported data on encounters with LEP/NEP individuals. However, the agency did not track bilingual staff encounters with the LEP/NEP community. OHR recommends that in FY20, the agency update its LA policy which dates back to 2015. The agency reported zero LA compliance training for its staff. DDS was without a Language Access Coordinator for about five months, but the new coordinator has expressed commitment and determination to bring the agency up to date with LA implementation and reporting requirements.

In the area of accessibility, DDS translated seven vital documents into three languages. Those documents include "Client Consent" forms, "Intake Appointment Letter", lobby signs and the agency's one-page summary. The documents, however, are still inaccessible to the LEP/NEP community because DDS failed to upload the translated documents to its website's language support pages, along with the translated document title. DDS participated in nine outreach events; however, it is unclear whether the events engaged or targeted the LEP/NEP community.

In the area of quality, no public complaint was filed against the agency. As previously noted, DDS lacks a vital data point because it is not reporting bilingual staff encounters. OHR recommends the agency take further steps to track this type of encounter. OHR looks forward to the findings of the quality control audit of past translated documents to enhance the accessibility and quality of written communication.

# Department of Employment Services



## Telephone Tests

7 out of 13 telephone tests provided the requested interpretation service, information or appropriate resources.



## FY19 Encounters

7,208

## preparedness

5/5

DOES met reporting and planning requirements in FY19 and trained frontline staff and grantees.

## FY19 Top Languages Encountered:

Spanish, Amharic, French, Mandarin, Arabic, Korean, Vietnamese

FY18 Encounters: 7,824 | FY18 Score: 12/14

## accessibility

4/4

DOES translated 200 vital documents and in FY19, the agency developed a fully bilingual website, and has a "language support" section of the agency's website.

In the area of preparedness, the Department of Employment Services (DOES) has successfully and fully implemented all language access requisites by reporting comprehensive data on language encounters: in person, bilingual staff and telephonic interpretation. DOES has an updated Language Access (LA) policy, and trained contractors and grantees in the LA requirements. Additionally, DOES conducted 10 digital LA tutorials for frontline employees.

In the area of accessibility, OHR commends DOES for its work in developing a robust intranet system accessible to staff to provide LA services to LEP/NEP clients. DOES translated 200 documents, mostly into Spanish. The agency centralized all translated documents on the agency's intranet and continuously updates the "DOES en Español" website. OHR strongly recommends DOES explore translation options and tools so that its website is accessible in languages other than English and Spanish. The agency hosted and participated in 17 outreach events and engaged the LEP/NEP communities by collaborating with the Mayor's three Ethnic Constituency offices: Latino, Asian and Pacific Islander and African Affairs.

## quality

3/5

No language access public complaint was filed against DOES in FY19. One correction plan was approved and it has been implemented through FY 19-20. Seven out of 13 telephone field testers did not receive telephonic interpretation.

In the area of quality, although DOES provided frequent LA training and reminders to frontline staff, field testing showed that DOES still did not provide adequate telephonic interpretation assistance. As in previous years, testers at various divisions within DOES reported some intentional hang-ups and refusals of service. Some employees attempted to provide services but did not know how to connect to Language Line Solutions or apologetically suggested (in English) that the tester call back another time. OHR stands by its commitment to assist DOES in addressing this troubling trend of not providing adequate telephonic interpretation services. In FY19, the OHR's Language Access Program granted DOES the "Innovative Language Access Coordinator" award for executing an innovative language access plan that included the development of an internal language access portal and accomplished an accessibility compliance milestone by developing a fully functional bilingual website in Spanish, its most encountered language.

# Department of Energy and Environment



## preparedness

5/5

DOEE met planning and reporting requirements in FY19 and trained staff and grantees on language access compliance requirements.

## accessibility

3/4

In FY19, DOEE conducted targeted outreach, translated vital documents into multiple languages and hosted bilingual workshops. However, DOEE needs to improve accessibility of translated vital documents on its website.

## quality

3/3

No field tests were conducted at DOEE in FY19, and no complaints were filed against the agency. The agency continues to make exceptional efforts to meet all language access compliance requirements.



FY18 Score  
12/12



FY19 Encounters  
243

### FY19 Top Languages Encountered:

Spanish, Amharic, Vietnamese, Chinese, Korean, Mandarin  
FY18 Encounters: 564

In the area of preparedness, the Department of Energy and Environment (DOEE) has continued to excel in the implementation of the Language Access Act and its requirements. The agency has reported three sources of encounters: bilingual staff, in-person and telephonic interpretation. The agency has ensured that grantees are reporting on their encounters with the LEP/NEP communities in the District. The agency has an updated LA policy on file, and OHR's LA program will continue to support the agency's efforts to equip its existing and newly hired staff by training them on language access requirements.

In the area of accessibility, the FY19 implementation report indicates the agency has translated seven documents into six languages. Although the agency has translated a number of documents and has made them available on the agency's website, they remain inaccessible because they are not organized by language. In FY20, OHR's LA program looks forward to advising DOEE on how to enhance its website accessibility. The agency participated in 32 events that drew 15,076 participants. But the agency could make a more concerted effort to strengthen collaboration with LEP/NEP communities by working with the Mayor's Ethnic Constituency Offices that act as liaisons to the Latino, Asian and Pacific Islander and African communities.

In the area of quality, the agency adopted the recommendations from last year's compliance review by training its contractors/grantees and certifying five staff in their respective languages.

# Department of General Services



**preparedness**  
0/5

DGS failed to meet reporting and training requirements in FY19. The agency does not have a language access policy and has not taken steps to train its large network of public-facing contractors.

**accessibility**  
1/4

DGS failed to report any efforts in FY19 to prioritize the translation of vital documents, develop a language support section on its website or conduct outreach to engage LEP/NEP communities.

**quality**  
3/5

No complaints were filed against DGS in FY19. The agency was field tested and six out of 11 out of in-person testers did not receive language assistance.



**In Person Test**  
5 out of 11 in-person tests provided interpretation services, information or appropriate resources.



**FY19 Encounters**  
N/A

**FY19 Top Languages Encountered:** N/A  
FY18 Score: 2/12 | FY18 Encounters: N/A

In FY19, the Department of General Services (DGS) did not comply with reporting requirements as mandated by the Language Access Act. However, the LA program and partners were able to re-engage DGS and a new LA Coordinator was designated. OHR looks forward in FY20 to supporting the agency in its work towards LA implementation and compliance.

In the area of accessibility, DGS improved its signage and made it visible in some of its public facing areas. For the first time, field tests were conducted at DGS, the agency that provides security to most DC government offices. In five of 11 in-person tests, DGS employees provided interpretation.

# Department of Health Care Finance



FY18 Score  
8/12



FY18 Encounters  
1259

## preparedness

0/5

DHCF failed to meet planning, reporting and training requirements in FY19. The agency does not have a language access policy and has not taken steps to train its large network of contractors.

**FY19 Top Languages Encountered:** N/A

FY19 Encounters: N/A

## accessibility

1/4

DHCF failed to report any efforts in FY19 to translate vital documents or to provide a “language support” section on its website.

In FY19, the Department of Health Care Finance (DCHF) failed to meet reporting requirements mandated by the Language Access Act. OHR, therefore, is unable to assess the agency’s ability to serve LEP/NEP customers.

