

2021



LANGUAGE
ACCESS
PROGRAM

ANNUAL
COMPLIANCE
REVIEW





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NOTE FROM THE LANGUAGE ACCESS TEAM

The Language Access Program (LAP) is pleased to share the FY21 Language Access Compliance Review. We constantly reflect on the evolution of the DC Language Act of 2004 and on the role that each one of us has had as government employees and community members, from the passage of the Language Access Act to this day. This legislation has evolved, at first covering a handful of District agencies to its current iteration of covering the majority of District agencies and their grantees and contractors. The District has a robust Language Access Program that monitors the Language Access Act as well as informs the Limited and Non-English Proficient (LEP/NEP) populations of their language rights. The legislation embraces and fosters a multilingual community in our city. As the LAP, we encourage the government agencies and other Language Access stakeholders to continue safeguarding a truly unique legislative act that empowers one of the most vulnerable populations in the District.

The pandemic has taught us many lessons, including the importance of accessing critical information in a timely manner. Equal access to public health information has been key in fighting the spread of the virus. To meet the preparedness requisites under the Language Access Act, the 38 major public contact agencies had pre-existing Language Access plans that allowed them to continue providing services without major interruptions as the pandemic unfolded. These efforts granted the LEP/NEP residents access to COVID-19 tests, treatment, and vaccination information. For instance, many community-based grantees and contractors were inundated with human services-related requests. Stresses placed on oversight of grantees and contractors, in the face of vastly increased demand for services, and illuminated opportunities to strengthen compliance. This disconnect created opportunities for the LAP to

intervene and provide technical support to both parties, ultimately bringing services to vulnerable communities. Furthermore, the District's response to the public health emergency revealed that there is still a need for quality control over professional language service providers, especially when information changes rapidly.

Although the past fiscal year has been a transitional one, with the gradual return to normal operations, the Language Access Team would like to acknowledge other District agencies' dedication to Language Access. Their dedication is evident in the expansion of outreach and communication efforts to digital platforms that allow agencies to disseminate information more broadly. The Program Highlights section features agencies' achievements in accessibility and preparedness. The FY21 Annual Compliance Review presents the data and summary of agencies' performance on Language Access compliance.

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DEMOGRAPHIC PROFILE

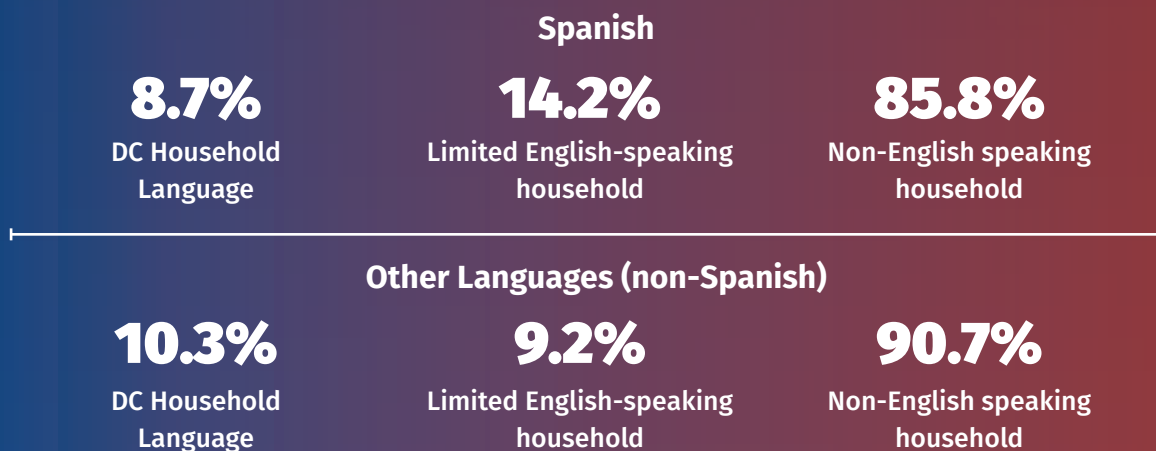
This section provides the available data for DC’s foreign-born and Limited English Proficient/Non-English Proficient (LEP/NEP) populations. In 2020*, close to 13% of DC’s population was not born in the United States. Spanish was the most common non-English household language (8.7%) and 14.2% of those households were LEP.

DC’s Foreign-Born Population

2019 2020

Total District Population	Total Foreign-Born Population	Percentage of Total Population
705,749 712,816	85,333 91,316	12.1% 12.8%

2020 Household Language*:



*Data is derived from 2020 American Community Survey (ACS) 1-year experimental tables. 2020 American Community Survey (ACS) 1-year experimental data only subcategorized Spanish.

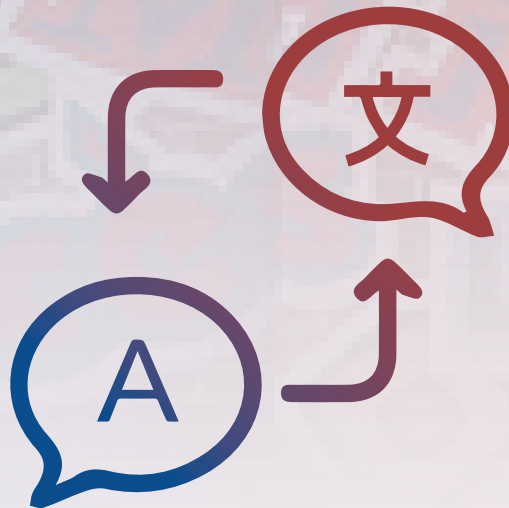
2019 Household Languages*:

For data on other languages, please refer to 2019 data:

Languages Spoken at Home	Total Number	Speak English “very well”	Speak English “less than very well” (LEP/NEP)
Spanish	58,536	59.1%	40.9%
French	8,516	79.3%	20.7%
Amharic, Somali, or Other Afro-Asiatic Languages	6,154	46.5%	53.5%
Chinese (including Mandarin, Cantonese)	5,050	64.1%	35.9%
Korean	1,512	77.2%	22.8%
Vietnamese	1,229	46.6%	53.4%

*2019 Source: Migration Policy Institute- [State Demographics Data | migrationpolicy.org](https://www.migrationpolicy.org)

THE DC LANGUAGE ACCESS ACT OF 2004



To ensure equal access to government services under the DC Language Access Act of 2004 (the Act), all District of Columbia government agencies, contractors, and grantees that provide services, programs or activities to the public must provide translation of vital documents and interpretation services. The Act outlines requirements for all covered entities and distinguishes between agencies that have major public contact (38) and agencies that have limited public contact (25) but are still required to have a designated Language Access point of contact. The Language Access Program (LAP), housed within the DC Office of Human Rights, is charged with monitoring and evaluating all covered entities on an annual basis. The FY21 Annual Compliance Review provides individual scorecards for 38 covered entities¹ with major public contact. The report assesses their level of compliance with the Language Access Act and provides a compliance profile for all covered entities. The 25 non-major public contact entities were also assessed for compliance with the Act. Though the assessment for these agencies is less extensive, the LAP continues to work to gradually bring them into compliance with the Act.

Covered entities with major public contact must:

1. Designate a Language Access Coordinator
2. Collect data on the agency's interactions with LEP/NEP customers
3. Provide interpretation services
4. Provide written translation of vital documents²
5. Train staff on Language Access compliance
6. Develop a Biennial Language Access Plan (and report on its progress to OHR on a quarterly basis)
7. Conduct outreach to LEP/NEP communities

Covered Entities without major public contact must:

1. Designate a Language Access Point of Contact
2. Collect data on the agency's interactions with LEP/NEP customers
3. Provide interpretation services
4. Provide written translation of vital documents³
5. Train staff on Language Access compliance
6. Submit a yearly implementation report to OHR

Agencies with Major Public Contact

1. Alcoholic Beverage Regulation Administration
2. Child and Family Services Agency
3. Department of Aging and Community Living
4. Department of Behavioral Health
5. Department of Consumer and Regulatory Affairs
6. Department of Corrections
7. Department of Employment Services
8. Department of Energy & Environment
9. Department of General Services
10. Department of Health Care Finance
11. Department of Housing and Community Development
12. Department of Human Resources
13. Department of Human Services
14. Department of Motor Vehicles
15. Department of Parks and Recreation
16. Department of Public Works
17. Department of Small and Local Business Development
18. Department of Youth Rehabilitation Services
19. Department on Disability Services
20. District Department of Transportation
21. District of Columbia Department of Health
22. District of Columbia Housing Authority
23. District of Columbia Office of Zoning
24. District of Columbia Public Library
25. District of Columbia Public Schools
26. Fire and Emergency Medical Services Department
27. Homeland Security and Emergency Management Agency
28. Metropolitan Police Department
29. Office of Administrative Hearings
30. Office of Contracting and Procurement
31. Office of Lottery and Gaming
32. Office of Planning
33. Office of Tax and Revenue
34. Office of the Attorney General – Child Support Services Division

35. Office of the People’s Counsel
36. Office of the State Superintendent of Education
37. Office of the Tenant Advocate
38. Office of Unified Communications

Agencies with Non-Major Public Contact

1. Department of Forensic Sciences
2. District of Columbia Board of Elections
3. District of Columbia Commission on the Arts and Humanities
4. District of Columbia Corrections Information Council
5. District of Columbia Department of Insurance, Securities and Banking
6. District of Columbia Health Benefit Exchange Authority
7. District of Columbia Housing Finance Agency
8. District of Columbia Office of Police Complaints
9. District of Columbia Retirement Board
10. District of Columbia State Board of Education
11. Department of For-Hire Vehicles
12. District of Columbia Water and Sewer Authority
13. Mayor’s Office on Community Affairs
14. Mayor’s Office on Community Relations
15. Office of the Attorney General
16. Office of Cable Television, Film, Music and Entertainment
17. Office of the Chief Medical Examiner
18. Office of the Chief Technology Officer
19. Office of Disability Rights
20. Office of Employee Appeals
21. Office of the Inspector General
22. Office of the Chief Financial Officer
23. Office of Victim Services and Justice Grants
24. Public Services Commission
25. Real Property Tax Appeals Commission

1 To avoid bias, OHR does not score itself.

2 Covered entities are required to translate vital documents into non-English languages spoken by 3% of the agency’s constituents or 500 individuals, whichever is less.

3 Covered entities without Major Public Contact are required to translate vital documents into non-English languages spoken by 3% of the agency’s constituents or 500 individuals, whichever is less.

ABOUT THE LANGUAGE ACCESS PROGRAM

OUR MISSION

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

The Language Access Program (LAP) is tasked with monitoring citywide compliance with the DC Language Access Act of 2004 and providing central coordination and technical assistance to covered entities. The work of the LAP is organized into four principal areas:

ENFORCEMENT

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

TECHNICAL ASSISTANCE

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

COMPLIANCE MONITORING

The LAP ensures that all 38 covered entities with major public contact develop an attainable BLAP, submit quarterly and annual reports, and take appropriate steps to meet compliance requirements. The LAP is also tasked with producing an annual compliance assessment of all 63 covered entities.

COMMUNITY ENGAGEMENT

In collaboration with community-based organizations that serve immigrant communities, the LAP works to ensure that Limited English Proficient/ Non-English Proficient (LEP/NEP) residents, workers, and visitors are aware of their Language Access rights through intentional community outreach. LAP staff regularly deliver "Know Your Rights" trainings and work closely with the DC Language Access Coalition, as well as Mayoral ethnic constituency offices, to disseminate information about the program. Additionally, staff respond directly to inquiries from members of the public on matters related to the Language Access Act.

OHR LANGUAGE ACCESS PROGRAM HIGHLIGHTS

Programmatic Accomplishments

The Language Access Program (LAP) at OHR achieved several programmatic accomplishments in FY21. Below are the top four with corresponding descriptions beneath:

- 1 Upgraded the agency's internal multi-lingual phone tree**
- 2 Introduced an internal policy for covered entities with non-major contact**
- 3 Created the Language Access Grantee and Contractor Implementation Guide**
- 4 Re-started the Language Access field testing program after a pause during the public health emergency**

As the agency that houses the Language Access Act of 2004 (the Act), OHR periodically develops tools to implement Language Access requisites of preparedness, accessibility, and quality. To facilitate communication with the Limited English Proficient/Non-English Proficient (LEP/NEP) population it serves, OHR upgraded its multi-lingual phone tree. OHR is prepared to engage with customers in the six top languages (Spanish, Amharic, French, Chinese (Mandarin and Cantonese), Vietnamese, and Korean) most likely to be encountered by the District government. When LEP/NEP individuals call OHR, they are greeted in their language and then connected to a language service provider.

In FY21, the LAP introduced a critical compliance requisite for the agencies with non-major public contact: the development of an internal Language Access (LA) Policy that is a baseline of norms and procedures for the agency staff to comply with the Act. Per DCMR 4 §1212.2(h), the covered entity's LA Policy informs agency personnel of the protocols to follow when an LEP/NEP customer requests language assistance and provides direction regarding other Language Access compliance requirements. The 25 covered entities were provided with a LA Policy template and agencies will be evaluated on this compliance item in the FY22 Language Access Annual Compliance Review.

During this fiscal year, there were more requests to train funded entities (grantees, contractors, and vendors) on the Language Access compliance and implementation requisites than previous years. As a response, the LAP created a [Language Access Grantee and Contractor Implementation Guide](#). This guide details the seven compliance areas, explains the proper way to use and display associated resources, and provides helpful tools and resources

In FY21, the LAP also re-started its testing program after a pause during the public health emergency. The purpose of the testing is to evaluate the accessibility of District agencies' telephonic interpretation systems and their delivery of services. This is considered a vital function as telephone calls are a major communication method for the LEP/NEP community in accessing government services. Telephonic communication was critical for messaging between the District and LEP/NEP individuals at the height of the pandemic and during the gradual re-opening of in-person services.

Training & Technical Assistance

The LAP provided trainings, individual consultation, and technical assistance to support

I Speak Amharic.

I need assistance and have the right to receive assistance in my spoken language. Please provide me with an interpreter and note my spoken language in your permanent records. Thank you.

District law requires that agencies provide you with information and assistance in your language for free. If you do not receive help in your language, please call the DC Office of Human Rights at (202) 727-4559.




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District agencies' implementation of Language Access requirements and to improve overall compliance with the Act. Please note that training events decreased because of the COVID-19 public health emergency.

- Delivered 88 Language Access compliance trainings to 1,515 District employees, grantees, and contractors.
- Hosted 11 technical assistance sessions for Language Access Coordinators (LACs); the sessions covered methods of collecting and reporting data, development of Biennial Language Access Plans (BLAPS), and methods to ensure grantee and contractor compliance.
- Held one Language Access compliance session for Language Access Points of Contact (LAPOCs) to provide guidance on Language Access implementation activities and annual reporting requirements.
- Hosted 16 meetings with the Mayor's three ethnic constituency offices - Office on Latino Affairs (MOLA), African Affairs (MOAA), and Asian & Pacific Islander Affairs (MOAPIA) - to coordinate technical assistance efforts.

Community Partnerships/Engagement

OHR worked with community-based partners to engage diverse LEP/NEP communities and ensure that they know their rights to Language Access services.

- Engaged 1,256 LEP/NEP residents through workshops, "Know Your Rights" trainings, and community-wide events.
- Participated in 22 community events and meetings.
- Distributed 1,500 multilingual "I Speak" cards.
- Provided 88 trainings to constituents, advocates, case managers, and service providers; trainings covered Language Access protections that apply to their clients and members.

DISTRICT AGENCY HIGHLIGHTS

To celebrate Language Access Month in April, OHR highlighted some of the great Language Access work being done by District agencies. Language Access Coordinators were able to submit accomplishments and the Language Access Team chose four agencies to highlight: Department of Aging and Community Living, Metropolitan Police Department, DC Health, and Department of Employment Services. The following graphics and descriptions were posted to OHR social media accounts and included in a special edition of the OHR newsletter.

Department of Aging and Community Living (DACL)

Senior Pet Connect Spanish Language Meeting

On May 11, 2021, DACL, Humane Rescue Alliance (HRA) Staff, and approximately 20 Vida seniors engaged in a virtual Senior Pet Connect event using the Zoom platform. This event was

conducted in Spanish by Spanish-speaking HRA staff and introduced Vida Seniors to a variety of companion animals, including dogs, cats, and chickens. The Senior Pet Connect program was designed in partnership with the Humane Rescue Alliance to decrease social isolation by engaging older adults with their community through a shared love of pets.

Ambassador Training Summary:

The DACL Ambassador Training video courses will be a resource used to teach prospective DACL Ambassadors more about DACL's mission, resources available for and how they can help DC Seniors, what it means to be a good neighbor, and general ways they can get involved in their communities. Ambassador Training videos will be made available in English, Spanish, Mandarin, Amharic, and French to better reach the diverse population of the District.



Metropolitan Police Department (MPD)

Installation of Language Line Solutions App

MPD successfully executed the installation of the Language Line Solutions mobile app on all officer phones. With officers helping people of diverse backgrounds throughout the city, this action breaks down one more communication barrier.

DC Health (DC Health)

COVID-19 Townhall Meetings

DC Health collaborated with the Mayor's three ethnic constituency offices: Office on Latino Affairs (MOLA), African Affairs (MOAA), and Asian & Pacific Islander Affairs (MOAPIA) as well as the Executive Office of the Mayor (EOM) and DC Public Schools (DCPS) to conduct Web-based townhall meetings to provide equitable access to information for the LEP/NEP population about testing sites as well as prevention measures.

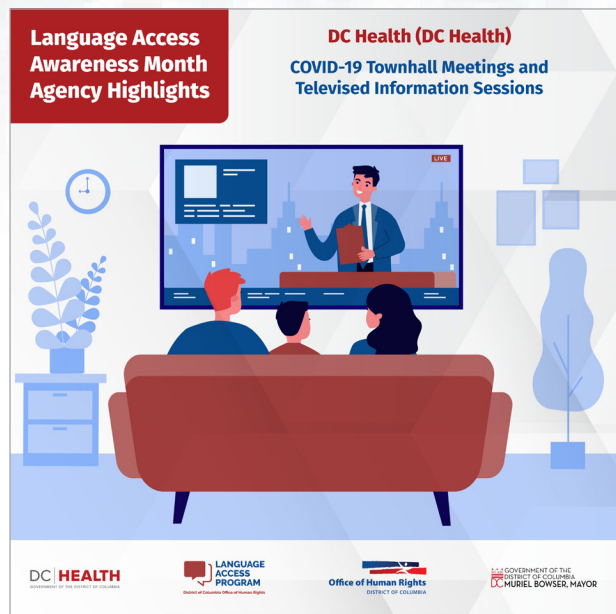
Televised Information Sessions

DC Health also held six televised interviews with Telemundo to inform the Spanish-speaking LEP/NEP community of HIV drug access, Pharmacy Benefits Roll Out Initiative, and COVID-19 prevention and treatment. These informational events allowed District residents of diverse backgrounds to learn about the rapidly changing pandemic response at a time when updates were critical.

Department of Employment Services (DOES)

DOES "en español" Website

DOES' website was enhanced to allow Spanish-speaking customers access to information about DOES' programs and services in Spanish. DOES "en español" became the first full-service Spanish government website in the District of Columbia and first national workforce agency website in Spanish. Spanish-speaking individuals can access information on the agency's programs and services (such as Unemployment Insurance (UI), Wage-Hour, Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP)), press releases, labor statistics, and more.



STAKEHOLDER UPDATES AND ACCOMPLISHMENTS

Section §1209 of the Language Access Act designates the Mayor's Office on African Affairs, the Mayor's Office on Asian and Pacific Islander Affairs, and the Mayor's Office on Latino Affairs to serve as consultative bodies that assist OHR and District agencies in the implementation of the Language Access Act. Regulations also name the D.C. Language Access Coalition (DCLAC) as an external, non-governmental body to consult on the Act's implementation.

