The District of Columbia Government
Office of Human Rights

Fiscal Year 2024 Language Access Program Annual Compliance Review

LANGUAGE ACCESS PROGRAM
District of Columbia Office of Human Rights

Office of Human Rights
District of Columbia

GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

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Letter from the OHR Director

Dear Community Members,

This year, we proudly celebrate the 20th anniversary of the DC Language Access Act of 2004 (the Act) – legislation that has transformed how our city serves its Limited English Proficient (LEP) and Non-English Proficient (NEP) communities. Twenty years ago, the District of Columbia affirmed its commitment to the values of inclusion and support for its vibrant immigrant communities by unanimously passing the Act. This landmark legislation was established to ensure that all LEP/NEP residents, workers, and visitors in the District of Columbia have equal access to government services.

To honor this milestone, on April 23, 2024, the DC Office of Human Rights (OHR), in collaboration with language stakeholders, embraced the anniversary theme: *Reflecting on the Past, Embracing the Present, and Planning the Future of the DC Language Access Act*. This theme guided our efforts throughout Fiscal Year (FY) 2024 as we celebrated achievements, evaluated progress, and engaged communities around the future of language access in the District. OHR is proud to serve as the hub for the Language Access Program, which continues to play a crucial role in addressing language barriers and empowering multilingual communities. As part of Language Access Awareness Month, OHR also recognized the tireless efforts of government agencies, Language Access Coordinators, and Community Advocates with an awards ceremony honoring those who have consistently fulfilled the requirements of the Act. Additionally, OHR launched a multilingual "Know Your Rights" outreach campaign, published on social media and in local newspapers, to ensure residents, workers, and visitors are aware of the language services available.

There is no doubt that over the past two decades, the Act has played a transformative role in strengthening language accessibility across government agencies. To better serve LEP/NEP communities, the Language Access Program led a Districtwide initiative to launch multilingual phone trees, an automated phone system that offers callers a menu of language options at the start of their call. As a result, approximately 15 agencies have implemented multilingual phone trees; among them, DC Public Schools now offers language options in six languages across all 117 schools, helping families effectively navigate the school system.

This report includes compliance achievements and reporting for 39 covered entities with major public contact and 27 non-major public contact entities. The scorecards in this report provide detailed information on the agencies' language access compliance, performance levels of preparedness, accessibility, and quality in serving clients. Also highlighted is data reported by agencies in FY2024, such as **237,565** encounters with LEP/NEP customers across agencies; **483** language access compliance training sessions delivered directly to **14,592** District government

employees, including contractors and grantees; **200,978** calls made by frontline employees to reach a telephonic interpreter to communicate with customers speaking 77 different languages; and the translation of **2,141** vital documents by agencies with major public contact.

The Office of Human Rights and the Language Access Program would like to emphasize our ongoing commitment to adopting and promoting comprehensive language access best practices and policies that foster inclusion, support immigrant communities, and contribute to our city's social and economic growth. The success of language access relies on all of us – government agencies, advocates, stakeholders, and communities – working together.

Yours in service,

Elizabeth Fox-Solomon, Interim Director of OHR
Rosa Carrillo, Language Access Program Director
Priscilla Mendizábal, Language Access Program Compliance Specialist
Laura Gonzalez, Language Access Program Support Specialist

What is the DC Language Access Act of 2004?

D.C. Official Code § 2-1931 *et seq*., the District of Columbia Language Access Act of 2004 ("Language Access Act" or "Act"), requires that all "covered entities" - District of Columbia government agencies and their contractors and grantees - provide Limited English Proficient (LEP) and Non-English Proficient (NEP) individuals with access to oral and written language services. The Act outlines requirements for all covered entities, as well as the additional obligations of covered entities that have major public contact.

OHR's Language Access Program (LAP) is responsible for monitoring and evaluating all covered entities on an annual basis. The FY 2024 Annual Compliance Review provides individual scorecards for 39 covered entities[1] 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 27 non-major public contact entities were also assessed for compliance with the Act. Although the assessment for these agencies is less extensive, the LAP continues to work on gradually expanding their language inclusivity.

Covered Entities with Major Public Contact must[2];:

- Designate a Language Access Coordinator
- Collect data on the agency's interactions with LEP/NEP customers;
- Provide interpretation services;
- Provide written translation of vital documents;[3]
- Train staff on language access compliance;
- Implement an internal Language Access Policy;
- Develop a Biennial Language Access Plan, and report implementation progress to OHR on a quarterly basis[4]; and
- Conduct outreach to LEP/NEP communities.

Covered Entities without Major Public Contact must[5]:

- Designate a Language Access Point of Contact;
- Collect data on the agency's interactions with LEP/NEP customers;
- Provide interpretation services;

[1] To avoid bias, OHR does not score itself.
[2] Requirements for Covered Entities with Major Public Contact in accordance with 4 DCMR § 1206.
[3] Covered entities are required to translate vital documents into non-English languages spoken by 3% of the agency's population or 500 individuals, whichever is less.
[4] The LAP receives quarterly reports from covered agencies with Major Public Contact.
[5] Requirements for Covered Entities with Major Public Contact in in accordance with 4 DCMR § 1213.1.