DHCF made some attempts in FY19 to engage providers but still must take significant strides to satisfy key requirements of the Language Access Act. OHR’s priority recommendations to DCHF: develop a comprehensive language access policy, provide training for staff to implement such a policy and create a “language support” section on the agency’s website. Currently, LEP/NEP clients have no online access to a description of the agency or to vital documents in their language.

OHR strongly urges DHCF build the internal capacity needed to institute an effective language access program and to oversee the agency’s large network of providers who interact daily with LEP/NEP clients.

## quality

2/3

No complaints were filed against DHCF in FY19 and the agency was not tested. The agency has not taken any steps to fulfill any of the recommendations from prior review.

# Department of Housing and Community Development



**10/12**  
overall  
compliance  
score



FY19 Encounters  
149



FY18 Score  
11/14

## preparedness

4/5

DHCD did not improve its training compliance requirements and in FY20, the agency needs to provide more training.

### FY19 Top Languages Encountered: Spanish

FY18 Encounters: 237

## accessibility

3/4

DHCD hosted six public engagement events and translated documents. In FY 20 DHCD needs to take immediate steps to satisfy website accessibility requirements.

In the area of preparedness, the Department of Housing and Community Development (DHCD) has three data tracking sources for LEP/NEP encounters. However, the agency needs to improve its reporting of other information in order to get credit for work related to language access requirements. DHCD has ensured the Language Access certification of its funded entities and has also trained them on LA requirements. However, the agency's LA policy dates back to 2013 and must be updated with a policy receipt acknowledgement from the staff. The OHR Language Access program looks forward to providing DHCD guidance to update LA training.

In the area of accessibility, DHCD has translated 13 vital documents such as "Tenant Petition Complaint," "70% Voluntary Agreement Petition" and "Notice to Vacate for Demolition" on the agency's website. But the documents are not accessible to the LEP/NEP community because their titles are in English and not translated. The agency hosted six outreach events drawing 2,529 participants and worked collaboratively with the Mayor's three Ethnic Constituency Offices, which serve as liaisons to the Latino, Asian and Pacific Islander and African communities. DHCD also ensured that marketing material was available in Spanish, French, Amharic, Vietnamese and Mandarin.

## quality

3/3

No complaints were filed against the agency in FY19. DHCD continues to take steps to address the agency's longstanding gaps in language access compliance.

In the area of quality, the agency has complied with the majority of the recommendations set forth in the FY18 LA Annual Compliance review. The LA program recommends that in FY20, the agency make website accessibility a priority to better serve the District's LEP/NEP community.



DC Department of Human Resources



FY18 Score  
12/12



FY19 Encounters  
87

## preparedness

5/5

DCHR met all preparedness requirements in FY19. DCHR reported that 139 employees received Language Access Compliance Training in FY19.

## accessibility

2/4

In FY19, DCHR conducted outreach and provided multilingual workshops to LEP/NEP job seekers; translated zero vital documents and failed to meet website accessibility requirement.

## quality

3/3

DCHR was not tested in FY19 and no complaints were filed against the agency. DCHR continues to strive to meet all compliance requirements.

### FY19 Top Languages Encountered:

Spanish, Amharic and French

FY18 Encounters: 66

In FY19, the Department of Human Resources (DCHR) met all quarterly reporting deadlines and provided OHR assistance in bringing in an expert who shared information on using the language access metric in performance management evaluation.

DCHR provided two language access training sessions for its staff. Additionally, DCHR collaborated with OHR's Language Access program to offer six Language Access Compliance Training sessions for DC government employees through its Center for Learning and Development.

In the area of Accessibility, DCHR failed to translate vital documents. In FY19, DCHR continued to take major steps to strengthen the agency's ability to serve its LEP/NEP customers by creating visible signage in the public facing areas of the agency. Although DCHR has a minimal level of interaction with LEP/NEP customers, the agency provided comprehensive data tracking of encounters with LEP/NEP clients. In FY19, the agency participated in more than 20 community events, four of which targeted DC residents.

In FY20, OHR will offer technical support to DCHR to help the agency connect with consultative agencies and OHR in a citywide hiring event that will aim to build the capacity of DC's bilingual workforce.

# Department of Human Services



## preparedness

4/5

DHS met planning and reporting requirements in FY19 and provided language access training to staff. In FY20, DHS needs to update its LA policy to include language regarding grantees/contractors.

## accessibility

3/4

DHS translated 30 vital documents and conducted outreach to engage LEP/NEP communities. DHS must update its website to include "Language Support" pages.

## quality

2/5

No language access public complaints were filed against DHS in FY19. Six of 14 in-person testers did not receive the appropriate service or information in their language. 11 out of 15 telephone testers did not receive language assistance in FY19.



DC | DEPARTMENT of HUMAN SERVICES



### Telephone Tests

4 out of 15 telephone tests provided the requested service, information or appropriate resources



### In-Person Tests

8 out of 14 in-person tests provided the requested service, information or appropriate resources

### FY19 Top Languages Encountered:

Spanish, Amharic, French, Chinese, Vietnamese, Mandarin, Cantonese, Oromo

FY19 Encounters: 27,489 | FY18 Score: 9/14 | FY18 Encounters: 47,279

In the area of preparedness, the Department of Human Services (DHS) has improved its data collection system to capture in-person, bilingual staff and telephonic interpretation encounters. It is strongly recommended that the agency update and implement its LA policy, which dates to 2014. The agency held 10 training sessions to cover the areas of cultural competency, civil rights and language access. All sessions were relevant to the delivery of services for the diverse population served by DHS. OHR is pleased that the agency followed recommendations from the FY18 LA Compliance Review by tripling the frequency of training and increasing the number of participants. DHS has improved its compliance in grantee/contractor requirements by providing language access training to its funded entities however, it is strongly recommended that DHS include LA compliance verbiage in its agreements, contracts and MOUs with funded entities.

In the area of accessibility, the agency translated 30 documents into six languages. However, the agency still has not made its website accessible to the LEP/NEP community by creating "Language Support" pages on its website, as recommended in last year's compliance review. The agency participated in 18 outreach events that included 3,845 participants and collaborated with the Mayor's three Ethnic Constituency offices to connect with the District's diverse population.

In the area of quality, the OHR's Language Access Program notes that there has been a significant decline in the quality of LA services provision. This is evident in the field-testing data from 64% in FY17 and FY18 to 41% in FY19. It is imperative that the agency continue to support the LA training of its frontline staff.



# Department of Motor Vehicles



## preparedness

4/5

DMV met most of its preparedness requirements in FY19 by training all staff, having updated policy and designating a new LA coordinator.

## accessibility

2/4

DMV translated two vital documents into six languages. In FY20, DMV needs to strengthen its outreach plan and take steps to engage LEP/NEP communities.

## quality

1/5

No formal language access complaints were filed against DMV in FY19. Two out of 13 in-person testers did not receive language assistance in FY19.



### In-Person Tests

11 out of 13 in-person tests provided the requested service, information, or appropriate resources.