These entities have achieved the following outcomes in FY21 as part of their work to strengthen the District's compliance with the Language Access Act:

Mayor's Office on African Affairs (MOAA)

Translation and Quality Assurance

In FY21, MOAA reviewed 28 documents translated into African languages and provided guidance to agencies as they centralized translated vital documents on their websites. MOAA provided quality assurance reviews and technical assistance to the Department of Employment Services (DOES), District of Columbia Public Schools (DCPS) Department of Health (DOH), Department of Aging and Community Living (DACL), Department of Energy and Environment (DOEE), Mayor's Office of Community Affairs (MOCA). The following is a sample of documents that were reviewed: *FY20 Annual Compliance Review, Walk Up Vaccination Sites, Work Search Issue, FY-22 Budget Engagement Forum, Build Safer and Stronger DC, Remaining School Attestation, Go Green, and How to Start Business.*

Know Your Rights Training

Along with the Office of the Tenant Advocate, MOAA provided two "Know Your Rights" trainings for tenants, reaching more than 700 constituents. MOAA also conducted two cultural competency trainings in collaboration with other agencies.

Outreach to LEP/NEP Residents

MOAA distributed more than 200 "I Speak Cards" in FY21. During the COVID-19 public health emergency, MOAA provided support to Ethiopian churches and African businesses in Wards 4 and 5 regarding pandemic measures such as mask mandates, screening, voluntary testing, and vaccinations.

Site Visits

MOAA was unable to host any site visits in FY21 due to COVID-19.

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

Translation and Quality Assurance

MOAPIA provided technical assistance to some District government agencies with major public contact in FY21. This support was reflected in MOAPIA's role in translating and/or providing quality control of previously translated documents such as: (MPD) Citizen Feedback Service Desk Signage, (DHS) Letter to Clients- Inauguration, (DCHBX) Lunar New Year Special Enrollment, (HSEMA) Snow Emergency Release, (DOES) 2021 Summer Youth Employment Program, (DOEE) DC Lead Disclosure Rentals/Disclosure Sales, (DC Health) Now Vaccinating Graphic, (DOES) Updated PUA Application, (DOES) MEUC Application and Letters of Determination, (DC Health) Vaccine Graphic (How Does COVID-19 Vaccine Work), and (MPD) Immigration Policy. MOAPIA translated and provided quality assurance for 435 documents.

During the COVID-19 public health emergency, MOAPIA promoted STAY DC rental assistance programs to DC residents and landlords. MOAPIA held informational sessions in Chinese and Vietnamese and provided in-person assistance to community members applying to the program. Additionally, MOAPIA produced application tutorial videos in Chinese and Vietnamese; these

videos were promoted on MOAPIA’s social media and website garnering 5,909 impressions. MOAPIA helped 1,395 residents in their native languages while assisting 462 residents in their applications.

Know Your Rights Training

One of MOAPIA’s grantees, Asian Pacific American Legal Resource Center (APALRC) conducted six “Know Your Rights” and Community Organizing trainings to 30 constituents total. MOAPIA, in collaboration with MOAA and MOLA, conducted one cultural competency training for DCHA as the agency celebrated its Customer Appreciation Week in October. Additionally, nine of MOAPIA’s grantees received mandatory Language Access training done by MOAPIA.

Outreach to LEP/NEP Residents

In FY21, MOAPIA’s multilingual outreach materials were distributed to 2,969 constituents. MOAPIA conducted door-to-door outreach to small business owners in all eight Wards; the outreach was about dissemination of information in the native languages. Examples of information distributed came from programs such as the Bridge Fund, the Payroll Protection Program, Rent Abatement Assistance, Great Streets Fund Program, and DC Façade Improvement Program. Four hundred forty-eight Asian American/ Pacific Islander (AAPI) businesses were reached in-person while an additional 1,126 businesses were reached through virtual outreach efforts. MOAPIA was able to offer opportunities to engage directly with small business owners on issues and concerns posed by the COVID-19 pandemic. As a result, MOAPIA resolved 308 cases that required bilingual assistance for small business owners.

MOAPIA hosted three vaccination clinics in Wards 2 and 4 that provided free COVID-19 vaccine

shots to 242 people. MOAPIA provided language assistance at these vaccination sites. In addition, MOAPIA hosted two “Days of Actions” events where 140 volunteers reached out to District residents to provide vaccination information. Translated materials were distributed in Chinese, Vietnamese, and Korean to 258 people. MOAPIA bilingual staff also conducted dozens of outreach sessions to help register seniors to get their vaccines by knocking on 593 doors.

MOAPIA also assisted with 1,265 out of 1,340 constituent cases with language support; 712 of those cases involved helping residents and small business owners apply for various resources. For example, Bridge Funds, the Payroll Protection Program, P-EBT Program, unemployment benefits, emergency rental assistance program, and more for COVID-19 relief. In its extended outreach efforts, MOAPIA participated in the Bilingual Hiring Fair, MOLA’s Language Access Coordinator Meetings (Get-Together,), and Biennial Language Access: Emergency Management Training. Through these efforts, the District’s Asian communities were reached and assisted in their native languages.

Site Visits

In FY21, MOAPIA monitored seven agencies and websites: Department of Motor Vehicles (DMV), Office of Tax and Revenue (OTR), Office of Unified Communication’s (OUC’s) 311, District of Columbia Public Library (DCPL), Department of Consumer and Regulatory Affairs (DCRA), Department of Public Works (DPW), District of Columbia Public Schools (DCPS), and coronavirus.dc.gov. As a result of the monitoring of websites, MOAPIA noticed that coronavirus.dc.gov was missing certain translations relating to COVID-19 information. MOAPIA reported no major concerns in agencies’ Language Access support.



Mayor's Office on Latino Affairs (MOLA)

Translations and Quality Assurance

MOLA provided technical assistance to District government agencies throughout FY21 by translating more than 582 documents and providing quality control to 106 documents. MOLA provided technical support on outreach efforts to 84 of those translated documents that addressed education, housing, and public safety. MOLA provided support to: DC Public Library (DCPL), Department of Energy and Environment (DOEE), Department on Disability Services (DDS), Department of Housing and Community Development (DHCD), Department of Human Services (DHS), District of Columbia Department of Health (DC Health), Department of Parks and Recreation (DPR), Department of Youth Rehabilitation Services (DYRS), Metropolitan Police Department (MPD), and more.

Know Your Rights Trainings

MOLA educated 526 constituents in Language Access through field outreach and online workshops

Outreach to LEP/NEP Residents

In FY21, MOLA distributed 526 "I Speak" Cards and distributed 11 monthly La Voz de MOLA newsletters in both English and Spanish. MOLA produced and disseminated 22 Jobs and Education Opportunities Bulletins to 25,000 subscribers in the Latino community. MOLA also informed eight constituents about their paternal rights through a community workshop in partnership with DC Affordable Law Firm and Legal Aid.

Site Visits

MOLA monitored, assisted, and provided feedback to 38 District government agencies to ensure the implementation of Language Access requirements and adoption of best practices. MOLA also conducted in-person and virtual site visits to 36 government agencies with major public contact. Some of the agencies visited were Alcoholic Beverage Regulation Administration (ABRA), Child and Family Services Agency (CFSA), Department of Aging and Community Living (DACL), Department of Behavioral Health (DBH), District of Columbia Housing Authority (DCHA), District of Columbia

Department of Health (DC Health), Department of Human Resources (DCHR), Office of Lottery and Gaming (OLG), District of Columbia Public Library (DCPL), Department of Motor Vehicles (DMV), Department of Consumer and Regulatory Affairs (DCRA), Department on Disability Services (DDS), Department of Housing and Community Development (DHCD), Department of Employment Services (DOES), Department of Parks and Recreation (DPR), Office of Administrative Hearings (OAH), and Metropolitan Police Department (MPD). As a result of these site visits, MOLA recommended improved interaction with Spanish-speaking constituents.

Cultural Competency Training

MOLA conducted a cultural competency training for 30 government employees at the DC Department of Housing and Community Development.

Capacity Building

MOLA held four gatherings with Language Access coordinators of government agencies to exchange best practices in Language Access when serving Latino constituents. Additionally, MOLA provided interpretation equipment and interpretation services for five events hosted by DC government agencies and community-based organizations.

DC Language Access Coalition (DCLAC)

The DC Language Access Coalition (DCLAC) had an important role throughout the public health emergency: DCLAC has been at the forefront of identifying Language Access gaps in the most essential and impacted government agencies with major public contact. DCLAC brought these gaps and concerns to the attention of OHR and government officials to find a solution. Some of the areas of concern included lack of translation for the Emergency Rental Assistance Program (ERAP) and the Department of Human Services' (DHS) Integrated Application for public benefits such as Temporary Assistance for Needy Families (TANF), food stamps (SNAP) and medical insurance. OHR guided these issues through the appropriate channels to begin rectifying the identified Language Access service gaps.

IMPLEMENTATION BY THE NUMBERS

Below is a summary of findings based on implementation reports from 38 covered entities with major public contact and 25 covered entities assessed in FY21.

Preparedness

278,528

encounters with LEP/NEP customers were reported in FY21 across all District government agencies.

31 of 38

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

Accessibility:

239,235 Calls

Frontline employees made 239,235 calls to reach a telephonic interpreter and communicate with customers speaking 98 different languages.

Vital Records

Vital documents were translated into Spanish (2,748), Amharic (844), Chinese (454), Vietnamese (311), French (302), Korean (148), Arabic (17), Tigrinya (7), Bahasa Indonesian (5), Italian (5), Bengali (5), Russian (2), Burmese (1), Japanese (1), Nepali (1), Oromo (1), Ukrainian (1)

4,855

vital documents were translated and made available by covered entities with major public contact.

26 of 38

agencies reported conducting outreach activities specifically designed to engage LEP/NEP communities. (Note: there was a decrease in outreach activities by covered entities because of the public health emergency.)

Based on Language Line Solutions usage (telephonic interpretation), the top 10 languages served were:

Spanish	Amharic	French	Mandarin	Vietnamese	Arabic	Bengali	Tigrinya	Korean	Russian
184,057	16,464	3,169	2,367	2,094	1,325	1,004	999	503	409

Based on agency encounters (all other encounters e.g. in-person interpretation, virtual interpretation, and bilingual staff encounters), the top 10 languages served were:

Spanish	Amharic	French	Vietnamese	Chinese-Mandarin/ Cantonese	Arabic	Korean	Tigrinya	Bengali	Russian
240,309	20,497	4,332	2,949	2,883	1,000	644	524	477	357

LANGUAGE ACCESS ENFORCEMENT BY OHR

The Office of Human Rights (OHR) investigates Language Access complaints filed by individuals who allege their rights to language assistance were denied or that a covered entity has violated the Language Access Act (the Act). When OHR receives the complaint, while reviewing for a potential violation of the law, OHR conducts a pre-investigation intervention meeting with the involved parties to try to obtain the requested service for the complainant. If the intervention is unsuccessful, OHR docket and investigates the public complaint before the OHR Director issues

written findings. Entities found in violation of the Act are required to implement corrective actions mandated by OHR. In FY21, OHR held:

- Five corrective action meetings with: Metropolitan Police Department, Department of Consumer and Regulatory Affairs, Department of Human Services, and Mayor’s Office of Community Relations and Services.
- One corrective action meeting with the United Planning Organization (UPO).

Language Access Enforcement by the Numbers FY16-FY21

	FY21	FY20	FY19	FY18	FY17	FY16
Inquiries	30	13	19	18	40	19
Resolved in pre-investigation with agency acknowledging violation	9	6	0	0	2	4
Final determination, found in non-compliance	9	5	1	0	2	1
Under investigation	5	4	4	4	12	6
Administrative Dismissals	13	3	11	14	24	8
Lack of jurisdiction	7	2	10	9	12	3
OHR unable to contact Complainant	3	0	0	0	2	1
Failure to state a claim	3	1	0	5	2	2
Withdrawn by Complainant	0	0	1	0	8	2

Inquiries Received FY16 -FY21

Entities	FY21	FY20	FY19	FY18	FY17	FY16
Total	30	13	19	18	38	18
Non-Covered Entities	7	2	10	9	14	2
Covered Entities – Government Agencies	23	11	9	9	24	16
Department of Motor Vehicles	1	1	1	0	10	4
Department of Human Services	1	2	1	1	7	2

Metropolitan Police Department	4	7	2	4	2	4
Department of Consumer and Regulatory Affairs	1	0	0	0	1	
DC Public Schools	0	0	2	0	0	1
Department of Employment Services	0	0	0	0	1	1
Fire and Emergency Management Services Department	0	0	0	0	2	0
DC Housing Authority	0	0	2	0	0	1
Department on Disability Services	0	0	0	0	0	0
Office of the State Superintendent of Education	0	0	0	0	1	0
DC Office of Zoning and DC Office of Planning	0	0	0	0	0	1
Department of Health	1	0	0	0	0	1
Department of Youth Rehabilitation Services	0	0	0	0	0	1
Department of For-Hire Vehicles (DC Taxicab Commission)	0	0	0	0	0	0
DC Board of Elections	0	0	0	0	0	0
Department of Behavioral Health	0	0	0	0	0	0
OAG Child Support Services Division	0	0	0	0	0	0
District Department of Transportation	0	0	0	1	0	0
Mayor's Office on Community Relations and Services	0	0	0	1	0	0
Department of Public Works	0	0	0	1	0	0
Child and Family Services Agency	0	0	0	1	0	0
DC Department of Corrections	0	0	1	0	0	
DC Office of Police Complaints	0	1	0	0	0	0
Office of Unified Communications	2	0	0	0	0	0
Homeland Security and Emergency Management Agency	1	0	0	0	0	0
DC Department of Health Care Finance	1	0	0	0	0	0
DC Health Benefits Exchange (DC Health Link)	2	0	0		0	0
Executive Office of the Mayor	0	0	0	0	0	0
Covered Entities – Funded Grantees	9	0	0	0	0	0

Complaints Under Investigation in FY21 by Entity

Covered Entity	Number of Complaints
Metropolitan Police Department	2
DC Department of Motor Vehicles	1
Catholic Charities (funded entity)	1
Community Organized Relief Efforts (CORE) (funded entity)	1

LANGUAGE ACCESS TESTING

Pursuant to 4 DCMR § 1227.1, the Office of Human Rights (OHR) conducts audits and field tests of covered entities as deemed necessary, to ascertain the agency’s level of compliance with the Language Access Act of 2004. Therefore, to assess accessibility, OHR through its partnership with the Equal Rights Center (ERC), conducted 193 telephone tests whereby we reviewed the entities’ rate of providing interpretation when requested (“interpretation rate”). The tests in FY21 included 10 covered entities with major public contact including funded entities. ERC testers called these agencies and attempted to obtain information from frontline employees while speaking exclusively in one of seven non-English languages: Amharic, Arabic, Chinese (Mandarin), French, Korean, Spanish, and Vietnamese. The ERC provided the scores and narrative summaries of the test results for each agency that OHR has incorporated into the Language Access Testing section in this report and the agency compliance scorecards under the ‘Quality’ measure.

At the request of OHR, ERC awarded a score of 1 on tests during which testers failed to reach a live employee but reached a voicemail box with a greeting message in the tester’s language.

** Wait times vary for in-person or phone tests (see chart below)

How long did a tester have to wait	Bilingual Employee or In-person Interpreter	Language Line Solutions
*In-person test	10 minutes or less	5 minutes or less
Phone test	7 minutes or less	5 minutes or less

*In-person testing was not conducted in FY 21 due to the operating status during the public health emergency.

Explanation of Interpretation Rates and Scores

Rubric for Scoring Phone and In-Person Tests	Possible Points*
Did an agency employee attempt to provide access to interpretation services?	2
Did the tester receive information and/or referrals from a qualified interpreter in their test language in response to the scenario question?	2
Was the wait time for interpretation services appropriate?**	2
Total Possible Score:	6

* A “yes” answer will score 2 points, and a “no” answer will score 0 points.

Summary of FY21 Findings:

- 54% of the testers successfully received interpretation services
 - Of the successful tests, interpretation services were provided by Language Line Services (44%) or by a bilingual employee (10%).
 - All of tests during which interpretation was provided through a bilingual employee were conducted in Spanish.
- 42% of agencies tested by phone showed an improvement in their interpretation rates; 50% showed a decline in their interpretation rates; and 8% showed the same interpretation rate as in previous years.
- Interpretation rates were significantly higher at one entity (Woodrow Wilson High School) and significantly lower at three entities (Adult Protective Services, Columbia Heights Education Campus, and the Office of the Tenant Advocate).