### FY19 Encounters

5,096

### FY19 Top Languages Encountered:

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

FY18 Encounters: 3,299 | FY18 Score: 11/14

In the area of preparedness, the Department of Motor Vehicles (DMV) reported only one source of encounters with LEP/NEP individuals: telephonic interpretation. OHR strongly recommends that the agency revise its tracking system to capture bilingual staff encounters. The agency has a LA policy on file which is due for review and an acknowledgement receipt from staff.

In collaboration with OHR and the Mayor's three Ethnic Constituency offices (MOLA, MOAA and MOAPIA), almost 350 staff members participated in 14 sessions covering Cultural Competency and Language Access training. DMV took a proactive step by including DGS-assigned security guards as they are the agency's only public facing contractor.

In the area of accessibility, the agency translated two documents "Medical Eye Report" and "Disability Placard" into six languages. However, the translated documents were not uploaded to DMV's website in the language support pages so they are not fully accessible to the LEP/NEP community. The agency failed to follow 2018 Annual Compliance review recommendations to strengthen outreach efforts to engage the District's LEP/NEP community. OHR's LA program urges the agency to reach out more effectively by teaming up with the Mayor's three Ethnic Constituency offices.

No formal public complaints were filed against DMV in FY19 although there was one inquiry made to OHR. Additionally, DMV has yet to take corrective action in a non-compliance finding by OHR in FY17. OHR's LA program urges DMV to reach an agreement to resolve this outstanding issue. Field test results in FY19 showed that the agency provided LA services in 11 of 13 tests by using telephonic interpreters at DMV locations.

# Department of Parks and Recreation



**10/14**  
overall  
compliance  
score

## preparedness

4/5

DPR met reporting requirements in FY19. DPR showed improvement in the area of LA training and data collection.

## accessibility

3/4

DPR translated nine vital documents into five languages but did not post them on its website. The agency, however, consistently conducted extensive outreach to engage the District's diverse LEP/NEP population.

**quality**  
3/5

No LA complaints were filed against DPR in FY19. But in field tests, nine out of 14 testers did not receive language assistance. Despite DPR's efforts to meet the full range of language access compliance requirements, significant issues must still be addressed.



### Telephone Tests

2 out of 8 telephone tests provided the requested service, information, or appropriate resources.



### In-Person Tests

3 out of 6 in-person tests provided the requested service, information, or appropriate resources.

### FY19 Top Languages Encountered:

Spanish, Korean, Chinese, Vietnamese, Russian, Uzbek, German, Arabic

FY19 Encounters: 65 | FY18 Encounters: 58 | FY18 Score: 10/14

In the area of preparedness, the Department of Parks and Recreation (DPR) improved its reporting of LEP/NEP encounters by implementing a new data collection system to capture interaction with bilingual staff. The agency's LA policy also was updated in FY19. The agency complied with the LA program's recommendation to provide comprehensive language access training to its staff and completed nine trainings with 144 participants. OHR's LA program looks forward to continuing provide guidance and support in the area of training. In FY19, the agency did not confirm whether it has public facing grantees/contractors. It is important that the agency verifies whether it contracts with such entities and then prioritize LA compliance certification and training for them.

In the area of accessibility, the agency translated nine documents into five languages. But the documents are not posted on the language support pages of DPR's website, making them inaccessible to the LEP/NEP community. Because of DPR's mission to provide and supervise an extensive array of recreational activities for all age groups in the District OHR strongly recommends the agency update the LSP section of its website in accordance with all changes made to the English-language website. The agency hosted four community outreach events, including "Multicultural Hiring Fair," "DPR Programs/Diversity/Outreach" and "Taste of the World," and it participated in another five events to engage the District's diverse LEP/NEP population. DPR's commitment to the Language Access Act to recruit and hire multilingual staff by sponsoring its own "Multicultural Hiring Fair" is highly commendable. DPR's efforts to conduct intentional diversified outreach in FY19 earned the agency OHR's Language Access Program "Outstanding Outreach Award."

In the area of quality, no language access public complaints were filed against DPR. However, only five of 14 field testers received interpretation services at DPR facilities in 2019. DPR Customer Service and the Petworth and Raymond Recreation Centers were the only three facilities tested in FY19 that were tested in the previous two years and their staffs' ability to provide LA services improved only slightly. These facilities provided interpretation to two out of eight testers in FY19 compared to zero out of 14 testers in FY18 and FY17 combined. Based on the field test results, it is imperative the agency strengthen its LA training of all staff.

# Department of Public Works



**“The Preferred Choice”**



FY18 Score  
11/12



FY19 Encounters  
535

## preparedness

3/5

DPW did not meet planning and reporting requirements and its LA policy is outdated. DPW also did not report training staff in FY19. The agency collected comprehensive data on LEP/NEP encounters.

### FY19 Top Languages Encountered:

Spanish, Chinese, French, Abkhaz, Amharic

FY18 Encounters: 490

## accessibility

3/4

DPW translated six vital documents in FY19, but the documents are not accessible on its website. DPW improved outreach efforts in FY19 and should expand its efforts to communicate with the District’s diverse LEP/NEP population.

In the area of preparedness, the Department of Public Works (DPW) reported two sources of encounters: telephone language services line and bilingual staff. Because the agency has not updated its LA policy since 2015, the OHR Language Access program strongly recommends the agency update its policy with OHR’s policy template. DPW did not report any trainings for FY19, therefore OHR strongly recommends the agency train its existing and new staff in FY20.

In the area of accessibility, DPW translated six documents into five languages. However, the translated documents are not accessible through the language support page of DPW’s website. The agency participated in two outreach events that included 1,750 participants. Although the agency increased its outreach efforts, the LA program strongly recommends reaching out to the LEP/NEP immigrant community in collaboration with the Mayor’s three Ethnic Constituency Offices: MOAA, MOAPIA and MOLA.

## quality

3/3

In FY19, DPW was not tested and no language access complaints were filed against the agency. DPW did adopt recommendations from OHR’s FY18 LA program compliance review.

In the area of quality, no complaints were filed against the agency. DPW also worked to complete the recommendations from the prior LA compliance review by improving outreach and data collection efforts. OHR urges DPW follow through with its long-standing plan to certify public facing bilingual staff in their respective languages.

# Department of Small and Local Business Development



**Telephone Tests**  
0 out of 5 telephone tests provided the requested service, information or appropriate resources.



**FY19 Encounters**  
N/A

## preparedness

0/5

DSLBD failed to comply with FY19 reporting and planning requirements.

**FY19 Top Languages Encountered:** Not Reported

FY18 Encounters: Not Reported | FY18 Score: 3/14

## accessibility

1/4

DSLBD failed to produce any documentation that it tried to fulfill the requirements of the Language Access Act.

Once again, the Department of Small and Local Business Development (DSLBD) did not comply with language access implementation reporting. The agency also failed to fulfill legally mandated planning requirements and did not comply with any recommendations from the last LA compliance review. It is imperative the agency re-engage and implement Language Access Act requirements. The OHR LA program can only evaluate an agency based on reported data and individual site visits.

In the area of quality, DSLBD was granted two points overall based on not having any LA public complaints filed against the agency. OHR looks forward to supporting the agency in correcting LA compliance gaps. Although the agency has not been in compliance with the LA Act and regulations, the agency was still tested telephonically. The field tests showed the agency's response to LEP/NEP testers seeking help worsened at both tested divisions.

## quality

2/5

No language access public complaints were filed against DSLBD in FY19. But of five telephone field testers, none received language assistance. DSLBD is in violation of the Language Access Act.

# Department of Youth Rehabilitation Services



FY18 Score  
11/12



FY19 Encounters  
212

**preparedness**  
5/5

DYRS met reporting requirements in FY19, provided language access compliance training for new hires and existing staff and engaged contractors to ensure they comply with the Language Access Act.

**accessibility**  
3/4

In FY19, DYRS translated six vital documents into Spanish and one into the top six languages encountered in the District.

**quality**  
3/3

No language access public complaint was filed against DYRS in FY19.

**FY19 Top Languages Encountered:** Spanish  
FY18 Encounters: 106

The Department of Youth Rehabilitation Services (DYRS) took proactive steps to capture comprehensive data on the types and frequency of language encounters. DYRS led 13 in-house Language Access trainings for new hires, one for existing staff and two for contractors, for a total of 144 participants. The training of grantees is a compliance milestone for DYRS to properly serve the LEP/NEP community. DYRS also ensured that the agency's grantee contracts included LA compliance verbiage, a significant move towards ensuring that funded entities also are prepared to engage with LEP/NEP constituents.

In FY19, DYRS translated one vital document into six languages and five documents into Spanish, the agency's most encountered language. The documents included "Youth Services Center-Youth Orientation Handbook" and "Youth and Family Programs." DYRS' FY19 implementation report also shows the agency participated in six job fair events with the Mayor's three Ethnic Constituency offices (MOAA, MOAPIA, MOLA) to attempt to expand its workforce and reflect the linguistically diverse population served by the agency.

OHR credits DYRS for taking steps toward certifying bilingual staff and looks forward to the completion of this effort in FY 20. OHR recommends that DYRS continue to work closely with the Office of Chief Technology Officer to finish the creation of a "language support" section in languages other than Spanish on its website in FY20 and to include the links to translated documents.

# District Department of Transportation



## preparedness

3/5

DDOT met FY19 planning and reporting requirements, and provided language access training for 94 employees.

## accessibility

3/4

DDOT translated 14 vital documents in FY19. In FY20, DDOT needs to meet outreach and website accessibility requirements

## quality

5/5

No language access public complaints were filed against DDOT in FY19. The agency was tested in FY19, and five out of five testers received language assistance.



## District Department of Transportation



### Telephone Tests

5 out of 5 tests provided the requested service, information, or appropriate resources.



### FY19 Encounters

261

### FY19 Top Languages Encountered:

Spanish, Mandarin, Vietnamese, Chinese, Korean, Amharic

FY18 Encounters: 125 | FY18 Score: 11/14

In the area of preparedness, the District Department of Transportation (DDOT) is currently working on updating its LA policy and OHR looks forward to reviewing the policy in FY20. The agency reported comprehensive data for LEP/NEP encounters using three tracking sources. The agency maintained its commitment to training staff by ensuring 94 staff members were trained in four sessions. Commendably, the agency also ensured its grantees/contractors are prepared to serve the LEP/NEP community through training, however, the agency must update its verbiage in its agreements with funded entities to add LA Act 2004 compliance verbiage.

In the area of accessibility, the agency translated 14 documents into the six top languages encountered in the District of Columbia. However, these documents are not posted in the agency's language support pages of its website. OHR's LA program urges DDOT to complete efforts to restructure the language support section of its website. Although two outreach events were conducted in FY19, OHR recommends DDOT also collaborate with the Mayor's three Ethnic Constituency offices to expand outreach efforts to immigrant communities.

DDOT's commitment to compliance with the Language Access Act was reflected in the perfect score it received during field testing in FY19. Test results showed that interpretation services were provided in all five telephone tests conducted in five different languages with DDOT's Kids Ride Free program. Additionally, the agency has taken steps to fulfill a request from staff to learn basic Spanish as it is the agency's most frequently encountered language. OHR's Language Access program commends DDOT for taking the initiative to equip its staff with an essential language skill and looks forward to being updated on the implementation of this program.



FY18 Score  
12/12



FY19 Encounters  
7

**preparedness**  
4/5

DCOZ met FY19 planning and reporting requirements and delivered language access compliance training to all staff.

**accessibility**  
4/4

DCOZ translated three vital documents in FY19, all of which were uploaded to the agency's website. The agency participated in an event targeting Asian & Pacific Islander LEP/NEP residents

**quality**  
3/3

No language access public complaint was filed against DCOZ in FY19. The agency was not tested in FY19. DCOZ continues to meet all language access compliance requirements.

**FY19 Top Languages Encountered:** Spanish, Korean  
FY18 Encounters: 6

In the area of preparedness, the Office of Zoning (DCOZ) has met compliance requirements by continuing to submit data in a timely fashion and updating its Language Access policy in FY19. The LA program commends the DCOZ for implementing a new database for service encounters with LEP/NEP constituents. Despite the fact the agency reports it does not have much contact with the public, it still shows its commitment to fulfilling LA requirements. The agency strengthened its commitment to LA by training members of the Zoning Commission and the Board of Zoning Adjustment. Unfortunately, OHR has observed a decline in DCOZ's attendance at the LA bi-monthly meeting and encourages the DCOZ LA coordinator to resume participation.

In the area of accessibility, the agency met all LA requirements by translating three vital documents into three languages and posting them to its website, making them fully accessible to the LEP/NEP community. The agency participated in the Chinatown Community Festival, which drew about 200 participants, in collaboration with the Mayor's Office on Asian & Pacific Islander Affairs. The LA program recommends the agency also collaborate with the Mayor's Office on Latino Affairs and Mayor's Office on African Affairs to expand its outreach efforts to other immigrant communities.

In the area of quality, the agency showed its commitment to improve its outreach efforts by asking the DC Language Access Coalition for recommendations on how best to distribute information and to educate the District's LEP/NEP community about DCOZ.

# Homeland Security and Emergency Management Agency



FY18 Score  
12/12



FY19 Encounters  
1

## preparedness

4/5

HSEMA met FY19 planning and reporting requirements and trained its senior management team, as well as all staff, in language access compliance.

### FY19 Top Languages Encountered: Spanish

FY18 Encounters: 18

## accessibility

3/4

HSEMA participated in 17 outreach events and worked with the Mayor's three Ethnic Constituency Offices to reach LEP/NEP communities. In FY19, HSEMA translated 5 vital documents into 6 languages. HSEMA can improve accessibility by making its multilingual Ready DC links more prominent on its website.

In the area of preparedness, HSEMA met the reporting requirements by updating its LA policy and training its senior management team and frontline staff. HSEMA also provided training to its public facing contractors, but OHR recommends the agency add LA compliance verbiage to its contracts/MOUs.