Percentage of Testers Successfully Received Interpretation Services



Interpretation Rate by Agency

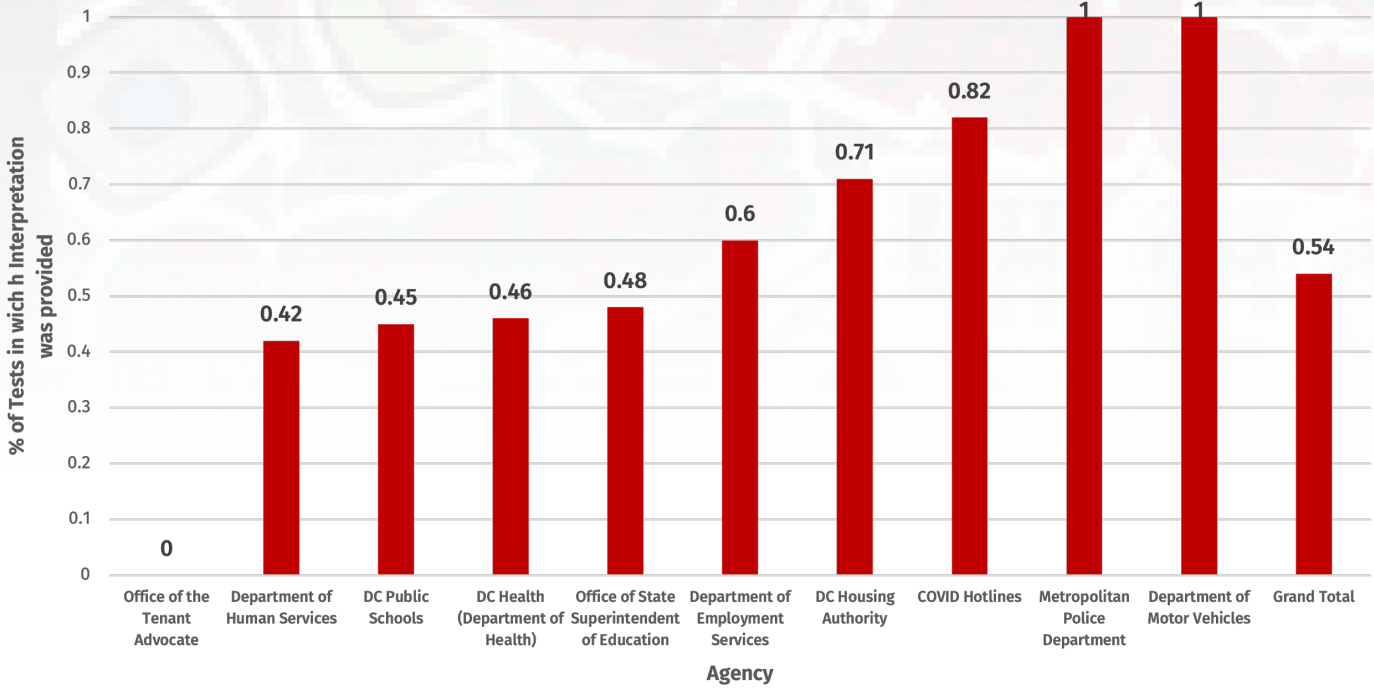
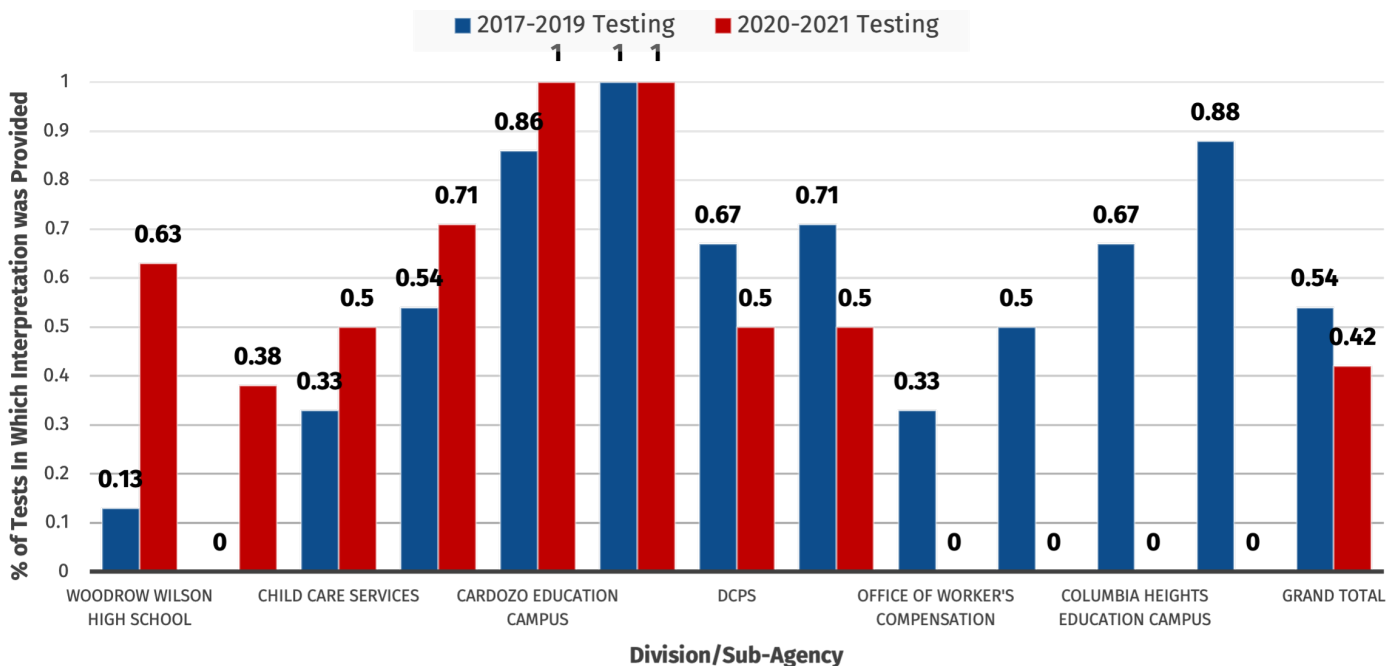
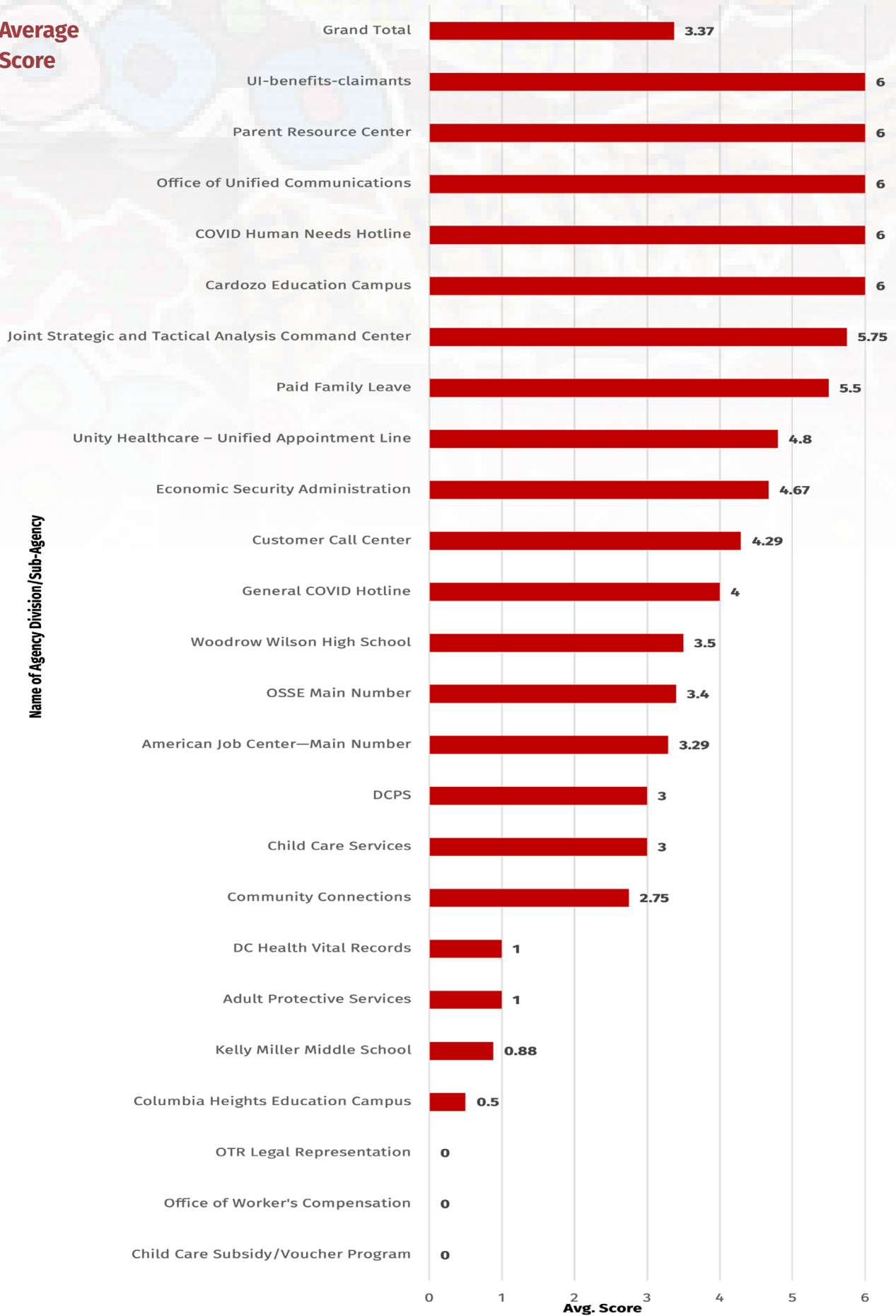


Figure 3.1a: Interpretation Rate by Division (2020-2021 vs. 2017-2019)



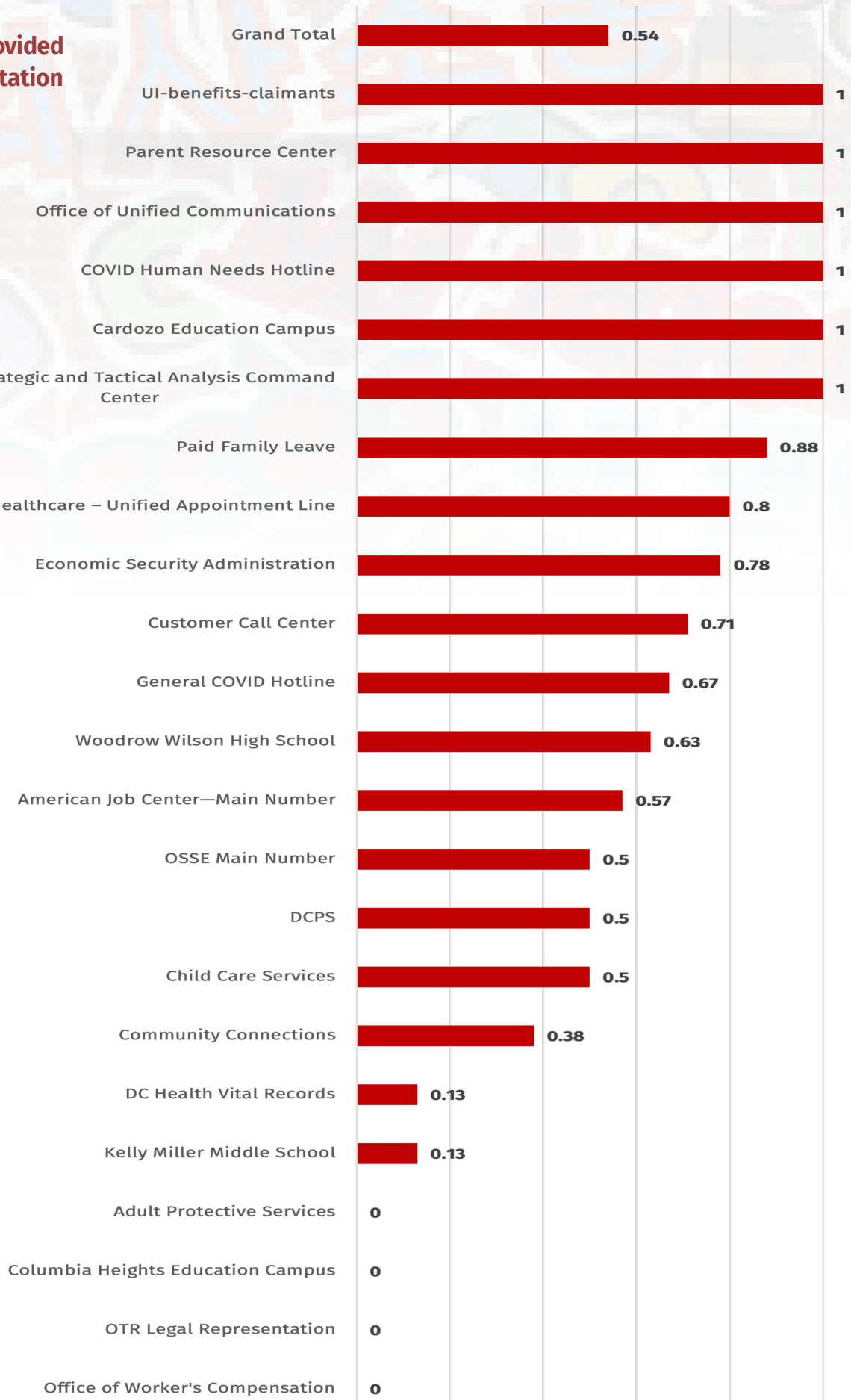
⁴ No tests were run in FY20 due to the public health emergency.

Average Score

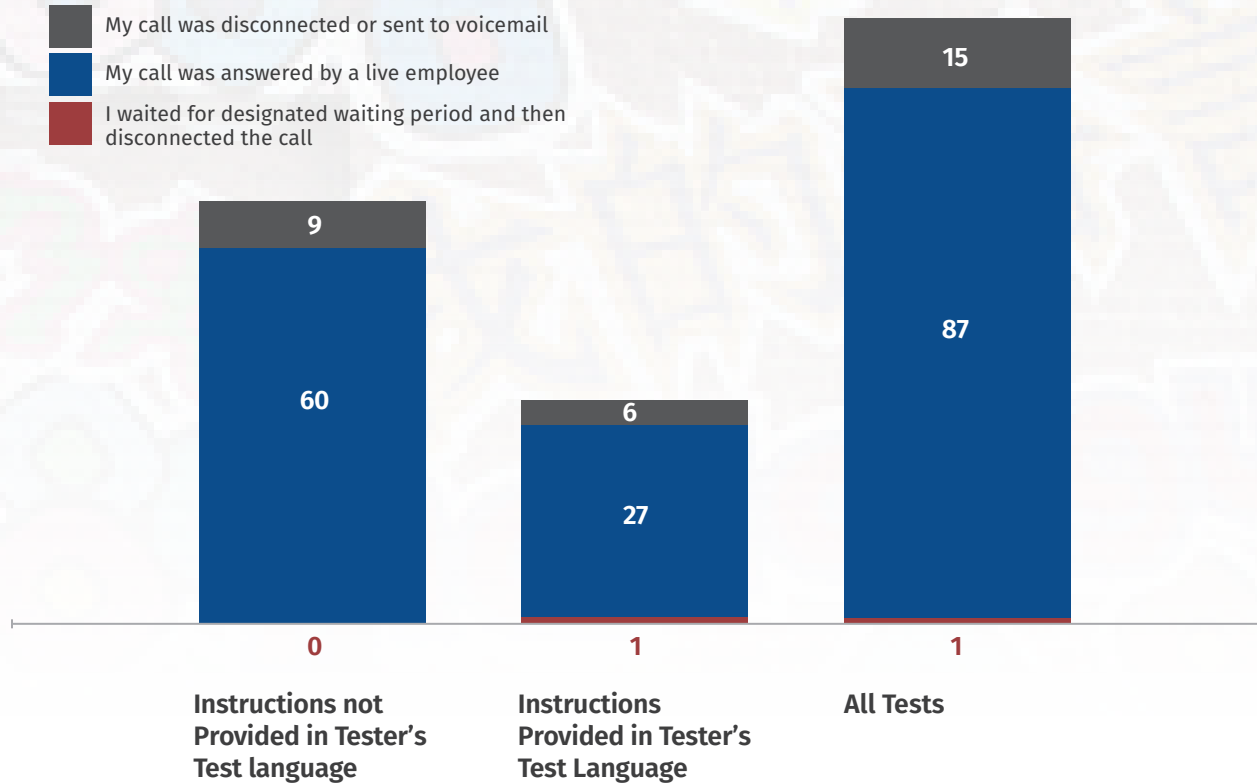


Staff Provided Interpretation

Name of Agency Division/Sub-Agency Visited



Calls Answered by Automated Menus



Agencies Ranked by Score

B8. Name of agency tested:	Total Tests Completed	Employees attempted to provide interpretation (# of Tests)	Employees attempted to provide interpretation (% of Tests)	Interpretation Provided (# of Tests)	Interpretation Provided/ "Interpretation Rate" (% of Tests)	Wait Time Appropriate (# of Tests)	Wait Time Appropriate (% of Tests)	Score (Points, Scale 0-6)
Office of the Tenant Advocate	9	0	0%	0	0%	0	0%	0.00
Department of Aging and Community Living	8	4	50%	0	0%	0	0%	1.00
DC Public Schools	40	21	53%	18	45%	15	38%	2.78
Office of the State Superintendent of Education	23	13	57%	11	48%	11	48%	3.04
Department of Employment Services	30	20	67%	18	60%	16	53%	3.63
DC Department of Health	43	30	70%	26	60%	25	58%	3.77
Department of Human Services	17	13	76%	11	65%	9	53%	3.88
DC Housing Authority	7	7	100%	5	71%	3	43%	4.29
Metropolitan Police Department	8	8	100%	8	100%	7	88%	5.75
Department of Motor Vehicles	8	8	100%	8	100%	8	100%	6.00
Grand Total	193	124	64%	105	54%	94	49%	3.37

Entity Rankings

Name of agency-division/sub-agency tested:	Total Tests Completed (# of Tests)	Employees attempted to provide interpretation (# of Tests)	Employees attempted to provide interpretation (% of Tests)	Interpretation Provided (# of Tests)	Interpretation Provided/ "Interpretation Rate" (% of Tests)	Wait Time Appropriate (# of Tests)	Wait Time Appropriate (% of Tests)	Score (Points, Scale 0-6)
Child Care Subsidy/Voucher Program (OSSE)	7	0	0%	0	0%	0	0%	0.00
Office of Worker's Compensation (DOES)	8	0	0%	0	0%	0	0%	0.00
OTR Legal Representation (OTA)	9	0	0%	0	0%	0	0%	0.00
Columbia Heights Educational Campus (DCPS)	8	2	25%	0	0%	0	0%	0.50
Kelly Miller Middle School (DCPS)	8	1	13%	1	13%	1	13%	0.88
Adult Protective Services (DACL)	8	4	50%	0	0%	0	0%	1.00
DC Health Vital Records (DC Health)	8	2	25%	1	13%	1	13%	1.00
Community Connections (DC Health)	8	5	63%	3	38%	3	38%	2.75
Child Care Services (DHS)	8	4	50%	4	50%	4	50%	3.00
DCPS	8	5	63%	4	50%	2	25%	3.00
American Job Center—Main Number (DOES)	7	5	71%	4	57%	2	29%	3.29
OSSE Main Number	10	7	70%	5	50%	5	50%	3.40
Woodrow Wilson High School (DCPS)*	8	5	63%	5	63%	4	50%	3.50
General COVID Hotline	9	6	67%	6	67%	6	67%	4.00
Customer Call Center (DC Housing Authority)	7	7	100%	5	71%	3	43%	4.29
Economic Security Administration (DHS)	9	9	100%	7	78%	5	56%	4.67
Unity Healthcare – Unified Appointment Line (DC Health)	10	9	90%	8	80%	7	70%	4.80
Paid Family Leave (DOES)	8	8	100%	7	88%	7	88%	5.50
Joint Strategic and Tactical Analysis Command Center (MPD)	8	8	100%	8	100%	7	88%	5.75
Cardozo Education Campus (DCPS)	8	8	100%	8	100%	8	100%	6.00
COVID Human Needs Hotline	8	8	100%	8	100%	8	100%	6.00
Office of Unified Communications (OUC)	8	8	100%	8	100%	8	100%	6.00
Parent Resource Center (OSSE)	6	6	100%	6	100%	6	100%	6.00
UI-benefits-claimants (DOES)	7	7	100%	7	100%	7	100%	6.00
Grand Total	193	124	64%	105	54%	94	49%	3.37

* As of March 15, 2022, Wilson High School is named Jackson-Reed High School.

COMPLIANCE RATING METHODOLOGY OF MAJOR PUBLIC CONTACT ENTITIES

This report features compliance scorecards for 38 District agencies with major public contact.

Scorecards provide an overview and assessment of the agencies' implementation of the language compliance requisites. The scorecards highlight 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 13 for agencies that underwent field testing, and 11 for agencies that did not. Individual agency scores per requirement is available in the compliance details table on page 29.

Rubric for Compliance Rating of Covered Entities with Major Public Contact

PREPAREDNESS (P)	
Requirements	Evaluation questions
P1. Agency provided comprehensive data on FY21 encounters.	<ul style="list-style-type: none"> • Did the agency record its encounters with LEP/NEP constituents and report them to OHR? • Is the agency using more than one method to collect data? • Did the agency implement OHR's recommendations and/or FY21/22 BLAP action items related to data collection?

PREPAREDNESS (P)

Requirements	Evaluation questions
P2. Agency has a current Language Access policy.	<ul style="list-style-type: none">• Did the agency develop or revise its Language Access policy over the last two years?• Has the agency submitted a policy for OHR's approval within the last two years?• Did the agency have its policy reviewed by OHR and approved by the agency's Director and/or General Counsel?
P3. Agency staff were trained in FY21.	<ul style="list-style-type: none">• Did the agency train staff on Language Access requirements and resources?• Did the agency implement OHR's recommendations and/or FY21/22 BLAP action items related to staff training?
P4. Agency communicated effectively.	<ul style="list-style-type: none">• Did the agency send a representative to the bi-monthly Language Access Coordinators meetings hosted by OHR?• Was the agency responsive to OHR's inquiries?• Did the agency proactively reach out to OHR?
P5. Agency took steps to meet grantee and contractor compliance requirements.	<ul style="list-style-type: none">• Did the agency take reasonable steps to ensure that its grantees and contractors complied with the Language Access Act?• Did the agency train grantees and contractors and their employees on Language Access compliance requirements?• Did the agency modify contracts or Memorandums of Understanding (MOUs), or obtain signed agreements from grantees and contractors to include Language Access requirements?