In the area of accessibility, HSEMA translated five documents into six languages: "Active Shooter," "AlertDC Flyer," "Exercise, Exercise, Exercise," "Emergency Operations Preplanning Worksheet for Houses of Worship," and "Shelter in Place: When, Where and Why." Although all of these vital documents are translated, they are not accessible in the language support page of HSEMA's website. OHR strongly recommends that HSEMA revise its ReadyDC webpage to make it accessible to the LEP/NEP community. Currently, vital translated information about emergency preparedness is found under the "Resources" link of the ReadyDC webpage. The link title is in English only, making it very difficult for LEP/NEP individuals to find such important information. HSEMA participated in 17 community events that drew more than 700 diverse participants.

## quality

3/3

No public complaints were filed against HSEMA in FY19. The agency was not tested in FY19. In FY20, HSEMA must make significant efforts to adhere to data collection recommendations to meet language access compliance requirements in FY20.

In the area of quality, no LA public complaint was filed against HSEMA. In FY19, OHRs' LA program noted that the agency took some action to fulfill compliance recommendations.



# Metropolitan Police Department



## preparedness

5/5

MPD met preparedness requirements and took steps to train all MPD employees, as well as a major contractor in language access requirements

## accessibility

4/4

MPD conducted extensive outreach translated eight vital documents and continued to strengthen the language support pages of its website.

## quality

2/5

In FY19, two language access complaints were filed against MPD, and OHR issued one finding of noncompliance. The agency declined by one point in field testing and provided language assistance for 8 of 9 testers.



### In-Person Tests

8 out of 9 in-person tests provided the requested service, information, or appropriate resources.



### FY19 Encounters

5,377

**FY19 Top Languages Encountered:** Spanish, Amharic, Mandarin, French, Arabic, Vietnamese, Portuguese, Korean, Russian, Tigrinya, Bengali, Turkish, Tagalog, Japanese  
FY18 Encounters: 4,996 | FY18 Score: 11/14

In the area of preparedness, the Metropolitan Police Department (MPD) reports three sources for tracking LEP/NEP encounters. The agency also has an updated policy on file. In FY19, the agency held 73 LA access trainings with 2,033 participants. The agency also took a proactive step by training Security Assurance Management, a DGS contractor that interfaces with MPD customers, and conducted LA cross training with the Office of Unified Communication, which handles the District's 911 calls. These training efforts are very effective in closing MPD's preparedness gap.

In the area of accessibility, the agency translated eight documents, including "Warnings as to Your Rights," "Victim's Right Card" and "Complainant/Witness Statement" into eight languages. The translated documents are easily accessible to the LEP/NEP community as they are properly posted in the language support pages of MPD's website with translated titles on the documents. The agency held 58 outreach events attracting 9,216 participants, the agency also hosted a hiring fair and collaborated with the Mayor's three Ethnic Constituency offices (MOAA, MOAPIA and MOLA) for other LA-related projects.

In the area of quality, MPD had two LA public complaints filed against the agency in FY19. OHR found MPD noncompliant in one of the cases. MPD was field tested, and in eight out of nine interactions, the tester successfully received LA services. The agency addressed most of the LA recommendations outlined in the FY18 LA program compliance report and was honored for its work in the area of language access. OHR congratulates the MPD LA program for winning the Morris & Gwendolyn Cafritz Foundation Award for ensuring the department equitably serves the District's LEP/NEP community.

# Office of Administrative Hearings



FY18 Score  
12/12



FY19 Encounters  
572

## preparedness

5/5

OAH completed planning and reporting requirements in FY19, as kept track of all encounters with LEP/NEP clients. The agency ensured all staff received language access compliance training during a series of seven sessions.

### FY19 Top Languages Encountered:

Spanish, Amharic, Mandarin, Vietnamese, French,  
Yoruba, Korean, Arabic  
FY18 Encounters: 506

## accessibility

3/4

In FY19, OAH translated one document into Spanish. In FY20, OAH should strengthen its language access portal by ensuring that document titles are translated and, therefore, accessible to the LEP/NEP community.

In the area of preparedness, the Office of Administrative Hearings (OAH) continued to fulfill requirements of the Language Access Act by using a comprehensive data collection mechanism, having an updated LA policy and training existing and new staff.

In the area of accessibility, the agency continued to audit its most used documents for updates and translation. The agency also translated "UI Request for Hearing to Appeal a Determination by a Claim Examiner" into Spanish. OHR strongly recommends the agency revises its website and translate the language access tab to give it prominence and make it accessible to the LEP/NEP community. OAH does not traditionally conduct community outreach, however, the agency worked with the Mayor's three Ethnic Constituency Offices (MOAA, MOAPIA and MOLA) to improve services to the LEP/NEP community. In its direct mailings, OAH always promotes the availability of language access services in its office.

## quality

3/3

No language access public complaints were filed against OAH in FY19. The agency was not tested in FY19.

In the area of quality, the agency fulfilled all the recommendations outlined in the FY18 LA program compliance review by certifying bilingual public facing staff, as well as hiring additional bilingual staff. OHR's LA program is pleased with OAH's continued commitment to uphold the Language Access Act.

# Office of Attorney General's Child Support Services Division



**preparedness**  
5/5

In FY19, CSSD met planning and reporting requirements. The agency should improve and report the training of its frontline staff.

**accessibility**  
1/4

In FY20, CSSD must improve the translation of vital documents and its accessibility by creating a "language support" section on its website.

**quality**  
2/3

No language access public complaints were filed against CSSD in FY19, and the agency was not tested.

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



FY18 Score  
11/12



FY19 Encounters  
688

**FY19 Top Languages Encountered:** Spanish, Amharic, Mandarin, French, Arabic, Vietnamese, Portuguese, Korean, Tigrinya, Bengali, Turkish, Japanese, Tagalog, Cantonese  
FY18 Encounters: 1,301

In the area of preparedness, the Office of Attorney General's Child Support Services Division (CSSD) reported comprehensive data on LEP/NEP encounters. The agency has updated its LA policy and is working with its federal sister agency DC Superior Court to reach an agreement that both agencies be bound by the Language Access Act because the District's law mirrors Title VI of the U.S. Civil Rights Act of 1964, which requires federal agencies to provide meaningful access to their programs, services and activities for LEP individuals. The agency trained some staff; however, details were not reported.

In the area of accessibility, CSSD must prioritize its efforts to translate vital public documents and make them available on its website. The agency also must create a language support section on its website. The LA program is aware that CSSD conducted community outreach to showcase the additional services for its target population, but the agency failed to report the details in its implementation report.

In the area of quality, the agency received no LA public complaints. However, the agency failed to adhere to recommendations in the FY18 LA annual review regarding the development and implementation of a language support page on its website and to certify its bilingual staff. Based on the lack of reporting, it is unclear if CSSD adhered to the recommendation that LEP/NEP customers receive automated correspondence and messages in their native language. The agency partially complied with the recommendation to reach out to the LEP/NEP community.

# Office of Contracting and Procurement



FY18 Score  
4/12



FY18 Encounters  
6

## preparedness

1/5

OCP failed to meet planning, reporting and training requirements in FY19. The agency does not have a language access policy.

**FY19 Top Languages Encountered:** N/A

FY19 Encounters: N/A

## accessibility

1/4

With the exception of meeting signage requirements, OCP failed to translate vital documents and few efforts in FY19 to fulfill accessibility requirements.