ACCESSIBILITY (A)

Requirements	Evaluation questions
A6. Agency displayed adequate Language Access signage in public-facing locations. (N/A in FY21)	<p>THIS CATEGORY IS NOT APPLICABLE IN FY21</p> <ul style="list-style-type: none">• Does the agency’s public-facing locations display multilingual signs informing LEP/NEP customers about their right to language assistance?• Does the agency visibly display language identification posters, “I Speak” cards, multilingual banners, or other tools that allow LEP/NEP customers to identify their language?
A7. Vital documents were translated and/or updated in FY21.	<ul style="list-style-type: none">• Did the agency translate any vital documents in FY21?• Has the agency translated documents into all languages that the agency encounters regularly?• Did the agency implement OHR’s recommendations or FY21/22 BLAP action items related to document translation?
A8. Translated vital documents are accessible on agency website.	<ul style="list-style-type: none">• Does the agency have any language support pages or webpages in languages other than English?• Are the agency’s public-facing vital documents available on the website in languages other than English?• Did the agency implement OHR’s recommendations or FY21/22 BLAP action items related to online accessibility of translated documents?
A9. Efforts were made to reach out to LEP/NEP communities in FY21.	<ul style="list-style-type: none">• Did the agency conduct outreach specifically targeting LEP/NEP communities?• Did outreach initiatives bring the agency into meaningful contact with LEP/NEP constituents?• Did the agency implement OHR’s recommendations or FY21/22 BLAP action items related to outreach to LEP/NEP communities?

QUALITY (Q)	
Requirements	Evaluation questions
Q10. No complaints were filed against the agency in FY21.	<ul style="list-style-type: none"> • Were any complaints filed against the agency?
Q11. Agency was not found in non-compliance in FY21.	<ul style="list-style-type: none"> • Did any complaints result in a non-compliance finding? • Has the agency received multiple complaints regarding the same issue? • Does the agency have outstanding corrective actions?
Q12. No tester was turned away during tests. (N/A in FY21)	<p>THIS CATEGORY IS NOT APPLICABLE FOR ALL AGENCIES IN FY21</p> <ul style="list-style-type: none"> • Did all testers receive interpretation and, when appropriate, translation services? • If not, were there any mitigating circumstances?
Q13. All testers who accessed employee or interpretation received requested information or services. (N/A in FY21)	<p>THIS CATEGORY IS NOT APPLICABLE FOR ALL AGENCIES IN FY21</p> <ul style="list-style-type: none"> • When testers did receive language assistance, were they able to obtain the information or resources that they requested? • Were they able to communicate effectively through the services offered?
Q14. OHR observed improvement in Language Access implementation in FY21.	<ul style="list-style-type: none"> • Has the agency taken steps to provide or sustain full access to LEP/NEP customers? • Has the agency addressed some, if not all, systemic issues to close gaps in compliance and improve agency's service to LEP/NEP customers? • Did the agency meet OHR's FY20 recommendations listed in the above-mentioned categories?

**Please note that the areas with shaded text are not applicable for the FY21 compliance review, because many District agencies were closed to the public until July 2021, more than halfway through FY21.*

COMPLIANCE PROFILE OF MAJOR PUBLIC CONTACT AGENCIES

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

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

Agencies scores are based on questions related to compliance with the Language Access Act. A '★' indicates successful completion of the requirement. 'N/A' is where a particular question does not apply to the specific agency for FY21.

AGENCY NAME	ABRA	CFSA	DAFL	DBH	DCRA	DOC	DOES	DOEE	DGS	DHCF	DHCD	DCHR	DHS	DMV	DPR	DPW	DSLBD	DYRS	DDS	DDOT
PREPAREDNESS																				
P1. Agency provided comprehensive data on FY21 encounters.	★	★	★	★	★	★	★	★			★	★	★	★	★	★	★	★	★	★
P2. Agency has a current Language Access policy.			★									★		★			★			★
P3. Agency staff were trained in FY21.		★	★	★	★		★	★			★	★	★	★	★		★	★	★	★
P4. Agency communicated effectively.	★		★	★	★	★	★	★			★	★	★	★		★	★	★	★	★
P5. Agency took steps to ensure grantee and contractor compliance.	★		★	★				★			★	★			★	★	★			
PREPAREDNESS SCORE	3	2	5	4	3	2	3	4	0	0	4	5	3	4	3	3	5	3	3	4
ACCESSIBILITY																				
A6. Agency displayed adequate signage in public facing locations,	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
A7. Vital documents were translated and/or updated in FY21.	★		★	★	★	★	★	★			★	★	★	★	★	★	★	★	★	★
A8. Translated vital documents are accessible on agency website.			★			★														
A9. Efforts were made to engage diverse LEP/NEP communities in FY21.			★	★	★		★	★				★		★	★		★	★	★	★
ACCESSIBILITY SCORE	1	0	3	2	2	2	2	2	0	0	1	2	1	2	2	1	2	2	2	2
QUALITY																				
Q10. No Language Access public complaints were filed against the agency in FY21.	★	★	★	★		★	★	★	★	★	★	★			★	★	★	★	★	★
Q11. OHR has not issued a finding of non-compliance against the agency in FY21.	★	★	★	★			★	★		★	★	★		★	★	★	★	★	★	★
Q12. No tester was turned away during tests.	N/A	N/A		N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	★	★	N/A	N/A	N/A	N/A	N/A	N/A
Q13. All testers who accessed employee or interpretation received requested information or services.	N/A	N/A		N/A	N/A	N/A	★	N/A	N/A	N/A	N/A	N/A	★	★	N/A	N/A	N/A	N/A	N/A	N/A
Q14. OHR has observed improvement in LA implementation in FY21.			★														★			
QUALITY SCORE	2	2	3	2	0	1	3	2	1	2	2	2	2	3	2	2	3	2	2	2
TOTAL AGENCY SCORE	6	4	11	8	5	5	8	8	1	2	7	9	6	9	7	6	10	7	7	8
TOTAL POSSIBLE SCORE	11	11	13	11	11	11	13	11	11	11	11	11	13	13	11	11	11	11	11	11

Agencies scores are based on questions related to compliance with the Language Access Act. A '★' indicates successful completion of the requirement. 'N/A' is where a particular question does not annually to the specific agency for FY21.

AGENCY NAME	DCHhealth	DCHA	DCOZ	DCPL	DCPS	FEMS	HSEMA	MPD	OAH	OCP	OLG	OP	OTR	CSSD	OPC	OSSE	OTA	OUC
HREHAREDENESS																		
H1. Agency provided Comprehensive data on FY21 encounters.	★	★	★	★	★		★	★	★	★	★	★	★	★	★	★	★	★
H2. Agency has a current Language Access policy.	★		★	★	★			★			★				★	★	★	
H3. Agency staff were trained in FY21.	★	★	★	★	★		★	★	★		★	★		★	★	★		
H4. Agency communicated effectively.	★	★		★	★	★	★	★	★	★	★	★		★	★	★	★	★
H5. Agency took steps to ensure grantee and contractor compliance.	★		★	★	★		★	★	★		★				★	★	★	★
PREPAREDNESS SCORE	5	3	4	5	5	1	4	5	4	2	5	3	1	3	5	5	4	3
ACCESSIBILITY																		
A6. Agency displayed adequate signage in Public facing locations,	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
A7. Vital documents were translated and/or updated in FY21.	★	★	★	★	★	★	★	★	★		★	★	★	★	★	★	★	
A8. Translated vital documents are accessible on agency website.				★	★				★		★				★	★		
A9. Efforts were made to engage diverse LEP/NEP communities in FY21.	★			★	★		★	★	★		★	★			★	★	★	★
ACCESSIBILITY SCORE	2	1	1	3	3	1	2	2	3	0	3	2	1	1	3	3	2	1
QUALITY																		
Q10. No Language Access public complaints were filed against the agency in FY21.		★	★	★	★	★	★		★	★	★	★	★	★	★	★	★	
Q11. OHR has not issued a finding of non-compliance against the agency in FY21.	★		★	★	★	★	★		★	★	★	★	★	★	★	★	★	
Q12. No tester was turned away during tests.		N/A	N/A	N/A		N/A	N/A	★	N/A	N/A	N/A	N/A	N/A	N/A	N/A			N/A
Q13. All testers who accessed employee or interpretation received requested information or services.		N/A	N/A	N/A		N/A	N/A	★	N/A	N/A	N/A	N/A	N/A	N/A	N/A	★		N/A
Q14. OHR has observed improvement in LA implementation in FY21.					★				★						★	★		
QUALITY SCORE	1	1	2	2	3	2	2	2	3	2	2	2	2	2	3	4	2	0
TOTAL AGENCY SCORE	8	5	7	10	11	4	8	9	10	4	10	7	4	6	11	12	8	4
TOTAL POSSIBLE SCORE	13	11	11	11	13	11	11	13	11	11	11	11	11	11	11	13	13	11



**SCORECARDS
FOR AGENCIES
WITH
MAJOR PUBLIC
CONTACT**

AGENCY

ALCOHOLIC BEVERAGE REGULATION ADMINISTRATION (ABRA)



OVERALL
COMPLIANCE
SCORE

6/11

FY21

Encounters

99

FY21 Top Languages Encountered:

Spanish, Vietnamese, Korean, Amharic

FY20 Encounters: Not Reported | **FY20 Score:** 6/11

OHR notes that ABRA's report is incomplete, thus the Language Access compliance score issued is based on the available information. In the area of preparedness, the Alcoholic Beverage Regulation Administration (ABRA) attended five of six bi-monthly meetings and met minimal reporting requirements. However, the agency did not hold any Language Access trainings for its staff. Additionally, the agency's Language Access Policy needs an update. ABRA does not have any grantees or funded entities.

In the area of accessibility, ABRA reported the one document ("ABC License Roadmap") translated into Chinese, Korean, and Vietnamese. The agency has established Language Support Pages (LSPs), but there are no links to translated vital documents. Documents such as such as "Sidewalk Dining Endorsement," "Application for ABC License," etc. are not available in multiple languages. There were zero outreach efforts reported by the agency.

It is noted that this agency has been in non-compliance for several fiscal years. ABRA did not meet any of the recommendations made for them in FY21. In FY22, OHR directs the agency to take immediate steps to close Language Access Compliance gaps by: (1) collecting and reporting comprehensive data, (2) training its staff on LA compliance requirements, (3) finalizing the establishment of an internal Language Access Policy, (4) identifying and translating vital documents, (5) improving its website to provide equitable access to vital information for the Limited English Proficient/Non-English Proficient (LEP/NEP) population, and (6) engaging the LEP/NEP community through outreach efforts.

PREPAREDNESS

3/5

ABRA attended five of six bi-monthly meetings in FY21. The agency did not report having trained frontline employees and managers on Language Access compliance requirements.

ACCESSIBILITY

1/3

In FY21, the agency did not participate in any outreach events.

QUALITY

2/3

No complaints were filed against ABRA in FY21. The agency was not tested in FY21.

AGENCY

CHILD AND FAMILY SERVICES AGENCY (CFSA)



OVERALL COMPLIANCE SCORE

4/11

FY21

Encounters

445

FY21 Top Languages Encountered:

Spanish, Farsi, Tigrinya, Amharic

FY20 Encounters: Not Reported | **FY20 Score:** 6/11

The Child and Family Services Agency (CFSA) met two of five preparedness requirements by using two data tracking sources and attending three of the six Language Access (LA) Coordinator meetings.

The Language Access Program urges CFSA to provide definitive information about whether compliance requirements are included in its Memoranda of Understanding (MOUs) and contracts with grantee organizations.

CFSA did not report any document translations, but it did report a substantial allocation of funds in support of Language Access in FY21.

OHR strongly recommends that CFSA improve its website accessibility. The website remains in the same state as reported in FY20. The agency has established Language Support Pages but does not have any links to translated vital documents.

Overall, CFSA has not satisfied the Preparedness, Accessibility, or Quality compliance requisites in FY21.

The agency has not followed any of the recommendations prescribed in the FY20 compliance review. Therefore, OHR directs CFSA to implement the following in FY22: (1) collect and report comprehensive data, (2) increase the frequency of its staff training on LA compliance requirements, (3) certify its funded entities for compliance with the LA Act of 2004, (4) identify and translate vital documents, and (5) improve its website to provide equitable access to vital information for the Limited English Proficient/Non-English Proficient (LEP/NEP) population.

PREPAREDNESS

2/5

CFSA attended three bi-monthly meetings in FY21 and trained frontline employees and managers on Language Access compliance requirements.

ACCESSIBILITY

0/3

In FY21, the agency did not participate in any outreach events.

QUALITY

2/3

No complaints were filed against CFSA in FY21. The agency was not tested in FY21.

AGENCY

DEPARTMENT OF AGING AND COMMUNITY LIVING (DACL)



OVERALL
COMPLIANCE
SCORE

11/13

FY21
Encounters

4,433

FY21 Top Languages Encountered:

Spanish, Chinese-Mandarin, Amharic, Korean, French, Vietnamese

FY20 Encounters: 1,776 | **FY20 Score:** 7/11

In the area of preparedness, the agency's Language Access (LA) Policy was updated in FY21, and the Language Access Coordinator attended all of the required bi-monthly meetings. Although DACL received a low score in the Language Access field testing, the agency responded swiftly by training 46 of its staff in LA compliance. The agency also took another step in compliance by including the Language Access Policy in the Grant Policy Manual for its funded entities. DACL has taken a further step in the compliance area of preparedness by recruiting bilingual staff.

The agency translated nine vital documents into Amharic, Chinese, and Spanish including, "Safe at Home," "SNAP," and "State Health Insurance Program." It is noted that the website's Language Support Pages now include the translated vital docs in Amharic and Spanish. However, many vital documents that are available in English are not yet translated. DACL reported six outreach events engaging 133 participants representing the Latino, Asian, and African communities. OHR commends the agency for hosting a unique outreach event called "Senior Pet Connect Spanish Language Meeting" to decrease social isolation. OHR also looks forward to DACL's implementation of the "DACL Ambassador Training" video courses, which will be a resource used to teach individuals how to be neighbors and advocates on behalf of seniors, and made available in multiple languages.

In the area of quality, the agency was subjected to telephonic field testing of the Adult Protective Services (APS) division. The results of the testing indicated a lack of interpretation services.

In FY22, OHR recommends that DACL: (1) continue updating the Language Support Pages with translated versions of the most up-to-date information that is available in English, and (2) increase the frequency and number of participants for LA compliance training.

PREPAREDNESS

5/5

DACL attended six bi-monthly meetings in FY21 and conducted one Language Access compliance training.

ACCESSIBILITY

3/3

In FY21, DACL participated in three outreach events with the Mayor's three ethnic constituency offices.

QUALITY

3/5

No complaints were filed against DACL in FY21. DACL's Adult Protective Services (APS) division provided interpretation in zero out of eight test calls.

AGENCY

DEPARTMENT OF BEHAVIORAL HEALTH (DBH)



OVERALL COMPLIANCE SCORE

8/11

FY21 Encounters

46,415

FY21 Top Languages Encountered:

Spanish, Amharic, French, Vietnamese, Chinese-Mandarin, Tigrinya, Bengali, Swahili, Arabic, Italian, Korean, Hindi, Portuguese, Creole, Chinese-Cantonese, Russian, Tagalog, Burmese, Oromo, Thai, Pashto, Wolof

FY20 Encounters: 16,720 | **FY20 Score:** 9/11

In the area of preparedness, the Department of Behavioral Health (DBH) met all planning and reporting requirements by providing comprehensive data from three sources of Limited English Proficient/Non-English Proficient (LEP/NEP) encounters. The agency was due to update its internal Language Access (LA) Policy in 2021; the agency is currently operating on an older version of the policy. In FY21 DBH maintained its preparedness requisite by holding 11 trainings with 79 total participants. As of 2020, the agency provided training to grantees and fulfilled the two-year compliance requirement for funded entities.

In the area of accessibility, DBH has translated 21 documents including, “School-Based Mental Health, Youth Recruitment Flyer” and “Parent Support Group.” It is noted that the agency website does not have Language Support Pages (LSPs) with translated versions of vital documents, but the agency’s Public Information Officer (PIO) is in the process of overhauling the website to include LSPs. The agency participated in 50 events with 3,486 participants, however, in the reporting it is unclear which LEP/NEP communities were targeted.

Multilingual accessibility to the agency website was not established as OHR had recommended for FY21. In FY22 it is recommended that the agency: (1) establish an updated Language Access Policy, (2) improve multilingual website accessibility, (3) provide Language Access training for network providers, and (4) improve its reporting data for outreach to show which LEP/NEP populations were reached.

PREPAREDNESS

4/5

DBH attended six bi-monthly meetings in FY21 and held 11 Language Access compliance trainings for 79 staff members.

ACCESSIBILITY

2/3

In FY21, DBH participated in 50 events with 3,486 participants engaged.

QUALITY

2/3

No complaints were filed against DBH in FY21. The agency was not tested in FY21.

AGENCY

DEPARTMENT OF CONSUMER & REGULATORY AFFAIRS (DCRA)



OVERALL
COMPLIANCE
SCORE

5/11

FY21
Encounters

923

FY21 Top Languages Encountered:

Spanish, Amharic, Korean, Tigrinya, Vietnamese, Chinese-Mandarin, Nepali, Uzbek, Bengali, Malay

FY20 Encounters: 781 | **FY20 Score:** 5/11

In the area of preparedness, the Department of Consumer and Regulatory Affairs (DCRA) reported minimal data tracking for encounters. OHR observed a slight improvement in DCRA's preparedness, with nine trainings reaching 74 staff. However, the agency's Language Access (LA) Policy has been out of date since 2019.

In the area of accessibility, DCRA reported the translation of one document, "Project Dox Instructions" into Spanish. Although the agency reported one translated document, it is not available on the corresponding Language Support Page. The DCRA website features a Language Access Landing page under "Resources and Tools" in addition to the multilingual language support pages. Even though the landing page is in English, it provides information on Language Access as well as resources. The agency engaged the Latino and African Limited English Proficient/Non-English Proficient (LEP/NEP) community in three outreach events.

In the area of quality, the agency had one language-based discrimination complaint filed against it and was found in non-compliance with the Act. The LA program looks forward to assisting the agency in resolving its pending corrective actions.

In FY22, OHR strongly recommends that the agency take immediate steps to close Language Access compliance gaps by: (1) collecting and reporting comprehensive data, (2) continue with the training of its staff on Language Access compliance requirements, (3) certifying its funded entities for compliance with the Act, (4) improving its website to provide equitable access to vital information for the LEP/NEP population, (5) engaging the LEP/NEP community through outreach efforts, (6) uploading translated vital documents (e.g., Project Dox Instructions) onto the established Language Support Pages (LSPs).

PREPAREDNESS

3/5

DCRA attended four of six bi-monthly meetings in FY21 and held nine trainings for its staff.

ACCESSIBILITY

2/3

In FY21, the agency participated in three outreach events engaging the Latino and African communities.

QUALITY

0/3

DCRA received one Language Access discrimination complaint in FY21 and has pending Corrective Actions.

AGENCY

DEPARTMENT OF CORRECTIONS (DOC)



OVERALL COMPLIANCE SCORE

5/11

FY21 Encounters

129

FY21 Top Languages Encountered:

Spanish

FY20 Encounters: 271 | FY20 Score: 6/11

In the area of preparedness, the Department of Corrections (DOC) met two of the five compliance requisites. The agency does not have an updated Language Access (LA) Policy, (it was last updated in 2014). The agency also did not hold any LA trainings. Additionally, DOC has not certified its contractors and grantees on LA compliance.

In the area of accessibility, DOC translated one document into Spanish, "DOC Modified Medical Stay in Place." The agency's website, which provides vital information to family members and visitors, has Language Support Pages (LSPs), as well as a separate menu tab for Spanish. It now includes the translated Visitation Suspension Notice, as was recommended in FY20. The agency did not participate in any outreach activities in FY21.

In the area of quality, the agency had a complaint filed against it in FY19 that result in a finding of non-compliance in FY21. However, the agency petitioned for reconsideration regarding this matter. DOC met one of the recommended actions in FY20 when it uploaded the translated "Visitation Suspension Notice" in the Spanish section of the website.

In FY22, OHR recommends that DOC improve Language Access compliance by: 1) establishing an updated Language Access Policy, 2) providing training to DOC staff, 3) establishing grantee compliance with the Language Access Act, 4) reporting outreach data that reflects efforts that target the Limited English Proficient/Non-English Proficient (LEP/NEP) population (i.e., families of residents).

PREPAREDNESS

2/5

DOC attended six of six bi-monthly meetings in FY21 and did not hold any Language Access compliance trainings.

ACCESSIBILITY

2/3

In FY21, the agency did not participate in any outreach events.

QUALITY

1/3

No complaints were filed against DOC in FY21. The agency was not tested in FY21.

AGENCY

DEPARTMENT OF EMPLOYMENT SERVICES (DOES)



OVERALL
COMPLIANCE
SCORE

8/13

FY21

Encounters

16,540

FY21 Top Languages Encountered:

Spanish, Amharic, Vietnamese, French, Arabic, Korean, Tigrinya, Chinese-Mandarin, Bengali, Chinese-Cantonese, Tagalog, Russian, Thai, Haitian Creole

FY20 Encounters: 11,137 | **FY20 Score:** 10/11

In the area of preparedness, the Department of Employment Services (DOES) has not updated its internal Language Access (LA) Policy. The agency held 23 trainings on LA compliance with 543 participants. Additionally, the agency has not confirmed if it has trained or certified grantees and funded entities for compliance with the LA Act.

In the area of accessibility, DOES translated 94 vital documents (such as “Extended Benefits”) into the six languages most likely to be encountered in the District. The agency’s website has established Language Support Pages (LSPs) as well as the Google Translate feature. However, the Google Translate feature is lacking quality control and does not extend functionality to linked or embedded documents. It is noted that the agency has been proactive in including Amharic translations using Google Translate. However, the quality control and functionality on these pages and documents is inconsistent. Additionally, DOES has engaged the limited English proficient and non-English proficient (LEP/NEP) community through four events with 1,335 participants.

In the area of quality, the agency was subjected to telephonic field testing. The results show that 18 of 30 testers received interpretation services when calling the DOES departments including the Office of Wage and Hour, Unemployment Insurance Benefit Claims, as well as the Office of Worker’s Compensation and Paid Family Leave. It is noted that all test callers that received interpretation services were able to resolve their scenario issue.

DOES did not meet FY20 recommendations made in FY21. In FY22, it is recommended that DOES: 1) update its internal LA Policy, 2) certify and train grantees and funded entities for compliance with the Act, 3) improve website accessibility for all languages likely to be encountered in the District, with special focus on accessibility for Amharic LEP/NEP.

PREPAREDNESS

3/5

DOES attended five of six bi-monthly meetings in FY21 and held 23 trainings on Language Access compliance requirements.

ACCESSIBILITY

2/3

In FY21, the agency participated in four outreach events.

QUALITY

3/5

No complaints were filed against DOES in FY21. In FY21, DOES was subjected to telephonic testing and 18 of 30 testers received interpretation services.

AGENCY

DEPARTMENT OF ENERGY & ENVIRONMENT (DOEE)



OVERALL COMPLIANCE SCORE

8/11

FY21

Encounters

414

FY21 Top Languages Encountered:

Spanish, Amharic, Chinese-Mandarin, French, Arabic, Vietnamese

FY20 Encounters: 297 | **FY20 Score:** 10/11

In the area of preparedness, the Department of Energy and Environment (DOEE) held seven trainings for 217 individuals representing both staff and grantees. The agency's Language Access Policy is not updated. In addition to providing training, DOEE fulfills grantee compliance requirements by including verbiage in the welcome letter, "Notification for All Grantees." DOEE implemented a new Digital Visitor Check-In system. The new system allows guests to check in using a touchless or iPad option. Once checked in, staff are automatically notified that there is a visitor waiting in the lobby. The digital check-in system replaced the manual sign-in sheet at agency Headquarters. The digital check-in system offers up to 36 multilingual selections.

In the area of accessibility, DOEE's report indicated that DOEE reported four documents translated into the top six encountered languages in the District: "Bag Law/Foam Ban Flyer," "Solar for All," "Disclosure Form," "Air Quality Automotive Reference Guide." The agency also engaged 5,463 members of the Latino, African, and Asian & Pacific Islander populations of the District in 14 events. DOEE has improved in the translation of informative documents; however, the documents are not organized by language, rather by subject matter, and the titles continue to be in English only. The Language Access Program looks forward to DOEE's planned standardization of translation titles and presentation on the website. Additionally, DOEE provided outreach activities for the community by hosting and/or sponsoring events, either directly or through its grantees, newspapers, radio, tweets, and partners.

In FY22, OHR recommends that the agency improve upon Language Access compliance by: (1) improving its website to provide equitable access to vital information for the Limited English Proficient/Non-English Proficient (LEP/NEP) population and (2) updating its Language Access Policy.

PREPAREDNESS

4/5

DOEE attended six of six bi-monthly meetings in FY21 and trained frontline employees and managers on Language Access compliance requirements.

ACCESSIBILITY

2/3

In FY21, the agency participated in 14 outreach events that engaged the Latino, African, and Asian LEP/NEP communities.

QUALITY

2/3

No complaints were filed against DOEE in FY21. The agency was not tested in FY21.

AGENCY

DEPARTMENT OF GENERAL SERVICES (DGS)



OVERALL COMPLIANCE SCORE

1/11

FY21 Encounters **NOT REPORTED**

FY21 Top Languages Encountered:
Not Reported

FY20 Encounters: Not Reported | **FY20 Score:** 3/11

In the area of preparedness, the Department of General Services (DGS) failed to comply with most reporting requirements as mandated by the Language Access (LA) Act in FY21. Despite the fact that the agency had perfect attendance to the LA meetings, the agency did not respond to critical compliance matters.

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

In the area of quality, the agency did not show any improvement in Language Access implementation from the previous fiscal year. As a result of a complaint filed against another agency, it was found that DGS is the responsible party for providing LA compliance training to DC government building security officers. The corrective action was not completed in FY21.

DGS staff and contractors are often the first point of in-person contact for the public, and therefore, in FY22, OHR directs the agency to take immediate steps to close compliance gaps by: (1) collecting and reporting comprehensive data, (2) developing its internal Language Access Policy, (3) training its staff and contracted special police officers (SPOs) on compliance requirements, (4) certifying its funded entities for compliance with the Act, (5) identifying and translating vital documents, (6) improving its website to provide equitable access to vital information for the Limited English Proficient/Non-English Proficient (LEP/NEP) population, and (7) engaging the LEP/NEP community through outreach efforts.

PREPAREDNESS

0/5

The agency Language Access Coordinator attended six of six Bi-monthly Meetings in FY21.

ACCESSIBILITY

0/3

In FY21, the agency did not participate in any outreach events.

QUALITY

1/3

No complaints were filed against DGS in FY21. The agency was not tested in FY21.

AGENCY

DEPARTMENT OF HEALTH CARE FINANCE (DHCF)



OVERALL COMPLIANCE SCORE

2/11

FY21

Encounters

NOT REPORTED

FY21 Top Languages Encountered:

Not Reported

FY20 Encounters: Not Reported | **FY20 Score:** 3/11

In the area of preparedness, the Department of Health Care Finance (DHCF) did not comply with a majority of reporting requirements mandated by the Language Access (LA) Act. The LA compliance implementation report is incomplete, and the score is derived from the available information. OHR urges DHCF to take immediate action to bring the agency into compliance.

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

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

It is noted that this agency has been in non-compliance for several fiscal years; therefore, in FY22, OHR directs DHCF to take immediate steps to close compliance gaps by: 1) collecting and reporting comprehensive data on a quarterly and annual basis, 2) establishing a comprehensive LA Policy, 3) providing training for its staff and contractors on LA compliance, 4) translating vital documents and making those translations available via the agency website on Language Support Pages, 5) demonstrating some sort of outreach effort with Limited English Proficient/Non-English Proficient (LEP/NEP) communities.

PREPAREDNESS

0/5

The agency Language Access Coordinator and/or a representative attended three of six bimonthly meetings in FY21.

ACCESSIBILITY

0/3

In FY21, the agency did not participate in any outreach events.

QUALITY

2/3

In FY21, the agency did not participate in any outreach events.

AGENCY

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (DHCD)



OVERALL COMPLIANCE SCORE

7/11

FY21 Encounters

44

FY21 Top Languages Encountered:

Spanish, Amharic, Chinese-Mandarin, Korean, Vietnamese, Oromo

FY20 Encounters: 36 | **FY20 Score:** 5/11

The FY21 report provided by the Department of Housing and Community Development (DHCD) is incomplete and the Language Access (LA) compliance score issued is based on the available information. In the area of preparedness, DHCD is overdue for an update to its internal Language Access (LA) Policy. The agency held five trainings including the “Hispanic Cultural Competency Training,” “LA Refresher,” and “Language Line Solutions (LLS) Insight Application Training.” It is noted that the LLS Insight Application Training was provided to its grantees and contractors, however the agency has not certified their compliance with the Act.

In the area of accessibility, DHCD translated two documents into Spanish: “Front Door” and “Stay DC.” The DHCD website has Language Support Pages (LSPs), but they do not include links to translated vital documents. The agency did not report conducting any outreach efforts to engage the limited English proficient and non-English proficient (LEP/NEP) communities of the District in FY21.

In the area of quality, DHCD did not meet the recommendations made in FY20 for FY21. In FY22, it is recommended that DHCD: 1) update the LA Policy. The LA Policy gives the agency staff, grantees, and contractors a comprehensive framework for complying with the LA Act.

- 2) improve its quarterly and annual reporting on QuickBase since the data provided for FY21 was inconsistent and had several data gaps,
- 3) include translations of vital documents to meet accessibility standards, 4) conduct and report outreach efforts to the LEP/NEP population, and 4) certify its grantees and contractors on LA compliance. Although it is noted that DHCD has established a tracking mechanism for bilingual encounters for grantees, it is not clear if grantee training and compliance certification was established.

PREPAREDNESS

4/5

DHCD attended six of six bi-monthly meetings in FY21 and held five trainings on Language Access compliance requirements.

ACCESSIBILITY

1/3

In FY21, the agency did not participate in any outreach events.

QUALITY

2/3

No complaints were filed against DHCD in FY21. The agency was not tested in FY21.

AGENCY

DEPARTMENT OF HUMAN RESOURCES (DCHR)



OVERALL COMPLIANCE SCORE

9/11

FY21 Encounters

470

FY21 Top Languages Encountered:

Spanish, Amharic, Vietnamese, French, Korean, Oromo, Russian

FY20 Encounters: 603 | **FY20 Score:** 10/11

In the area of preparedness, the Department of Human Resources (DCHR) has completed the update and approval process for its internal Language Access (LA) Policy. It will be due for an update in FY23. The agency's Language Access Coordinator attended all six bi-monthly meetings. DCHR had two LA compliance trainings with 130 total participants. The agency confirmed that it does not have grantees and funded entities to certify for LA compliance.

In the area of accessibility, the agency translated four vital documents into Spanish, Amharic and Korean. It is noted that the agency website has Language Support Pages, but there are no links to translated vital documents. DCHR conducted nine outreach events with 164 participants and two training events with 130 participants, though it is unclear which Limited English Proficient/Non-English Proficient (LEP/NEP) populations were targeted.

In the area of quality, the agency has taken steps toward improving implementation of the Language Access Act.

In FY22, it is recommended that DCHR: (1) complete quarterly and annual reporting, (2) enhance language accessibility of its website by including links to translated vital documents and organize them under the corresponding LSP, and (3) provide more detailed information about the LEP/NEP communities targeted in outreach.

PREPAREDNESS

5/5

DCHR attended six bi-monthly meetings in FY21 and conducted two trainings on Language Access compliance requirements.

ACCESSIBILITY

2/3

In FY21, DCHR participated in nine outreach events.

QUALITY

2/3

No complaints were filed against DCHR in FY21. The agency was not tested in FY21.

AGENCY

DEPARTMENT OF HUMAN SERVICES (DHS)



OVERALL COMPLIANCE SCORE

6/13

FY21

Encounters

21,420

FY21 Top Languages Encountered:

Spanish, Amharic, Vietnamese, Chinese, Chinese-Mandarin, French, Chinese-Cantonese, Tigrinya

FY20 Encounters: 25,269 | **FY20 Score:** 7/11

In the area of preparedness, the Department of Human Services (DHS) continued to operate with an outdated internal Language Access (LA) Policy. It is imperative that DHS work with the OHR LA Program to update its LA policy as soon as possible. The agency held 12 LA compliance trainings for 855 of its own staff as well as grantees, including one on cultural diversity. It is unclear if DHS has included LA compliance verbiage in its agreements with grantees.

In the area of accessibility, the agency reported 43 translations, into the top 6 languages encountered in the District including: “DHS SNAP and Cash Benefits” and “SNAP Recertification Flyer.” The agency website has a Google Translate feature that does not work in conjunction with the taglines on the bottom banner. There are some vital documents translated into Amharic housed in the Language Support Page (LSP), however the links to vital documents are not working because some lead to the English versions. Overall, the availability of links to translated vital documents continues to be inconsistent.

In the area of quality, the agency had one complaint filed against it in FY21. Additionally, there were several complaints filed against the agency’s grantees. As a result of the LA complaint in FY21, DHS has a corrective action plan that has not been approved nor disputed. DHS provided interpretation to 11 out of 25 testers in 2020-2021. The Economic Security Administration (ESA) performed better than the other two divisions, providing interpretation in seven out of nine tests and at least attempting to provide interpretation in all nine tests. The testing score has increased overall, however, it is likely a result of multiple corrective actions in the past.

Most of the recommendations from FY20, given to the agency in FY21, have not been met and they will be recommended again in FY22: 1) update its Language Access Policy, 2) include compliance language in its agreements, contracts, and MOUs with funded entities, 4) strengthen its training efforts to educate its internal and funded entities’ staff about their obligation to comply with the Language Access Act of 2004, 5) improve data collection and reporting of compliance activities (telephonic interpretation, in-person/virtual interpretation, and bilingual staff encounters with Limited English Proficient/Non-English Proficient (LEP/NEP)) for internal and grantee staff, and 6) establish multilingual access on its website via LSPs with working links to translated vital documents as well as forms.

Due to the critical services and programs that the agency provides to the public, it is imperative that the agency take immediate steps to fill compliance requisites.

PREPAREDNESS

3/5

DHS attended six of six bi-monthly meetings in FY21 and held 12 trainings on Language Access compliance requirements.

ACCESSIBILITY

1/3

In FY21, the agency did not participate in any outreach events.

QUALITY

2/5

There was one complaint filed against DHS in FY21. The agency was tested in FY21 and resulted in 11 of 25 telephonic testers receiving interpretation.

AGENCY

DEPARTMENT OF MOTOR VEHICLES (DMV)



OVERALL COMPLIANCE SCORE

9/13

FY21 Encounters

4,641

FY21 Top Languages Encountered:

Spanish, Amharic, French, Arabic, Chinese-Mandarin, Vietnamese, Portuguese, Tigrinya, Chinese-Cantonese, Tagalog, Russian, Japanese

FY20 Encounters: 3,129 | **FY20 Score:** 7/11

In the area of preparedness, the Department of Motor Vehicles (DMV) updated its internal Language Access (LA) Policy in FY20. However, the agency will be due to update its LA Policy at the end of FY22 using the new template. The agency held four Language Access compliance trainings with 227 participants. The agency has not provided proof that it has certified its contractors' compliance with the Act.

In the area of accessibility, the agency reported the translation of one document into Spanish: "Consent Waiver," though it is not designated as public facing document. Although the DMV website includes Language Support Pages (LSPs), the report does not include data reflecting website improvements. The agency reported participating in one outreach event with the Mayor's Office on Latino Affairs engaging the Spanish speaking limited English proficient and non-English proficient (LEP/NEP) community.

In the area of quality, the DMV received one Language Access complaint in FY21 that is under investigation. Additionally, there is a complaint from FY18 that resulted in DMV completing the corrective actions. Telephonic field-testing results show that the agency provided interpretation to eight out of eight testers within acceptable wait times in FY21. DMV did not complete all the recommendations made in FY20 within FY21. In FY22 OHR recommends that DMV: (1) collect and report comprehensive data that includes more than one LEP/NEP encounter source, 2) certify its funded entities for compliance with the LA Act of 2004, 3) improve its website to provide equitable access to vital information for the LEP/NEP population, (4) expand its outreach to the LEP/NEP community through partnerships with the three Mayor's Ethnic Constituency Offices, and 5) update the policy from FY20 to incorporate changes from the new LA Policy template.

PREPAREDNESS

4/5

DMV attended five of six bi-monthly meetings in FY21 and held four trainings on Language Access compliance requirements.

ACCESSIBILITY

2/3

In FY21, the agency participated in one outreach effort.

QUALITY

3/5

There was one complaint filed against DMV in FY21. The agency was subjected to telephonic testing which resulted in eight of eight testers receiving interpretation services.

AGENCY

DEPARTMENT OF PARKS AND RECREATION (DPR)



OVERALL COMPLIANCE SCORE

7/11

FY21 Encounters

71

FY21 Top Languages Encountered:

Spanish, Amharic, Portuguese, French, Bulgarian, Arabic

FY20 Encounters: 27 | FY20 Score: 10/11

In the area of preparedness, the Department of Parks and Recreation (DPR) met most of the compliance requirements by tracking and reporting encounter data. DPR has also added Language Access (LA) certification language to the Notice of Grant Agreement to ensure funded entities' compliance with the Act. However, the agency does not have a current internal Language Access Policy on file. Additionally, the data reflects that the agency conducted two LA compliance trainings with 371 participants; however, the agency did not submit a list of the attendees.

In the area of accessibility, the agency translated one document into Spanish: "DC Free Meals Summer." However, the document is not available on the language support pages of its website, making it inaccessible to the Limited English Proficient/ Non-English Proficient (LEP/NEP) community. Furthermore, the agency participated in eight outreach events to engage the Spanish-speaking community.

In the area of quality, the agency did not meet all of the recommendations made in FY20 such as improving its website multilingual accessibility and expanding upon its tracking of telephonic LEP/NEP encounters.

In FY22, it is recommended that the agency: 1) improve its website accessibility, 2) conduct an audit of vital documents for translation, 3) expand data collection to include bilingual staff encounters, 4) improve data collection and reporting overall.

PREPAREDNESS

3/5

DPR attended three bi-monthly meetings in FY21 and held two Language Access trainings for its staff.

ACCESSIBILITY

2/3

In FY21, the agency participated in eight outreach events.

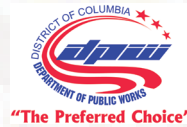
QUALITY

2/3

No complaints were filed against DPR in FY21. The agency was not tested in FY21.

AGENCY

DEPARTMENT OF PUBLIC WORKS (DPW)



OVERALL COMPLIANCE SCORE

6/11

FY21 Encounters

978

FY21 Top Languages Encountered:

Spanish, Vietnamese, Somali, Chinese-Mandarin, Russian, Arabic, Nepali, Korean, French, Chinese-Cantonese, Amharic

FY20 Encounters: 535 | **FY20 Score:** 5/11

In the area of preparedness, the Department of Public Works (DPW) has not completed the process to update its internal Language Access (LA) Policy. The agency did not report any Language Access compliance trainings for its staff. The agency has also confirmed that it does not have any funded entities to certify.

In the area of accessibility, DPW translated three documents into the top six languages encountered in the District, such as “Commercial Food Donation Guide,” “Do Not Bag Recyclables” and “Winter Ready DC.” The website remains inaccessible to the Limited English Proficient/Non-English Proficient (LEP/NEP) community as there are links that say “Click Here for Translation” that lead to English text.