In FY19, as in FY18, the Office of Contract and Procurement did not comply with reporting requirements as mandated by the Language Access Act. However, communication between OCP and OHR's LA program improved in FY19 and a new Language Access Coordinator was appointed in the third quarter of the fiscal year. OHR looks forward to supporting the agency in addressing longstanding gaps in LA implementation and compliance.

In the area of accessibility, OCP met the signage requirement, however, OCP could improve signage and make it visible public-facing areas like the Resource Center. OHR recommends that OCP make its website accessible to LEP/NEP clients by translating and uploading vital documents.

In the area of quality, OCP made progress in FY19 by assigning a new LAC and forming a LAC team within the agency that is now in communication with OHR's LA Program.

In FY20 OHR strongly recommends that OCP continues working to fully satisfy the LA compliance requirements.

## quality

3/3

No language access public complaints were filed against OCP in FY19. The agency was not tested.



District of Columbia  
Office of Planning



FY18 Score  
10/12



FY18 Encounters  
6

**preparedness**  
4/5

OP met reporting requirements in FY19 by updating its LA policy.

**FY19 Top Languages Encountered:** N/A

FY19 Encounters: 0

**accessibility**  
3/4

OP translated two census document into seven languages however they are not accessible on the agency's website.

In the area of preparedness, the agency reported 0 encounters with the LEP/NEP community. The OHR Language Access Program urges the Office of Planning to improve the data collection process in order to capture encounters more comprehensively to include in-person and bilingual staff encounters. The agency has an updated LA policy on file. The agency has no public facing grantees. The LA program strongly advises that LA training be given to staff during FY20. This includes consulting OHR's Language Access Program to ensure all areas of compliance are covered in the training deck.

In the area of accessibility, the Office of Planning has translated two documents in seven languages, however, the documents are not accessible on the agency's website. OP participated in one outreach event targeting the LEP/NEP community. Although the OP boasts an outreach strategy by funding local advocacy organizations to connect with hard-to-reach populations it is not clear in its reporting if this effort was successful in reaching the API and Latino communities.

**quality**  
2/3

No public complaints were filed against OP in FY19. The agency was not tested in FY19. OHR urges OP to address accessibility concerns in FY20.

In the area of quality, the agency has not fulfilled the recommendations from last year's compliance review. OHR's Language Access program strongly encourages the agency to diversify its outreach efforts to include other LEP/NEP communities in the District. OHR acknowledges that OP focused on Census 2020 outreach efforts and the LA program strongly recommends that these efforts be expanded to other LEP/NEP immigrant communities. OHR once again encourages OP to leverage the support of the Mayor's Offices on African, Asian and Pacific Islander and Latino Affairs and community-based partners such as the DC Language Access Coalition to successfully implement these goals. Additionally, OP needs to develop and translate culturally targeted outreach materials to engage LEP/NEP stakeholders, and ensure that translated documents are accessible via the "language support" section on the agency's website.

# Office of Tax and Revenue



### Telephone Tests

3 out of 3 telephone tests provided the requested service, information or appropriate resources.



### In-Person Tests

4 out of 5 in-person tests provided the requested service, information or appropriate resources.

## preparedness

3/5

In FY19, OTR reported comprehensive data on LEP/NEP encounters and acquired dual handset phones to facilitate telephonic interpretation for LEP/NEP customers. In FY20, OTR needs to adopt an internal language access policy, ensure timely submission of quarterly reports and certify contractor compliance.

## accessibility

2/4

In FY19 OTR needs to translate vital documents, improve accessibility of its website and reach out to LEP/NEP communities.

## quality

2/3

No language access public complaints were filed against OTR in FY19. The agency was tested for the first time in FY19 and provided LA resources in seven out of eight field tests. It is crucial that the agency train its staff regarding professional conduct in serving the District's diverse LEP/NEP community.

### FY19 Top Languages Encountered:

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

FY19 Encounters: 4,860 | FY18 Score: 7/12 | FY18 Encounters: 4,340

In the area of preparedness, the Office of Tax and Revenue (OTR) implemented data collection to include bilingual staff encounters with LEP/NEP customers. The use of dual handset phones showed improvement in the ability to serve LEP/NEP customers, evidenced by the increased amount of telephonic interpretation. The agency has an updated LA Policy on file. It is recommended that training be made a priority in FY20. OTR's LA Program looks forward to supporting OTR in its efforts to ensure contractor compliance and training of its only public-facing contractor: security guards.

In the area of accessibility, OTR participated in 23 community outreach events that attracted 1,115 participants. However, the agency should strengthen its outreach efforts and reach a diverse population by collaborating with the Mayor's three Ethnic Constituency Offices (MOAA, MOAPIA and MOLA). The agency has not translated any vital documents and has made no additions to the Language Support Pages on its website. OTR strongly recommends OTR translate its vital documents and upload them to its website.

In the area of quality, OTR's FY19 field testing results show that in seven of eight testers received interpretation services. The field-testing narrative also highlighted the need for OTR employees to undergo language access and customer service training to appropriately serve LEP/NEP constituents.

# Office of the People's Counsel



FY18 Score  
12/12



FY19 Encounters  
680

## preparedness

5/5

In FY19, OPC met all preparedness requirements. OPC reported comprehensive data on LEP/NEP encounters and provided agency-wide language access compliance training.

## accessibility

4/4

OPC produced 11 translated documents in FY19 and participated in 42 community events. OPC followed through on FY18 recommendations by providing cultural competency training to its staff and improving outreach strategy.

## quality

3/3

In FY19, no language access complaints were filed against OPC and agency was not tested. OPC continues to demonstrate exceptional commitment to meeting language access compliance requirements.

### FY19 Top Languages Encountered:

Spanish, Amharic, Chinese, Indonesian, Portuguese

FY18 Encounters: 6

In the area of preparedness, the Office of the People's Counsel (OPC) reported comprehensive data on LEP/NEP encounters with bilingual staff and telephonic and in-person interpretation. The agency has an updated comprehensive Language Access policy on file that includes LA certification verbiage for funded entities although the agency has no public facing grantees. Nonetheless, the agency should recertify acknowledgement of receipt from staff as a reminder of LA specific requirements. The agency had one LA and Cultural Competence training with 12 attendees in FY19. OPC continues its commitment toward compliance with the LA Act, and OHR looks forward to supporting the agency with LA training of its staff and all other compliance matters.

In the area of accessibility, the agency translated 11 documents into six languages, including "Consumer Complaints Script," "Consumer Bill of Rights" and "Utility Billing Scams." The LA program commends OPC for prominently displaying its language support page section at the top of its website's home page. However, the translated pages do not include the agency's mission, initiatives or services. As is, the LSP section only provides translated documents. The agency continues to uphold outreach requirements by conducting comprehensive grassroots and community engagement activities such as neighborhood walk-throughs in areas populated by LEP/NEP individuals and businesses. The office exceeds outreach expectations by providing in-person interpreters at some of its agency-specific citywide community events that attract the District's linguistically diverse residents.

In the area of quality, the agency continued to show its commitment to the LA Act by certifying one of its dual-language, public-facing staff in both languages. The agency adhered to OHR's LA program's recommendation to improve its outreach requirements and increased its collaboration with the Mayor's three Ethnic Constituency Offices: MOAA, MOAPIA and MOLA. OHR's LA program commends the Office of the People's Counsel on achieving a perfect annual review compliance score of 12/12 for the past 2 years.