In the area of quality, OHR strongly recommends that the agency take immediate steps to close its compliance gaps in FY22 by: 1) completing the process to update its LA policy, 2) making translated documents available through the Language Support Pages, as they are currently inaccessible, 3) identifying and translating vital documents (e.g., “Plastic Bag on Recyclables Fine Notice”) and ensuring quality assurance on translations to make sure the translated information is faithful to the source English document, 4) engaging the LEP/NEP community through outreach efforts, 5) collecting and reporting comprehensive data, 6) developing its internal LA Policy, 7) training its staff on LA compliance requirements.

PREPAREDNESS

3/5

DPW attended six of six bi-monthly meetings in FY21 and did not report having held any trainings.

ACCESSIBILITY

1/3

In FY21, the agency did not participate in any outreach events.

QUALITY

2/3

No complaints were filed against DPW in FY21. The agency was not tested in FY21.

AGENCY

DEPARTMENT OF SMALL AND LOCAL BUSINESS DEVELOPMENT (DSLBD)



OVERALL COMPLIANCE SCORE

10/11

FY21 Encounters

46

FY21 Top Languages Encountered:

Spanish, Vietnamese, Korean, Serbian, Chinese-Mandarin

FY20 Encounters: 21 | **FY20 Score:** 9/11

In the area of preparedness, the Department of Small and Local Business Development (DSLBD) updated its internal Language Access (LA) Policy in FY21 and held one Language Access compliance training with 45 participants. The agency also included grantee compliance language in its internal policy and trained its funded entities.

In the area of accessibility, DSLBD translated two vital documents (e.g., “Green Book 2021”) and four social media posts into Spanish. The agency reported that it intends to use taglines on all outreach materials in an attempt to engage the Limited English Proficient/Non-English Proficient (LEP/NEP) community. The agency’s website has Language Support Pages (LSPs) set up, however the documents and forms are housed by subject matter instead of by language. The agency reported six outreach events engaging 315 participants, however it is not clear which LEP/NEP communities were targeted, as only one outreach event shows that the Latino community was engaged.

In the area of quality, DSLBD did not improve website accessibility as recommended in FY20 but did meet other recommendations such as: training for grantees, expansion of translated documents, and updating the LA Policy.

In FY22, OHR strongly urges DSLBD to revamp the LSPs toward accessibility by including working links to translated vital documents in all the languages likely to be encountered in the District.

It is noted that DSLBD is making incremental improvements in their Language Access compliance requisites for the past two years.

PREPAREDNESS

5/5

DSLBD attended six of six bi-monthly meetings in FY21 and held one training on Language Access compliance requirements for staff as well as grantees.

ACCESSIBILITY

2/3

In FY21, the agency participated in six outreach events.

QUALITY

3/3

No complaints were filed against DSLBD in FY21. The agency was not tested in FY21.

AGENCY

DEPARTMENT OF YOUTH REHABILITATION SERVICES (DYRS)



OVERALL COMPLIANCE SCORE

7/11

FY21 Encounters

599

FY21 Top Languages Encountered:
Spanish

FY20 Encounters: 680 | **FY20 Score:** 9/11

In the area of preparedness, the Department of Youth Rehabilitation Services (DYRS) Language Access (LA) Policy was last updated in FY18. The agency has started the process of updating it, however it was not completed in FY21. The agency held nine LA compliance trainings with 92 participants that included new hires and case managers. The agency distributed LA services availability signage to its grantee; however, there is no evidence that grantees and contractors were trained in FY21.

In the area of accessibility, the agency reported five document translations into Spanish such as “Authorization to Release Information,” “Family Engagement Form” and “Youth Media Release Form.” The agency’s website includes a Spanish Language Support Page (LSP), however it does not house all of the same vital documents that are available in English. DYRS organized a youth conference- called “Youthference,” with MOLA’s support to engage the Spanish-speaking community and inform them through workshops and resources to increase the peace in the District.

In the area of quality, OHR recommends that DYRS meet longstanding recommendations such as: 1) improving its website accessibility by translating vital documents and making them accessible on LSPs, 2) certifying and training grantees on LA compliance requisites, and 3) finalizing the process for updating the internal LA Policy.

PREPAREDNESS

3/5

In FY21, DYRS attended six of six bi-monthly Meetings and held one training.

ACCESSIBILITY

2/3

In FY21, the agency did not participate in any outreach events.

QUALITY

2/3

No complaints were filed against DYRS in FY21. The agency was not tested in FY21.

AGENCY

DEPARTMENT ON DISABILITY SERVICES (DDS)



OVERALL
COMPLIANCE
SCORE

7/11

FY21
Encounters

2,084

FY21 Top Languages Encountered:

Spanish, Amharic, Chinese-Mandarin, French, Farsi, Russian

FY20 Encounters: 1,209 | **FY20 Score:** 8/11

In the area of preparedness, it is noted that the Department on Disability Services (DDS) has an outdated internal Language Access (LA) Policy. The agency has not yet completed the process of updating its policy as of FY21. In FY21, the agency held 14 trainings with 34 participants total. While the agency is working to improve compliance with the electronic certification of grantees and contractors, the agency has not met this compliance requisite. It is noted that DDS created and trained staff on the Language Access waiver form to be used for encounters when Limited English Proficient and Non-English Proficient (LEP/NEP) customers refuse interpretation service. The waiver tool was created online, and all staff were trained on the use of the tool.

In the area of accessibility, DDS translated 22 documents into Spanish including, "Abuse and Neglect Fact Sheets," "RSA Right to Appeal," "DDA How to File a Complaint." The agency has included some translated versions of vital documents on its website (in Spanish), however the availability of translated vital documents on the Language Support Page (LSP) is inconsistent. Additionally, DDS participated in 49 outreach events reaching 6,715 individuals in the Spanish-speaking community, but it is not evident that that other LEP/NEP communities were engaged. OHR commends DDS for hosting the third Annual DDS Latinx Conference, which focused on providing vital information about services for people with disabilities to the Spanish-speaking community of the District. The conference was conducted in Spanish and broadcasted online with interpretation into English as well as American Sign Language.

In the area of quality, the agency did not meet recommendations that OHR made in FY20. In FY22, it is recommended that DDS: 1) take immediate action to fulfill the requirement of finalizing the internal LA Policy in collaboration with the OHR LA Program and 2) improve the multilingual accessibility of its website by including links to translated vital documents on the LSP, rather than the subject matter sections.

PREPAREDNESS

3/5

DDS attended six of the six bi-monthly meetings in FY21 and held 14 trainings on Language Access compliance requirements.

ACCESSIBILITY

2/3

In FY21, the agency participated in 49 outreach events.

QUALITY

2/3

No complaints were filed against DDS in FY21. The agency was not tested in FY21.

AGENCY

DISTRICT DEPARTMENT OF TRANSPORTATION (DDOT)



OVERALL COMPLIANCE SCORE

8/11

FY21 Encounters

136

FY21 Top Languages Encountered:

Spanish, Amharic, French, Japanese, Vietnamese

FY20 Encounters: 126 | FY20 Score: 9/11

In the area of preparedness, the District Department of Transportation (DDOT) continued to report comprehensive data for Limited English Proficient/Non-English Proficient (LEP/NEP) encounters, including data from the permit application process. The agency's Language Access (LA) Policy is current and is expected to be updated at the end of FY22. The agency held 26 training events, including LA compliance and Spanish language lessons for its front-facing staff. This partnership with the Carlos Rosario International Charter school resulted in a Spanish course to train its Safety Technicians, assigned to ESL schools (schools with high populations of English learners) and in Spanish-speaking communities, in the Spanish language. This training better prepares DDOT's Safety Technicians to communicate with the Spanish-speaking individuals they encounter. The training has also allowed DDOT to broaden its presence to ensure equity around the ESL schools and in Spanish-speaking communities. It is noted that DDOT's current contracts include language requiring the grant recipient to comply with laws and regulations governing nondiscrimination, which include Title VI of the Civil Rights Act of 1964 and Language Access. However, it does not include specific requisites of the Language Access Act.

In the area of accessibility, DDOT translated a total of four documents into Spanish, Amharic, Chinese, French, Korean, and Vietnamese: "Know your Rights Brochure," "Open Streets," and "Car Seat Assistance Program." The agency's website has established Language Support Pages (LSPs), but it still lacks translated versions of vital documents that are available in English. The agency participated in two outreach events in collaboration with the Mayor's Offices on African Affairs, Latino Affairs, and Asian & Pacific Islander Affairs.

In the area of quality, OHR recommends that the agency take the following steps to close compliance gaps in FY22 by: (1) ensuring LA compliance by specifying requisites in the contracts/MOUs for funded entities, 2) improving its website accessibility by working with OCTO to establish links to the translated versions of these documents on each LSP, and 3) improving data reporting in the areas of training by uploading the attendance list and specifying the LEP/NEP communities targeted through outreach.

PREPAREDNESS

4/5

In FY21, DDOT attended four of six bi-monthly meetings. The agency held 26 Language Access compliance trainings.

ACCESSIBILITY

2/3

In FY21, the agency participated in two outreach events.

QUALITY

2/3

No complaints were filed against DDOT in FY21. The agency was not subjected to testing in FY21.

AGENCY

**DISTRICT OF COLUMBIA
DEPARTMENT OF HEALTH
(DC HEALTH)**



OVERALL
COMPLIANCE
SCORE

8/13

FY21

Encounters

78,799

FY21 Top Languages Encountered:

Spanish, Amharic, French, Vietnamese, Chinese-Mandarin, Korean

FY20 Encounters: 37,912 | **FY20 Score:** 9/11

In the area of preparedness, the District of Columbia Department of Health's (DC Health) Language Access (LA) Policy was last updated in the beginning of FY20 and is due for update in FY22. The agency held five LA compliance training events with 260 participants which also included school-based health center personnel. The agency collaborated with DCPS to ensure these contractors were properly trained. DC Health provided LA training as well as printed reference materials to contractors and sub-contractors responsible for receiving calls, and having in-person and remote contact with Limited English Proficient/Non-English Proficient (LEP/NEP) individuals. Although call center staff was trained in-person and remotely during the hiring process, the agency and its vendor were able to provide four bi-monthly Language Access presentation trainings and included a comprehension assessment.

In the area of accessibility, DC Health translated 54 documents into the top six languages encountered in the District; for example, the "COVID Vaccine Toolkit." Although DC Health has done tremendous work on translating documents during the pandemic, its Language Support Pages (LSPs) currently do not include translated vital documents. For instance, the translated "Updated Birth Certificate Modification Checklist," a non-COVID related document, is not linked on the LSPs. It is the understanding of the Language Access Program that DC Health will prioritize the availability of translated vital documents on its website in FY22. Additionally, the agency held 19 outreach events engaging 92,554 individuals of DC's linguistically diverse community through multiple outlets such as social media, news channels, public transportation posters, televised and web-based townhalls, and partnering with the Mayor's three ethnic constituency offices and one Advisory Neighborhood Commission (ANC 3B).

In the area of quality, it is noted that DC Health is working beyond capacity as the pandemic continues. Overall, the DC Department of Health scored significantly higher on tests conducted in Spanish (average score 4.70/6.00) than it scored on tests conducted in other languages (average score 2.96/6.00). As a response to the testing results, DC Health is planning to provide LA and cultural competency training in early FY22 to relevant staff of vendors who were subjected to testing. Additionally, the agency looks to develop its own testing mechanism to ensure contractors' compliance with the Act.

In FY20, OHR had strongly recommended that the agency take swift action to reconcile compliance gaps. These recommendations are made again for FY22: (1) strengthening its contractors' compliance with the Language Access Act of 2004, (2) improving its website to provide equitable access to vital information for its LEP/NEP customers, and (3) training and assessing its contractors' compliance with the Act.

PREPAREDNESS

5/5

DC Health attended six of six bi-monthly meetings in FY21 and trained frontline employees and managers on Language Access compliance requirements.

ACCESSIBILITY

2/3

In FY21, the agency participated in 19 outreach events.

QUALITY

1/5

The agency received one Language Access complaint in FY21. However, it accepted all recommended Corrective Actions. The agency was also subjected to OHR's telephonic testing, resulting in 26 of 43 test calls receiving interpretation services.

AGENCY

DC HOUSING AUTHORITY (DCHA)



OVERALL
COMPLIANCE
SCORE

5/11

FY21

Encounters

831

FY21 Top Languages Encountered:

Spanish, Amharic, Vietnamese, Polish, Arabic, Chinese-Mandarin, French, Russian, Thai

FY20 Encounters: 445 | **FY20 Score:** 7/11

In the area of preparedness, the DC Housing Authority (DCHA) attended all six bi-monthly meetings. Although the agency attends the mandatory bi-monthly meetings, it failed to communicate major transitions within its internal Language Access (LA) team. The transitions in the designated Language Access Coordinator position resulted in a loss of progress in Corrective Actions and implementation of the Biennial Language Access Plan (BLAP). The agency conducted 11 LA compliance trainings with 477 participants. However, it remains unclear if the agency included grantees and contractors in any of these trainings. It is also unclear if Language Access compliance requirements are included in DCHA's Memoranda of Understanding (MOUs) and contracts with its grantees and contractors.

In the area of accessibility, the agency translated 15 documents into Spanish and Vietnamese, including: "Language Access and Sign Language Services," "Using Your Voucher," "DCHA Vaccination Clinic." It has been noted that the agency is currently using a translation feature on its website. However, the translation feature menu is in English only and not accessible to Limited English Proficient and Non-English Proficient (LEP/NEP) individuals. The translation feature is malfunctioning on the critical page titled, "Language Request Form" under the "Customer" tab. The form remains in English regardless of the selected target language. The translation feature does not extend to linked vital documents. Translated versions of these documents should be made available on the website. In terms of outreach, the agency provided over-the-phone interpreters in Spanish for nine customers participating in the resident council elections.

In the area of quality, it is noted that there is an outstanding corrective action plan from 2019 that the agency approved. The plan included the updating of the agency's LA Policy by March 2021, but there is no evidence that this corrective action was completed.

For FY22, OHR recommends that DCHA strengthen LA compliance by: (1) developing an updated Language Access Policy as part of corrective actions from FY19, (2) conducting outreach to engage the LEP/NEP communities that it serves, (3) improving multilingual website accessibility, and (4) certifying and training contractors and grantees for compliance with the Act.

PREPAREDNESS

3/5

DCHA attended six bi-monthly meetings in FY21 and trained frontline employees and managers on Language Access compliance requirements.

ACCESSIBILITY

1/3

In FY21, DCHA reported that it held one outreach effort.

QUALITY

1/3

DCHA received one complaint in FY21. The agency was not subjected to testing in FY21.

AGENCY

OFFICE OF ZONING (DCOZ)



OVERALL COMPLIANCE SCORE

7/11



FY21 Top Languages Encountered:
Spanish, Amharic

FY20 Encounters: 5 | **FY20 Score:** 11/11

In the area of preparedness, the Office of Zoning (DCOZ) updated its internal Language Access (LA) Policy in FY21. The agency held six Language Access compliance trainings with 23 participants total. Additionally, DCOZ has confirmed that it does not have grantees and funded entities.

In the area of accessibility, DCOZ has translated one case-specific correspondence into Amharic. It is noted that the DCOZ website includes vital public information for DCOZ customers regarding public meeting and hearings. This information that is intended for the public was not accessible in multiple languages in FY21.

In the area of quality, OHR recommends that DCOZ: (1) improve the multilingual accessibility on the agency website to provide equitable access to vital information for the Limited English Proficient and Non-English Proficient (LEP/NEP) populations, (2) work with the Mayor’s three ethnic constituency offices to engage LEP/NEP communities, and (3) re-engage by attending all the mandatory bi-monthly Language Access Coordinator meetings.

PREPAREDNESS

4/5

DCOZ attended three of the six bi-monthly meetings in FY21 and held six trainings on Language Access compliance requirements.

ACCESSIBILITY

1/3

In FY21, the agency did not participate in any outreach events.

QUALITY

2/3

No complaints were filed against DCOZ in FY21. The agency was not tested in FY21.

AGENCY

DISTRICT OF COLUMBIA PUBLIC LIBRARY (DCPL)



OVERALL
COMPLIANCE
SCORE

10/11

FY21
Encounters

66

FY21 Top Languages Encountered:

Spanish, Amharic, French, Russian, Vietnamese

FY20 Encounters: 94 | **FY20 Score:** 10/11

In FY21, the District of Columbia Public Library (DCPL) met most of its preparedness requirements and submitted all quarterly and annual reports on time. DCPL completed the update of its Language Access (LA) Policy in FY21. The agency held 22 LA compliance training events with 368 participants. DCPL does not have grantees but updated its internal policy to cover this compliance area in case that changes in the future. The agency also took a notable step in compliance by training its security officers.

In the area of accessibility, the agency translated two documents into the top six languages encountered in the District. Additionally, OHR commends DCPL for its strategic engagement of Limited English Proficient/Non-English Proficient (LEP/NEP) populations that speak Amharic, Spanish, and Chinese by translating and marketing documents such as: “Summer Challenge,” “Winter Challenge,” “The All-STAR,” “Books from Birth,” “STAR growth chart,” advertising materials, and the “1963 March on Washington” exhibit texts. The DCPL website has been improved with the Spanish translation of the Library Card Application Form, which is now available in the Spanish language Support Page. OHR commends DCPL’s commitment to engaging the community that it serves as it hosted 86 events with 8,404 LEP/NEP participants. This included a screening of the documentary *La Manplesa: An Uprising Remembered*.

DCPL was not subjected to testing in FY21. In FY22, OHR recommends that DCPL: (1) translate the Library Card Application form into the other five languages and make the forms available on the Language Support Pages and (2) place the language selection drop-down menu in a more prominent location on the website header.

PREPAREDNESS

5/5

DCPL attended six bi-monthly meetings in FY21 and held 22 trainings for frontline employees and managers on Language Access compliance requirements.

ACCESSIBILITY

3/3

In FY21, the agency participated in 86 outreach events.

QUALITY

2/3

No complaints were filed against DCPL in FY21. The agency was not tested in FY21.

AGENCY

DISTRICT OF COLUMBIA PUBLIC SCHOOLS (DCPS)



OVERALL
COMPLIANCE
SCORE

11/13

FY21
Encounters

30,678

FY21 Top Languages Encountered:

Spanish, Amharic, Vietnamese, French, Chinese-Mandarin, Tigrinya, Bengali, Turkish, Russian, Korean, Arabic, Burmese, Farsi, Chinese-Cantonese

FY20 Encounters: 17,256 | **FY20 Score:** 10/11

In the area of preparedness, District of Columbia Public Schools (DCPS) reported comprehensive data on Limited English Proficient/Non-English Proficient (LEP/NEP) encounters that includes bilingual staff encounters, telephonic interpretation services, and in-person/video-remote interpretation (VRI) services. DCPS has an up-to-date Language Access Policy. The agency facilitated 31 trainings with 1,821 participants. DCPS also trained 570 security guards on LA compliance as that is its primary contractor. Additionally, the agency trained patient care technicians and in-school nurses.

In the area of accessibility, the agency has translated, edited, and/or updated 908 documents in the top five languages encountered by the agency. These documents included confidential, programmatic, and informative communication. The agency's website prominently displays Language Support Page (LSP) options in the top five languages in addition to the Google Translate language selection feature. In FY21, DCPS conducted 22 outreach events with 3,523 participants including individuals from the Chinese, Vietnamese, Spanish and Amharic-speaking communities. DCPS issued cell phones that have the Language Line Solutions (LLS) app pre-installed. DCPS desk phones are also configured to have LLS on speed-dial via a button. LLS is also integrated into the agency's Teams app for video conferencing. DCPS has shared alternate instructions for teachers to be able to store the LLS phone number and client ID on non-DCPS cellphones for ease of accessibility. OHR commends DCPS for these accessibility efforts.