# Office of the State Superintendent of Education



**Telephone Tests**  
8 out of 8 tests provided the requested service, information or appropriate resources.



**In-Person Tests**  
3 out of 7 of in-person tests provided the requested service, information or appropriate resources.



Once again, OSSE fully met FY19 preparedness requirements by reporting comprehensive data on LEP/NEP encounters, training frontline staff and grantees, and fulfilling reporting and planning requirements. In FY20, OSSE needs to expand training and maintain grantee engagement efforts.



In FY19, OSSE continued to translate vital documents and strengthened the accessibility of its “language support” section on its website. The agency significantly increased its participation at community events as recommended in last year’s compliance review.



In FY19, no language access public complaint was filed against OSSE. Four out of 15 testers did not receive language assistance. OHR looks forward to re-engaging OSSE in FY20 to improve training efforts for grantees.

## FY19 Top Languages Encountered:

Spanish, Amharic, French, Korean, Russian, Bengali, Mandarin, Vietnamese, Arabic, Turkish, Portuguese

FY18 Score: 11/14 | FY18 Encounters: 10,300 | FY19 Encounters: 11,697

In the area of preparedness, the Office of the State Superintendent of Education (OSSE) reported comprehensive data on LEP/NEP encounters with bilingual staff, telephonic and in-person interpretation. The agency has an updated LA policy on file and maintained its commitment to preparedness by continuing to train its existing and newly hired staff. The LA program commends OSSE for institutionalizing language access procedures in the communications workshops and its handbook. The agency ensured the LA compliance of funded entities by equipping them with telephonic interpretation service and training and established a process for LA reporting. OHR recommends the agency maintain LA requirements in the forefront of its future acquisition of services that may interface with the LEP/NEP community.

In the area of accessibility, the agency translated 62 documents into seven languages. OHR’s LA program recommends the agency continue its efforts to update the content of the Language Support pages on the OSSE website to improve accessibility for the LEP/NEP community. OHR’s LA program commends OSSE for expanding outreach efforts from seven to 34 outreach events. However, OHR recommends the agency collaborate with the Mayor’s Office on Asian and Pacific Islander Affairs (MOAPIA) to better engage that LEP/NEP community.

In the area of quality, OHR’s LA program commends OSSE for its continued efforts in translating confidential case-specific documents related to the Early Intervention Program and OSSE’s Office of Dispute Resolution.

Field testing results showed that 11 out of 15 testers received interpretation services from various OSSE divisions. The Main Office (the only division tested in previous years) received a perfect score of 6/6, providing interpretation services to seven of seven testers. This is a significant improvement over previous years when the division only provided interpretation to seven of 11 testers. The Parent Resource Center also provided interpretation over the telephone to all three testers and received a perfect score of 6/6. However, the other divisions tested in 2019—Associates for Renewal in Education, Childcare Licensing and Child and Family Development, which were tested only in-person—provided interpretation to only one out of five testers receiving an average score of 1.20/6.00. Although testing results show overall improvements, OHR recommends that OSSE specifically address service gaps found through field testing.





## preparedness

2/5

OTA did not fully meet all reporting and training requirements in FY19. In FY20, the agency needs to revitalize its training and reporting efforts to come into compliance with the Language Access Act.

## accessibility

3/4

In FY19, OTA participated in 24 community outreach events and translated four documents into two languages. In FY20, OTA would benefit from developing a Language Support Page section on its website to fulfill its requirement to make services accessible to the District's linguistically diverse tenant population.

## quality

2/3

No language access public complaints were filed against OTA in FY19.



FY18 score  
12/14



FY19 Encounters  
137

**FY19 Top Languages Encountered:** Spanish, Amharic  
FY18 Encounters: 174

In the area of preparedness, the Office of Tenant Advocate (OTA) did not report any LA trainings in FY19 and continued to operate with an outdated LA policy. The OHR LA program strongly recommends that OTA update its LA policy, and train new and existing staff. At this time, it is unclear whether the agency has any grantees/contractors that would be covered by LA requirements. In the area of accessibility, OTA translated four documents into two languages: "Team Work Makes the Dream Work," "Tenant Summit Program 2019," "OTA Legal Representation Agreement" and "TOPA 5." Although not all of these documents are considered public facing, the ones that do meet the public facing criteria are not accessible on the OTA website's Language Support Pages section. The agency participated in 24 community events with 1,467 attendees. Although notable, the agency should broaden its outreach capacity by engaging the Mayor's three Ethnic Constituency offices (MOAA, MOAPIA and MOLA).

In the area of quality, no LA public complaints were filed against OTA in FY19. However, the agency did not take any steps to address recommendations issued by the OHR LA program in the FY18 LA compliance review.

# Office of Unified Communications



FY18 Score  
8/12



FY19 Encounters  
25,063

## preparedness

3/5

In FY19, OUC again failed to fulfill reporting and training requirements. In FY20, OUC must submit timely comprehensive quarterly reports, train public-contact staff and adopt a revised language access policy

### FY19 Top Languages Encountered:

Spanish, Mandarin, Amharic, Vietnamese, Portuguese, French, Arabic, Korean, Russian, Turkish, Tigrinya, Farsi, Cantonese, Japanese  
FY18 Encounters: 50,345

## accessibility

2/4

OUC participated in eight community events and translated one document; however the agency needs to work on its language support page to improve accessibility of documents for the LEP/NEP community. OUC can improve outreach through partnerships and targeted campaigns to reach LEP/NEP individuals.

In the area of preparedness, the Office of Unified Communications (OUC) reported only one source of language access encounters: telephonic interpretation. OHR strongly recommends the agency resolve how to capture bilingual staff encounters with LEP/NEP individuals. OHR also strongly recommends the agency update and institutionalize its Language Access policy and secure acknowledgement of receipt from its staff to ensure they know LA requirements. The agency had only one training on file called "Ripped from the Head Lines" a training tool that is related to diversity and inclusion but is not Language Access Act compliance training. OHR's LA program recommends the agency increase appropriate training efforts. The agency has no public facing grantees/contractors. OHR recommends the agency strengthen its commitment to the LA Coordinator cohort by increasing participation in bi-monthly LAC meetings.

In the area of accessibility, although OUC is not frequently visited by the public it is still recommended that the agency displays LA related messaging such as the LA identification poster that informs LEP/NEP individuals they are entitled to telephonic interpretation services.

## quality

2/3

In FY19, no language access complaints were filed against OUC and the agency was not tested.

In FY19, the OUC translated one document, but the document is not accessible to the LEP/NEP community because it is not posted in the language support page of the agency's website. The agency reached out to the community by participating in eight events with 367 attendees. However, OHR recommends the agency strengthen its outreach strategy by collaborating with the Mayor's three Ethnic Constituency offices: MOAA, MOAPIA and MOLA.

In the area of quality, OUC had no LA public complaints filed against it in FY19 and was not field tested. The agency continues to take steps towards compliance with the Language Access Act by hiring and certifying bilingual staff. Nonetheless, OHR recommends the agency adhere to long-standing Language Access implementation recommendations issued by OHR's LA Program.



# Compliance Details

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 FY19.

AGENCY NAME	ABRA	CFSA	DBH	DCRA	DOC	DOES	DOEE	DGS	DCHealth
<b>PREPAREDNESS</b>									
P1. Agency provided comprehensive data on FY19 encounters.		☐	☐			☐	☐		☐
P2. Agency has a current language access policy.		☐	☐	☐		☐	☐		
P3. Agency staff were trained in FY19.		☐	☐			☐	☐		☐
P4. Agency communicated effectively.		☐	☐	☐	☐	☐	☐		☐
P5. Agency took steps to ensure grantee/contractor compliance.			☐			☐	☐		
<b>PREPAREDNESS SCORE</b>	<b>0</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>3</b>
<b>ACCESSIBILITY</b>									
A6. Agency displayed adequate signage in public facing locations,	☐	☐	☐	☐		☐	☐	☐	☐
A7. Vital documents were translated and/or updated in FY19.		☐	☐	☐	☐	☐	☐		☐
A8. Translated vital documents are accessible on agency website.					☐	☐			
A9. Efforts were made to engage diverse LEP/NEP communities in FY19.		☐	☐	☐		☐	☐		☐
<b>PREPAREDNESS SCORE</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>3</b>
<b>QUALITY</b>									
Q10. No language access public complaints were filed against the agency in FY19.	☐	☐	☐	☐		☐	☐	☐	☐
Q11. OHR has not issued a finding of non-compliance against the agency in FY19.	☐	☐	☐	☐		☐	☐	☐	☐
Q12. No tester was turned away during tests.	☐								☐
Q13. All testers who accessed employee or interpretation received requested information or services.									
Q14. OHR has observed improvement in LA implementation in FY19.		☐	☐			☐	☐	☐	☐
<b>QUALITY SCORE</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>4</b>
<b>TOTAL AGENCY SCORE</b>	<b>4</b>	<b>10</b>	<b>11</b>	<b>7</b>	<b>3</b>	<b>12</b>	<b>11</b>	<b>4</b>	<b>10</b>
<b>TOTAL POSSIBLE SCORE</b>	14	12	12	14	12	14	12	14	14

AGENCY NAME	DHCF	DHCD	DCHR	DHS	DMV	DPR	DPW	DSLBD	DDS	DDOT
<b>PREPAREDNESS</b>										
P1. Agency provided comprehensive data on FY19 encounters.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
P2. Agency has a current language access policy.			<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>				
P3. Agency staff were trained in FY19.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>
P4. Agency communicated effectively.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
P5. Agency took steps to ensure grantee/contractor compliance.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<b>PREPAREDNESS SCORE</b>	0	4	5	4	4	4	3	0	3	3
<b>ACCESSIBILITY</b>										
A6. Agency displayed adequate signage in public facing locations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A7. Vital documents were translated and/or updated in FY19.		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
A8. Translated vital documents are accessible on agency website.										
A9. Efforts were made to engage diverse LEP/NEP communities in FY19.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<b>ACCESSIBILITY SCORE</b>	1	3	2	3	2	3	3	1	3	3
<b>QUALITY</b>										
Q10. No language access public complaints were filed against the agency in FY19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q11. OHR has not issued a finding of non-compliance against the agency in FY19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q12. No tester was turned away during tests.										<input type="checkbox"/>
Q13 .All testers who accessed employee or interpretation received requested information or services.										<input type="checkbox"/>
Q14. OHR has observed improvement in LA implementation in FY19.		<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<b>QUALITY SCORE</b>	2	3	3	2	1	3	3	2	3	5
<b>TOTAL AGENCY SCORE</b>	<b>3</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>7</b>	<b>10</b>	<b>9</b>	<b>3</b>	<b>9</b>	<b>11</b>
<b>TOTAL POSSIBLE SCORE</b>	12	12	12	14	14	14	12	14	12	14

AGENCY NAME	DCHA	DYRS	DCLB	DCOZ	DACL	DCPL	DCPS	FEMS	HSEMA	MPD
<b>PREPAREDNESS</b>										
P1. Agency provided comprehensive data on FY19 encounters.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
P2. Agency has a current language access policy.			<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>				
P3. Agency staff were trained in FY19.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				<input type="checkbox"/>
P4. Agency communicated effectively.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
P5. Agency took steps to ensure grantee/contractor compliance.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<b>PREPAREDNESS SCORE</b>	<b>0</b>	<b>4</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>3</b>
<b>ACCESSIBILITY</b>										
A6. Agency displayed adequate signage in public facing locations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A7. Vital documents were translated and/or updated in FY19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A8. Translated vital documents are accessible on agency website.				<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
A9. Efforts were made to engage diverse LEP/NEP communities in FY19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>ACCESSIBILITY SCORE</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>4</b>
<b>QUALITY</b>										
Q10. No language access public complaints were filed against the agency in FY19.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
Q11. OHR has not issued a finding of non-compliance against the agency in FY19.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	
Q12. No tester was turned away during tests.							<input type="checkbox"/>			<input type="checkbox"/>
Q13. All testers who accessed employee or interpretation received requested information or services.										
Q14. OHR has observed improvement in LA implementation in FY19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>QUALITY SCORE</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>2</b>
<b>TOTAL AGENCY SCORE</b>	<b>7</b>	<b>11</b>	<b>11</b>	<b>11</b>	<b>9</b>	<b>12</b>	<b>9</b>	<b>11</b>	<b>10</b>	<b>11</b>
<b>TOTAL POSSIBLE SCORE</b>	14	12	12	12	14	14	14	12	12	14

AGENCY NAME	OAH	OAG	OCF	OP	OTR	OPC	OSSE	OTA	OUC
<b>PREPAREDNESS</b>									
P1. Agency provided comprehensive data on FY19 encounters.	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P2. Agency has a current language access policy.	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
P3. Agency staff were trained in FY19.	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
P4. Agency communicated effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
P5. Agency took steps to ensure grantee/contractor compliance.	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
<b>PREPAREDNESS SCORE</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>3</b>
<b>ACCESSIBILITY</b>									
A6. Agency displayed adequate signage in public facing locations,	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
A7. Vital documents were translated and/or updated in FY19.	<input type="checkbox"/>			<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A8. Translated vital documents are accessible on agency website.						<input type="checkbox"/>	<input type="checkbox"/>		
A9. Efforts were made to engage diverse LEP/NEP communities in FY19.	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>PREPAREDNESS SCORE</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>2</b>
<b>QUALITY</b>									
Q10. No language access public complaints were filed against the agency in FY19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q11. OHR has not issued a finding of non-compliance against the agency in FY19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q12. No tester was turned away during tests.									
Q13. All testers who accessed employee or interpretation received requested information or services.									
Q14. OHR has observed improvement in LA implementation in FY19.	<input type="checkbox"/>		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>		
<b>QUALITY SCORE</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>
<b>TOTAL AGENCY SCORE</b>	<b>11</b>	<b>8</b>	<b>5</b>	<b>9</b>	<b>7</b>	<b>12</b>	<b>12</b>	<b>7</b>	<b>7</b>
TOTAL POSSIBLE SCORE	12	12	12	12	14	12	14	12	12



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