In the area of quality, the agency implemented an annual in-house secret shopper program for schools. The "spot testing" telephone calls aim to check the frequency of school staff's use of interpretation services (e.g. through bilingual staff or LLS). These self-administered efforts were a response to the concerning results of the field testing OHR conducted on the agency in FY19

In FY22, OHR recommends that DCPS: (1) build upon the multilingual accessibility of its websites by implementing a method in which to inform visitors of the Google Translate feature and how it works in conjunction with the LSPs. This applies to the main DCPS website as well as secondary websites such as Enroll DCPS, etc. and (2) enhance its strategy to improve the results of field testing.

PREPAREDNESS

5/5

DCPS attended five of six bi-monthly meetings in FY21 and held 31 trainings for frontline employees and managers on Language Access compliance requirements.

ACCESSIBILITY

3/3

In FY21, the agency participated in 22 outreach events.

QUALITY

3/5

No complaints were filed against DCPS in FY21. The agency was subjected to OHR's telephonic testing, resulting in 18 out of 40 test calls receiving interpretation services.

AGENCY

DC FIRE AND EMERGENCY MEDICAL SERVICES DEPARTMENT (FEMS)



OVERALL
COMPLIANCE
SCORE

4/11

FY21

Encounters

**NOT
REPORTED**

FY21 Top Languages Encountered:

Not Reported

FY20 Encounters: 314 | **FY20 Score:** 4/11

In the area of preparedness, the DC Fire and Emergency Medical Services Department (FEMS) did not comply with a majority of reporting requirements mandated by the Language Access (LA) Act. The LA compliance implementation report is incomplete. The score is derived from the available information. OHR urges FEMS to take immediate action to bring the agency into compliance.

In the area of accessibility, FEMS reported one document translation, "Home Safety Brochure" into five languages. The agency has established Language Support Pages (LSPs) on its website that include links to translated vital documents, however the translated vital document, "Home Safety Brochure" has not been added to any of the LSP sections.

OHR continues to urge FEMS to take immediate steps to fulfill the compliance criteria in FY22 such as: 1) collecting and reporting comprehensive data on a quarterly and annual basis, 2) establishing a comprehensive LA Policy, 3) providing training for its staff and contractors on LA compliance and cultural competency as part of the not-yet-completed corrective actions that were agreed upon in FY20, 4) uploading translations of vital documents onto the agency website via Language Support Pages, 5) demonstrating some sort of outreach effort with the Limited English Proficient/Non-English Proficient (LEP/NEP) communities.

OHR looks forward to assisting FEMS in strengthening its compliance with the Act.

PREPAREDNESS

1/5

The agency Language Access Coordinator and/or a representative attended six of six bi-monthly meetings in FY21.

ACCESSIBILITY

1/3

In FY21, the agency did not report having participated in any outreach events.

QUALITY

2/3

No complaints were filed against FEMS in FY21. The agency was not tested in FY21.

AGENCY

HOMELAND SECURITY AND EMERGENCY MANAGEMENT AGENCY (HSEMA)



OVERALL COMPLIANCE SCORE

8/11



FY21 Top Languages Encountered:

Spanish, Amharic

FY20 Encounters: 7 | **FY20 Score:** 7/11

In the area of preparedness, the Homeland Security and Emergency Management Agency (HSEMA) is in the process of updating its internal Language Access (LA) Policy. The agency conducted four compliance trainings with 47 participants total. OHR commends the efforts of the agency to develop a training module for its staff. HSEMA has confirmed that it does not have any funded entities to certify.

In the area of accessibility, HSEMA translated one vital document into the top six languages encountered in the District, "COVID-19 Funeral Assistance Webinar." The agency's public-facing website, "ReadyDC" is still inaccessible for limited English proficient and non-English proficient (LEP/NEP) individuals because the placement of the multilingual information is under the "Resources Section" and only navigable through the English menu. It is noted that the agency partnered with the Federal Emergency Management Agency (FEMA) and the Executive Office of the Mayor (EOM) to create a "Funeral Assistance" video that includes multilingual subtitles and voiceover. This resource is available on the coronavirus.dc.gov website. The agency also participated in 31 outreach events via virtual platforms.

In the area of quality, it is noted that the agency added translated documents in the "ReadyDC" website; however, the translations are housed under the "Resource Section." It is recommended that 1) the agency develop Language Support Pages (LSPs) and a quality control mechanism to ensure that information is housed in the corresponding LSPs to improve the website's accessibility for the Limited English Proficient/Non-English Proficient (LEP/NEP) community and 2) HSEMA complete the LA Policy update.

PREPAREDNESS

4/5

HSEMA attended five of six bi-monthly meetings in FY21 and held four trainings on Language Access compliance requirements.

ACCESSIBILITY

2/3

In FY21, the agency participated in 31 outreach events.

QUALITY

2/3

No complaints were filed against HSEMA in FY21. The agency was not tested in FY21.

AGENCY

METROPOLITAN POLICE DEPARTMENT (MPD)



OVERALL COMPLIANCE SCORE

9/13

FY21

Encounters

5,801

FY21 Top Languages Encountered:

Spanish, Amharic, French, Arabic, Vietnamese, Korean, Chinese-Mandarin, Russian, Portuguese, Tigrinya, Mongolian, Chinese-Cantonese, Hindi, Somali, Turkish

FY20 Encounters: 4,533 | **FY20 Score:** 9/11

In the area of preparedness, the Metropolitan Police Department (MPD) updated its internal Language Access (LA) Policy in the beginning of FY21. The agency held five trainings with 117 total participants, including one in-person training for commanders, captains, and new lieutenants. MPD has provided evidence of agreements with other District agencies to meet contractors' LA compliance requisites.

In the area of accessibility, the agency translated six documents into the top six languages encountered in the District. The translated documents include: "Filing Complaints Against Police Officers," "Immigration Policy," and "Robbery Prevention Tips." Although the MPD website has improved, there is an opportunity to strengthen equitable access. For example, the "File A Police Report Online" function is not fully accessible for limited English-proficient and non-English proficient (LEP/NEP) users. Additionally, the agency participated in 85 outreach events, engaging the top three LEP/NEP communities in the District: Latino, African, and Asian and Pacific Islander communities.

In the area of quality, MPD received four complaints in FY21 that are under investigation. Additionally, there are outstanding corrective action items stemming from complaints filed in prior years. MPD was subjected to telephonic interpretation field testing of its Joint Strategic and Tactical Command Center, resulting in all eight testers receiving interpretation services.

The agency did not meet recommendations made in FY20 within FY21. In FY22, it is recommended that MPD: 1) complete the approval of and execute the outstanding corrective action plans and 2) improve the multilingual accessibility of its website by providing the same information and functions that are available in English in other languages.

PREPAREDNESS

5/5

MPD attended six of six bi-monthly meetings in FY21 and held five trainings on Language Access compliance requirements.

ACCESSIBILITY

2/3

In FY21, the agency participated in 85 outreach events engaging the top three LEP/NEP communities in the District.

QUALITY

2/3

There were four complaints filed against MPD in FY21. The agency was subjected to telephonic field testing, which resulted in eight of eight testers receiving telephonic interpretation.

AGENCY

OFFICE OF ADMINISTRATIVE HEARINGS (OAH)



OVERALL COMPLIANCE SCORE

10/11

FY21

Encounters

1,140

FY21 Top Languages Encountered:

Spanish, Amharic, French, Vietnamese, Korean, Arabic, Tagalog

FY20 Encounters: 1,312 | **FY20 Score:** 11/11

In the area of preparedness, the Office of Administrative Hearings (OAH) had not completed the process of updating its internal Language Access (LA) Policy by the end of FY21. The agency held two training events with nine participants. Although the update process is not yet completed, the agency does include LA compliance requirements for its funded entities and contractors.

In the area of accessibility, OAH translated 13 vital documents, such as “What to Expect at a Hearing,” into the six languages most likely to be encountered in the District. The agency’s website includes Language Support Pages (LSPs) in Spanish, Amharic, and Simplified Chinese. The translated document, “What to Expect at a Hearing” was accessible in the Spanish and Amharic LSP pages. It is noted that the agency’s outreach plan is achieved through written communication that informs all parties of the availability of free interpretation and translation services for all cases.

In the area of quality, OAH was able to meet all the FY20 recommendations in FY21. In FY22, it is recommended that the agency: 1) expand the availability of translated vital documents for the Amharic and Chinese LSPs to match the Spanish LSP and 2) develop LSPs for other languages likely to be encountered, such as French, Vietnamese, and Korean.

PREPAREDNESS

4/5

OAH attended five of six bi-monthly meetings in FY21 and held two trainings on Language Access compliance requirements.

ACCESSIBILITY

3/3

In FY21, the agency has provided an outreach plan that satisfies the compliance requisites.

QUALITY

3/3

No complaints were filed against OAH in FY21. The agency was not tested in FY21.

AGENCY

OFFICE OF CONTRACTING AND PROCUREMENT (OCP)



OVERALL COMPLIANCE SCORE

4/11

FY21 Encounters

14

FY21 Top Languages Encountered:
Spanish

FY20 Encounters: 79 | **FY20 Score:** 4/11

In the area of preparedness, the Office of Contracting and Procurement (OCP) met two of the Language Access implementation requirements in FY21. The agency continues to operate without an internal Language Access Policy and has not trained its staff in the past three years. Moreover, OCP has also not reported whether it has public-facing funded entities.

In the area of accessibility, OCP failed to fulfill all compliance requirements. The agency did not translate any documents and reported zero outreach events in FY21.

In the area of quality, OHR strongly recommends that the agency take immediate steps to close compliance gaps by: (1) establishing its internal Language Access Policy, (2) training its staff on Language Access compliance requirements, (3) certifying its funded entities for compliance with the Language Access Act of 2004, (4) identifying and translating vital documents, (5) improving its website to provide equitable access to vital information for the Limited English Proficient/Non-English Proficient (LEP/NEP) population, and (6) engaging the LEP/NEP community through outreach efforts.

OHR looks forward to supporting the agency in addressing gaps in Language Access implementation and compliance.

PREPAREDNESS

2/5

The agency's Language Access Coordinator attended four of six bi-monthly meetings in FY21.

ACCESSIBILITY

0/3

In FY21, the agency did not participate in any outreach events.

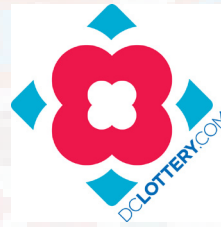
QUALITY

2/3

No complaints were filed against OCP in FY21. The agency was not tested in FY21.

AGENCY

OFFICE OF LOTTERY AND GAMING (OLG)



OVERALL COMPLIANCE SCORE

10/11

FY21 Encounters

257

FY21 Top Languages Encountered:

Amharic, Spanish, Vietnamese

FY20 Encounters: 392 | **FY20 Score:** 11/11

The Office of Lottery and Gaming (OLG) met all the compliance requirements. In the area of preparedness, OLG maintained an updated internal Language Access (LA) Policy through FY21, though it will be due for an update by the end of FY22. The agency has established that it does not have any funded entities to certify on LA compliance requisites. Additionally, the agency held one LA compliance training with 52 participants.

In the area of accessibility, OLG translated one document (“How to Become a Retailer”) into the top six languages encountered in the District. OLG’s public-facing website, DC Lottery, includes fully functioning Language Support Pages (LSPs) with translated links to translated versions of vital documents. However, the main OLG website does not have any LSPs or translations of vital documents. The agency engaged 217 participants representing the Latino and African limited English proficient and non-English proficient (LEP/NEP) communities.

In the area of quality, OHR recommends that in FY22 OLG: 1) work with OCFO to establish multilingual access on the main agency website to match the accessibility of the commercial site, 2) strengthen its relationships with MOAA and MOAPIA for outreach activities, 3) translate the outreach/advertisement materials that are published in ethnic newspapers into the appropriate target languages. It is especially important to make the legal disclaimers accessible to LEP/NEP readers.

PREPAREDNESS

5/5

OLG attended four of six bi-monthly meetings in FY21 and held one training on Language Access compliance requirements.

ACCESSIBILITY

3/3

In FY21, the agency participated in ten outreach events.

QUALITY

2/3

No complaints were filed against OLG in FY21. The agency was not tested in FY21.

AGENCY

OFFICE OF PLANNING (OP)

District of Columbia
Office of Planning



OVERALL
COMPLIANCE
SCORE

7/11

FY21
Encounters

10

FY21 Top Languages Encountered:

Spanish

FY20 Encounters: 1 | FY20 Score: 7/11

In the area of preparedness, the Office of Planning (OP) is due to update its Language Access (LA) Policy. Although the agency did not conduct any LA compliance in FY21, OP is on schedule with its commitment to have biennial trainings, having held two in FY20. The Office of Planning did not report any funded entity LA compliance activity.

In the area of accessibility, the agency reported one document translation: “Rights and Resources Guide for Food Workers” into Spanish and Amharic. The agency’s Language Support Pages (LSPs) on the website do not have translated documents available in the same manner that vital documents are available in English. Therefore, the agency’s website is not providing equitable access to the Limited English Proficient/Non-English Proficient (LEP/NEP) community. OP reported holding two outreach events in FY21: the “Rights & Responsibilities for DC Food Workers Panel” and “SNAP/WIC Information for Immigrant Populations.”

In the area of quality, OHR recommends that in FY22, OP meet the longstanding recommendations made in previous years: 1) update the internal LA Policy, 2) improve website multilingual accessibility by uploading translated vital documents to match the information that is available in English, 3) prepare LA compliance for funded entities as a proactive measure in case partnership programs are reestablished.

PREPAREDNESS

3/5

OP attended six of six bi-monthly meetings in FY21.

ACCESSIBILITY

2/3

In FY21, OP participated in two outreach events.

QUALITY

2/5

No complaints were filed against OP in FY21. The agency was not tested in FY21.

AGENCY

OFFICE OF TAX AND REVENUE (OTR)



OVERALL COMPLIANCE SCORE

4/11

FY21 Encounters

3,138

FY21 Top Languages Encountered:

Spanish, Amharic, French, Vietnamese, Chinese-Mandarin, Korean, Arabic, Tagalog, Urdu

FY20 Encounters: 5,444 | **FY20 Score:** 6/11

In the area of preparedness, the Office of Tax and Revenue (OTR) has an outdated Language Access (LA) Policy. The agency also did not report having held any LA compliance trainings. The agency has contracted security officers; however, there is no indication that they are certified under the Act or that they have received LA compliance training.

In the area of accessibility, OTR translated three documents into Spanish: “COVID 19 Emergency Income and Franchise Tax Extension,” “DC Tax Assessments Indicate Real Estate Market Decline,” and “District to Mail First Half Real Property Tax Bills.” However, the agency website does not have any Language Support Pages (LSPs) for the languages likely to be encountered or languages that reach the legal threshold. Translated vital documents are not available on the website. Although the agency reported two outreach efforts via social media posts, it is unclear if they were translated or reached the LEP/NEP community.

In the area of quality, the agency did not meet any of the FY20 recommendations. In FY22, it is recommended that OTR: 1) update its internal LA policy, 2) train and certify its contractors in LA compliance, 3) establish multilingual access to its website via LSPs and upload translated vital documents onto them, 4) provide LA compliance training for its internal staff, 5) conduct outreach with clearly defined LEP/NEP target audiences.

PREPAREDNESS

1/5

OTR attended three bi-monthly meetings in FY21 and did not hold any Language Access trainings.

ACCESSIBILITY

1/3

In FY21, the agency did not participate in any outreach events.

QUALITY

2/3

No complaints were filed against OTR in FY21. The agency was not tested in FY21.

AGENCY

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



**OVERALL
COMPLIANCE
SCORE**

6/11

**FY21
Encounters**

1007

FY21 Top Languages Encountered:

Spanish, Amharic, Tigrinya, French, Turkish, Korean, Vietnamese

FY20 Encounters: 457 | **FY20 Score:** 7/11

In the area of preparedness, the Office of the Attorney General's Child Support Services Division (CSSD) reported encounters based on two tracking sources.

Although CSSD reported that its sole public-facing contractor, the DC Superior Court, adopted its own internal Language Access Policy in FY20, the agency's own internal policy has not been updated since FY17 due to ongoing restructuring in the department.

In the area of accessibility, the agency's website continues to lack Language Support Pages. OHR notes that the agency has provided progress reports on the status of the website development process. The team that established multilingual access on the main OAG website will do the same on the CSSD department site.

It is noted that the FY20 recommendations were not met in FY21. These recommendations will continue to be applicable in FY22: (1) updating and finalizing its internal Language Access Policy, (2) identifying and translating vital documents, (3) improving its website to provide equitable access to vital information for the Limited English Proficient/Non-English Proficient (LEP/NEP) population. OHR urges the agency to complete the automated correspondence system in multiple languages as stated in the agency's current compliance implementation plan.

PREPAREDNESS

3/5

CSSD attended five bi-monthly meetings in FY21 and held two trainings on Language Access compliance requirements.

ACCESSIBILITY

1/3

In FY21, the agency did not participate in any outreach events.

QUALITY

2/3

No complaints were filed against CSSD in FY21. The agency was not tested in FY21.

AGENCY

OFFICE OF THE PEOPLE'S COUNSEL (OPC)



OVERALL COMPLIANCE SCORE

11/11

FY21 Encounters

17

FY21 Top Languages Encountered:

Amharic, Spanish, Vietnamese, Russian

FY20 Encounters: 957 | **FY20 Score:** 11/11

OHR is thrilled to report that the Office of the People's Counsel (OPC) has maintained a perfect score for the past three fiscal years by fulfilling the requisites of each compliance area. In the area of preparedness, OPC updated its Language Access (LA) Policy in FY21. The agency's commitment to adhering to the LA Act shows, as the agency does not have any public-facing grantees, but included Language Access compliance language for grantees and contractors in its policy.

In the area of accessibility, the agency reported 16 document translations into the top six most encountered languages in the District. For example: "Examples: Times are Tough," "Consumer Alert Pepco Credit Consumer Advisory." OPC regularly disseminates vital documents in all six top languages encountered in the District, plus an additional language (Arabic) about current utility issues, the agency's educational activities, community alerts, and services through networks identified by the Mayor's constituent agencies networking groups.

Since FY20, OPC has improved on its website accessibility even further by providing translated vital documents under each Language Support Page (LSP). All the translated links to translated vital documents seem to be in working order. Additionally, OPC conducted 95 outreach events engaging the majority of the Limited English Proficient/Non-English Proficient (LEP/NEP) communities of the District. OPC kept utility consumers informed through various means of communication such as: mail, consumer announcements, emails, social media, and publications in ethnic newspapers during the District government shutdown due to the COVID-19 public health crisis.

In the area of quality, OHR Looks forward to supporting OPC in implementing the download of the Language Line Solutions mobile phone app on all staff phones per its BLAP goals.

PREPAREDNESS

5/5

OPC attended six of six bi-monthly meetings in FY21 and held two trainings on Language Access compliance requirements.

ACCESSIBILITY

3/3

In FY21, the agency participated in 95 outreach events.

QUALITY

3/3

No complaints were filed against OPC in FY21. The agency was not tested in FY21.

AGENCY

OFFICE OF THE STATE SUPERINTENDENT OF EDUCATION (OSSE)



OVERALL COMPLIANCE SCORE

12/13

FY21 Encounters

11,149

FY21 Top Languages Encountered:

Spanish, Amharic, French, Russian, Portuguese, Vietnamese, Chinese-Mandarin, Chinese-Cantonese

FY20 Encounters: 11,369 | **FY20 Score:** 11/11

In the area of preparedness, the Office of the State Superintendent of Education (OSSE) updated its internal Language Access (LA) Policy in FY21. The agency maintained its compliance requisite in training by engaging its workforce in four Language Access compliance trainings with 182 participants. OSSE has provided the Language Access Program with the grantee compliance addendum. This document is added to grantee agreements to communicate the requirement for compliance with the Language Access Act.

In the area of accessibility, OSSE reported 79 documents translated into the top six languages encountered in the District. For example, documents such as “DC TAG” and “DC Bus.” The two aforementioned translated documents were also made available on the website on the corresponding Language Support Pages (LSPs). The agency reported 50 outreach events engaging the three major Limited English Proficient/ Non-English Proficient (LEP/NEP) communities of the District: Latino, African, and Asian and Pacific Islander.

In the area of quality, OSSE’s departments were subjected to telephonic field testing. The Parent Resource Center, for the third straight year, provided interpretation to all testers. However, field testing of the Main Office was inconsistent because many calls led to voicemails in English. This would likely prevent LEP/NEP callers from obtaining the critical information they need.

OSSE met all recommendations made in FY20. For FY22, OHR recommends that OSSE:

- 1) improve on the accessibility of the translated vital documents on the LSPs and
- 2) upload and report translated seasonal documents onto the Language Access reporting platform.

PREPAREDNESS

5/5

OSSE attended six of six bi-monthly meetings in FY21 and provided four trainings on Language Access compliance requirements.

ACCESSIBILITY

3/3

In FY21, the agency participated in 50 outreach events.

QUALITY

4/5

No complaints were filed against OSSE in FY21. The agency was subjected to telephonic field testing, which resulted in eleven of twenty-three testers receiving interpretation services.

AGENCY

OFFICE OF THE TENANT ADVOCATE (OTA)



OVERALL COMPLIANCE SCORE

8/13

FY21 Encounters

190

FY21 Top Languages Encountered:

Spanish

FY20 Encounters: 217 | FY20 Score: 9/11

In the area of preparedness, the Office of the Tenant Advocate (OTA) updated its internal Language Access (LA) Policy in FY21. The agency did not report any LA compliance trainings. Although the agency does not have grantees and contractors, it has included Language Access compliance language for potential funded entities within the policy.

In the area of accessibility, OTA reported to have translated five documents into the top six languages encountered in the District such as: “COVID-19 State of Emergency” and “Eviction Rent Increase Flyer.” Although the agency reported these translations, the website’s Language Support Pages (LSPs) are not updated with the translated vital documents. OTA participated in seven outreach events, reaching 410 individuals from the French-speaking and Spanish-speaking limited English proficient and non-English proficient (LEP/NEP) communities.

In the area of quality, the agency was subjected to telephonic testing in FY21, but the DC Office of the Tenant Advocate provided interpretation in zero out of nine tests. In FY22, OHR recommends that OTA: 1) Improve website accessibility to maximize its LSPs with translated versions of vital documents and 2) re-engage in LA compliance training of staff, considering its FY21 field test results.

PREPAREDNESS

4/5

OTA attended four of the six bi-monthly meetings and did not hold any trainings on Language Access compliance in FY21.

ACCESSIBILITY

2/3

In FY21, the agency participated in seven outreach events.

QUALITY

2/5

No complaints were filed against OTA in FY21. The agency was tested in FY21, resulting in zero of nine tests leading to the caller receiving interpretation.

AGENCY

OFFICE OF UNIFIED COMMUNICATIONS (OUC)



OVERALL COMPLIANCE SCORE

4/11

FY21

Encounters

29,591

FY21 Top Languages Encountered:

Spanish, Amharic, French, Arabic, Russian, Portuguese, Vietnamese, Korean, Chinese-Mandarin, Bengali, Tigrinya, Chinese-Cantonese, Hindi, Farsi

FY20 Encounters: 26,248 | **FY20 Score:** 9/11

In the area of preparedness, the Office of Unified Communications (OUC) has not completed the process of updating its internal Language Access (LA) Policy incorporating OHR's recommendations. In FY21, the agency did not host any LA compliance training for its staff. OUC does not have any grantees for whom to certify compliance with the Act.

In the area of accessibility, OUC did not translate any vital documents. Although the agency has pre-existing translated documents (e.g., "Contacting Police in Non-Emergency"), they are not available on the Language Support Page (LSP). Instead, they are housed in the "Services" menu item, which is in English. A limited English proficient or non-English proficient (LEP/NEP) individual would not be able to navigate the website to find these documents. The agency collaborated with two of the Mayor's ethnic constituency offices and the Metropolitan Police Department's Asian Liaison Unit in 22 outreach events with 4,070 participants. The agency also translated employment opportunity graphics into Spanish and promoted them through various platforms, such as social media and its newsletter.

In the area of quality, OUC received two complaints against it in FY21. Both complaints stemmed from allegations of a lack of Spanish interpretation services during emergency 911 calls. The complaints remain under investigation.

In FY22, it is recommended that OUC: 1) finalize its internal Language Access Policy by completing OHR's approval process, 2) train its staff on LA compliance requirements and Language Line Solutions, 3) identify and translate vital documents, 4) improve its website to provide equitable access to vital information for its LEP/NEP customer population, 5) improve the report tracking mechanisms to include bilingual staff encounters with LEP/NEP callers.

OHR notes a significant decrease in OUC's compliance score from FY20. Due to the agency's role in emergency communications with the public, OHR directs OUC to take the necessary steps to address the gaps in Language Access implementation and compliance in FY22.

PREPAREDNESS

3/5

OUC attended five of six bi-monthly meetings in FY21. The agency did not hold any trainings on Language Access compliance requirements.

ACCESSIBILITY

1/3

In FY21, the agency participated in 22 outreach events.

QUALITY

0/3

OUC received two complaints filed against it in FY21. The agency was not subjected to testing in FY21.

COMPLIANCE RATING METHODOLOGY OF NON-MAJOR PUBLIC CONTACT AGENCIES

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

- Designating the Language Access Point of Contact
- Attending the Annual Language Access Orientation meeting
- Submitting the Covered Entity's Annual Language Access Compliance Report
- Ensuring that Covered Entity communicates effectively with the Limited and Non-English Proficient (LEP/NEP) individuals by establishing an account with the current city-wide vendor for telephonic interpretation service
- Uploading translated vital documents and making them accessible on the Covered Entity's website through the Language Support Pages on the website

COMPLIANCE PROFILE OF NON-MAJOR PUBLIC CONTACT AGENCIES

The DC Language Access Act of 2004 requires all covered entities to meet all Language Access requirements. The table below presents an assessment of 25 covered entities and their level of compliance with the Act in FY21. The Language Access Program looks to covered entities to develop and implement their internal Language Access Policy in FY22 as a compliance requirement, as it was a recommendation in FY21.

Department of Forensic Sciences (DFS)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
★	★	★		

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

DFS reported minimal Language Access (LA) compliance implementation data and created a Language Support Page in Spanish, the report is reflective of the agency not fulfilling other vital requirements under the LA Act.

OHR strongly recommends that the agency take immediate steps to close long standing Language Access Compliance gaps by: (1) developing its internal LA policy, (2) training its staff on LA compliance requirements, (3) certifying its funded entities for compliance with the LA Act of 2004, (4) identifying and translating vital documents, (5) improving its website to provide equitable access to vital information for the other Limited English Proficient/Non-English Proficient (LEP/NEP) communities beyond Spanish speakers, (6) registering with Language Line Solutions for on-demand access to telephonic interpretation services, and (7) improving on data collection and reporting.

DC Board of Elections (DCBOE)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
★	★	★	★	

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: 48

Top Languages Encountered: Spanish, Amharic, Vietnamese, and French

DCBOE fulfilled reporting requirements in FY21 by submitting a Language Access (LA) compliance implementation report and maintaining a telephonic interpretation account to meet the accessibility requirement under the LA Act. The agency translated three documents in to the top six languages encountered in the District of Columbia. OHR commends the Board of Elections for continuing to provide virtual language services due to the ongoing public health emergency through providing tablets in place of in-person interpreters. Although agencies designated as non-major public contact are not required to conduct outreach to engage the LEP/NEP community, the agency held four outreach events engaging the Spanish-speaking community with 77 participants. OHR recognizes DCBOE for allocating resources to update language services to the District’s linguistically diverse population.

In FY22, OHR recommends that DCBOE fulfills Language Access compliance gaps by: (1) establishing its internal LA Policy, (2) increasing the frequency of training for its staff on LA compliance requirements, (3) certifying its funded entities for compliance with the LA Act of 2004, and (4) improving its website to provide equitable access to vital information for the LEP/NEP population.

DC Commission on the Arts and Humanities (CAH)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
★			★	

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

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

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

OHR looks forward to supporting the agency in addressing Language Access implementation and longstanding gaps in compliance.

District of Columbia Corrections Information Council (CIC)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
★	★	★	★	

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

The CIC fulfilled reporting requirements in FY21 by submitting a Language Access (LA) compliance implementation report, attending the annual LA meeting and maintaining a telephonic interpretation account to meet the accessibility requirement under the LA Act.

For FY21, OHR strongly recommends that the CIC: (1) collect and report comprehensive data, (2) provide Language Access training to public-facing staff, (3) update its internal Language Access Policy, and (4) develop a language-accessible website to provide equitable access to vital information for the LEP/NEP population.

Department of Insurance, Securities, and Banking (DISB)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
★	★		★	

FY21 Limited English and Non-English Proficient Encounters: No Data Reported

Top Languages Encountered: No Data Reported

In FY21, DISB reported minimal Language Access (LA) compliance implementation data. However, the agency took a major step toward Language Access compliance by instituting an internal Language Access Policy.

Although performing outreach is not a compliance requisite that applies to non-major public contact agencies, DISB was proactive in engaging community-based organizations that serve LEP/NEP populations through 24 events in FY21.

OHR strongly recommends that the agency take immediate steps to close Language Access compliance gaps by: (1) training its staff on LA compliance requirements, (2) certify its funded entities for compliance with the LA Act of 2004, (3) identifying and translating vital documents, and (4) creating Language Support Pages for its website to provide equitable access to vital information for the LEP/NEP population.

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

DC Health Benefit Exchange Authority (HBX)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
★	★	★	★	★

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: 6,564

Top Languages Encountered: Spanish, Amharic, Chinese-Mandarin, French, Vietnamese, Korean, Chinese-Cantonese, Portuguese, Arabic, Japanese

OHR commends HBX for its continued commitment to implementing Language Access compliance requirements in FY21. HBX reports having incorporated Language Access into its broader equity program. For example, the HBX Social Justice and Health Disparities Working Group Final Report includes recommendations regarding improving data collection around primary language spoken, which HBX will implement with carrier partners.

In addition to the taglines, notices and forms are translated into various languages as follows: 18 forms into Spanish, 15 forms into Vietnamese and Korean, and 12 Forms into Amharic, French, and Chinese.

HBX has taken steps to ensure employee compliance by providing District and Federal Language Access training. The agency also employs eight bilingual staff members in public contact positions who have been certified to facilitate multilingual communications.

OHR looks forward to HBX expanding accessibility of its website by providing more translations. Additionally, OHR recommends that HBX adopt a comprehensive Language Access Policy in FY22.

District of Columbia Housing Finance Agency (DCHFA)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

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

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

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

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

DC Office of Police Complaints (DCOPC)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
★	★	★	★	★

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: 9

Top Languages Encountered: Spanish

DCOPC fulfilled reporting requirements in FY21, by submitting a Language Access (LA) compliance implementation report, attending the annual LA meeting, and maintaining its telephonic interpretation account to meet part of the accessibility requirement under the LA Act.

The agency reported that it participated in three outreach events with 95 total participants in FY21. Two of these events encompassed partnerships with the Washington English Center and one informational session on community issues at the Briya Public Charter School Health Fair.

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

District of Columbia Retirement Board (DCRB)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

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

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

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

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

DC State Board of Education (SBOE)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
★	★		★	★

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: 37

Top Languages Encountered: Spanish and Amharic

In FY21, the SBOE, which includes the Office of the Ombudsman for Public Education (OMB) and the Office of the Student Advocate (OSA) made various efforts to translate documents and provide interpretation services at its events. OHR acknowledges the agency’s translation efforts, however it needs to follow Language Access (LA) reporting guidelines requiring specific names of translated documents as well as target languages. Additionally, the agency reports certifying one bilingual staff member to supplement regular usage of telephonic interpretation via Language Line Solutions.

Although the SBOE reports outreach activities in FY21, it is unclear which LEP/NEP communities were targeted. Although the agency has multilingual access on its website, OHR recommends that it perform a quality control of the translations as well as an audit of the translated information to make sure the linked documents and infographics are translated and made available.

Because of the nature of this agency’s interaction with the public, OHR suggests that the SBOE strengthen its outreach plan to target LEP/NEP communities.

OHR recommends that the agency take the following steps to close Language Access compliance gaps by: (1) developing its internal LA policy, (2) training its staff on LA compliance requirements, (3) certifying its funded entities for compliance with the LA Act of 2004, (4) reporting the translation of vital documents according to reporting guidelines, (5) improving its website to provide equitable access to vital information for the LEP/NEP population by establishing Language Support Pages.

Department of For-Hire Vehicles (DFHV)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
★			★	

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

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

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

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

District of Columbia Water and Sewer Authority (DC Water)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
★				

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

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

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

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

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

Mayor's Office of Community Affairs (MOCA)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
★	★		★	

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

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

The agency website has a Google Translate feature that is applicable to all its pages; however, it does not extend to external websites or linked forms and applications. Furthermore, the Spanish feature label is presented prominently, but labels for other languages do not exist. Because of the nature of this agency's work in community engagement, it is important to expand multilingual access on its website.

In FY22, OHR recommends that the agency establish LA protocols to meet compliance requirements in the following areas: (1) identifying a new Language Access Point of Contact, (2) developing its internal LA policy, (3) training its staff on LA compliance requirements, (4) certifying its funded entities for compliance with the LA Act of 2004, (5) identifying and translating vital documents, (6) improving multilingual access to its website by including a label for Google Translate in other languages beyond Spanish, and (7) allocating funds for Language Accessibility services for each of its 13 individual offices.

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

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

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
★	★		★	

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

The MOCRS is in non-compliance for failing to implement the preparedness, accessibility, and quality requirements of the Language Access (LA) Act. OHR urges the MOCRS to finalize the corrective action plans to address the non-compliance finding from FY20.

In FY22, OHR strongly recommends that the agency establish LA protocols to meet compliance requirements in the following areas: (1) develop its internal LA policy, (2) certify its funded entities for compliance with the LA Act of 2004, (3) identify and translate vital documents, (4) improve its website to provide equitable access to vital information for the LEP/NEP population, (5) allocate funds for Language Accessibility services, and (6) finalize the corrective actions that resulted from non-compliance in FY20.

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

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

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
★	★	★	★	★

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: No Data Reported
Top Languages Encountered: Spanish

In FY21, OAG reported minimal Language Access (LA) compliance implementation data. Although the agency has not reported language encounter data, the LA Program notes that the agency houses the Child Support Services Division (CSSD)—an entity with major public contact-- and may be utilizing the same telephonic interpretation service account. It is uncertain which calls (encounters) belong to the OAG central office, and which are attributed to CSSD. The separation of telephonic interpretation is vital as encounters help to determine language service needs.

The agency has translated three documents into Spanish including: “Workers’ Rights and Reporting Wage Theft Violations,” and “All Agency Public Communication Documents.”

Although the LA Act does not require non-major public contact agencies to perform outreach, it is noted that the agency used the translated “Workers’ Rights and Reporting Wage Theft Violations” document in a social media post. The agency has reported zero trainings in FY21.

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

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

OHR looks forward to OAG’s plan to create a Language Access Policy (separate from CSSD’s) and train its staff.

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

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
★	★		★	

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: No Data Reported
Top Languages Encountered: No Data Reported

In FY21, OCTFME reported minimal Language Access implementation data. The agency held two Language Access compliance trainings for its staff. It is noted that the agency broadcasted the Community Leaders Tele-Townhall covering the re-opening of DC public schools and provided language access to the Spanish-speaking community.

OHR strongly recommends that the agency take steps to close compliance gaps by: (1) collecting and reporting comprehensive data, (2) developing its internal Language Access Policy, (3) identifying and translating vital documents, and (4) improving its website to provide equitable access to vital information for the LEP/NEP population.

OHR looks forward to supporting the agency in addressing Language Access implementation and compliance gaps.

Office of the Chief Medical Examiner (OCME)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
★	★		★	

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: No Data Reported
Top Languages Encountered: No Data Reported

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

Because of the nature of this agency’s services provided to the public, OHR urges OCME to translate forms such as “Application for Cremation: Anatomical Donation or Burial at Sea Approval” and factsheets such as “Managing Grief Over the Death of a Loved One During COVID-19.” These documents contain information that is vital to the public.

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

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

Office of the Chief Technology Officer (OCTO)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
★	★	★	★	

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

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

As part of its mission to provide and manage DC Government technology to government, residents, businesses, and visitors, it is critical that multilingual accessibility is made available to the LEP/NEP community.

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

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

Office of Disability Rights (ODR)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
★	★		★	

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

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

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

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

Office of Employee Appeals (OEA)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
	★		★	★

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

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

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

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

Office of the Inspector General (OIG)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
			★	

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

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

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

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

Office of the Chief Financial Officer (OCFO)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
★			★	

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

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

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

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

Office of Victim Services and Justice Grants (OVSJG)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
★	★	★	★	

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: 8,317

Top Languages Encountered: Spanish, Amharic, Nepali, French, Vietnamese, Arabic, Urdu, Chinese-Mandarin, Chinese-Cantonese, Albanian, Tagalog, Hindi, and Portuguese

In FY21, OVSJG fulfilled reporting requirements by submitting a Language Access (LA) compliance implementation report, attending the annual LA meeting, maintaining a telephonic interpretation account through Language Line Solutions, and training its staff and its network of grantees. The agency held one LA compliance training with 20 participating grantees. OHR commends OVSJG for providing LA compliance training tools on its website. It is noted that OVSJG translated a tagline into the top six languages encountered in the District, however the agency does not report translating any vital documents in FY21.

It is noted that OVSJG established a Language Access landing page for its website in FY21, however multilingual access should be expanded upon with the creation of Language Support Pages (LSPs).

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

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

Public Service Commission (PSC)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
★		★	★	

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: 10

Top Languages Encountered: Spanish

In FY21, PSC reported minimal Language Access (LA) compliance implementation data. The agency did not report any LA training or translation of documents.

It is noted that the PSC website contains vital information on services and resources offered to District residents. Therefore, it is important to make this information available to the LEP/NEP community via Language Support Pages (LSPs).

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

Real Property Tax Appeals Commission (RPTAC)

Baseline Compliance Areas				
Language Access POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility
★	★	★	★	

FY21 Limited English Proficient/Non-English Proficient (LEP/NEP) Encounters: No Data Reported

Top Languages Encountered: No Data Reported

In FY21, RPTAC reported minimal Language Access compliance implementation data. The agency did not report having held any Language Access (LA) trainings or translation of documents.

It is critical that the agency makes information on its services and programs available to the LEP/NEP population. Documents such as the “Real Property Homestead Appeal Forms” and “Property Assessment Forms” are vital information that should be made available to LEP/NEP populations via Language Support Pages (LSPs).

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

LOOKING AHEAD

Fiscal Year 2021 was a challenging year for the entire globe and that was no exception for DC government agencies. The pandemic tested agencies' existing two-year Language Access implementation plans to serve their Limited-English Proficient and Non-English Proficient (LEP/NEP) constituents in a linguistically and culturally appropriate manner. As we continue adjusting to the new normal, it is evident that we, as a community, can only endure and thrive through hardships if we stick together. One of the many lessons that the pandemic has taught us is that we must commit to breaking language barriers. We saw how key providing equal access to public health information was in fighting the spread of the coronavirus.

By working in collaboration with external and internal Language Access stakeholders, OHR will strive toward the provision of fair Language Access practices and equal access for the linguistically and diverse communities. We commit to strengthen and to improve the implementation of government agencies and funded entities' Language Access plans as well as raise awareness of Language Access as a civil rights tool that provides equal access in the District of Columbia.





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