- Provide written translation of vital documents[6];
- Implement an internal Language Access Policy;
- Train staff on language access compliance; and
- Submit a yearly implementation report to OHR.

Agencies with Major Public Contact[7]

- Alcoholic Beverage and Cannabis Administration[8]
- Child and Family Services Agency
- Child Support Services Division – Office of the Attorney General
- Department of Aging and Community Living
- Department of Behavioral Health
- District of Columbia Housing Authority
- District of Columbia Health
- Department of Human Resources
- District of Columbia Public Library
- District of Columbia Public Schools
- District of Columbia Office of Zoning
- Department of Disability Services
- Department of Transportation
- Department of Buildings
- Department of Corrections
- Department of Energy and Environment
- Department of Employment Services
- Department of General Services
- Department of Housing and Community Development
- Department of Health Care Finance
- Department of Human Services
- Department of Licensing and Consumer Protection
- Department of Motor Vehicles
- Department of Parks and Recreation
- Department of Public Works
- Department of Small and Local Business Development

[6] 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.
[7] Designation of covered entity with Major Public Contact pursuant DC ST § 2-1935(b)(6) and 1931(3)(C)
[8] Formerly Alcoholic Beverage Regulation Administration, the agency has been renamed the Alcoholic Beverage and Cannabis Administration as of April 2023

- Department of Youth Rehabilitation Services
- Fire and Emergency Medical Services Department
- Homeland Security and Emergency Management Agency
- Metropolitan Police Department
- Office of Administrative Hearings
- Office of Contracting and Procurement
- Office of Human Rights
- Office of Lottery and Gaming
- Office of Planning
- Office of the People's Counsel
- Office of the State Superintendent of Education
- Office of the Tenant Advocate
- Office of Tax and Revenue
- Office of Unified Communications

Covered Entities (Non-Major Public Contact)

- Corrections Information Council
- Commission on the Arts and Humanities
- District of Columbia Board of Elections
- Department of Insurance, Securities and Banking
- Department of Forensic Sciences
- Department of For-Hire Vehicles
- Health Benefit Exchange Authority
- Housing Finance Agency
- Office of Police Complaints
- District of Columbia Retirement Board
- State Board of Education
- District of Columbia Water and Sewer Authority
- Mayor's Office on Community Affairs
- Mayor's Office on Community Relations and Services
- Office of Attorney General for the District of Columbia
- Office of Cable Television, Film, Music, and Entertainment
- Office of the Chief Financial Officer
- Office of the Chief Medical Examiner
- Office of the Chief Technology Officer
- Office of Disability Rights

- Office of Employee Appeals
- Office of Inspector General
- Office on Racial Equity
- Office of Victim Services and Justice Grants
- Public Services Commission
- Real Property Tax Appeals Commission
- University of the District of Columbia

About the Language Access Program

OUR MISSION

The mission of the Language Access Program (LAP) is to eliminate linguistic barriers and raise awareness that all District agencies have the necessary tools, capacity, and technical knowledge to serve linguistically diverse customers. The Language Access Program is responsible for monitoring citywide compliance with the DC Language Access Act of 2004 and for providing central coordination and technical assistance to covered entities. The work of LAP is organized into four core areas:

1. Enforcement	Individuals or organizations 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 Director works with covered entities found to be non-compliant with the Act to implement corrective actions.
2. 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.
3. Compliance Monitoring	The LAP ensures that all 39 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 responsible for conducting an annual compliance assessment of all 66 covered entities.
4. Community Engagement	In collaboration with community-based organizations that serve immigrant communities, the LAP works to raise awareness among Limited English Proficient/Non-English Proficient (LEP/NEP) residents, workers, and visitors of their language access rights through targeted community outreach. LAP staff regularly deliver "Know Your Rights" trainings and work closely with the DC Language Access Coalition, as well as the Mayor's Community Affairs Offices, to disseminate information about the program. Staff also directly respond to inquiries from members of the public on matters related to the Language Access Act.

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

Foreign-Born Population

	2022	*2023*
Foreign-Born Population *Age 5 and Older	15.8% (99,149)	14.9% (95,435)

2023 Household Language[9]:

2023 DC Total Population (5 Years and Older): 640,460

2023 DC Household Language – Speak Spanish: **8.9% (56,833)**[10]

2023 DC Household Language – Speak a language other than English: **14.9% (123,958)**

English Proficiency by Household	**Foreign Born by Household**	**U.S.-Born by Household**
English Proficient (Age 5 and older)	95,305	545,155
Speak only English	22,873 (24%)	493,366 (90.5%)
Speak English "very well"	44,889 (47.1%)	47,974 (8.8%)
Speak English less than "very well" (LEP)	27,544 (28.9%)	3,817 (0.7%)

[9] Data is derived from Data Census https://data.census.gov/table/ACSST1Y2023.S1601?q=district+of+columbia+profile+data+2023&t=Language+Spoken+at+Home

[10] Data based on DC population 5 years and older

2023 Household Language[11]:

Languages Spoken at Home (detailed by English proficiency)	Total Number	Speak English "very well"	Speak English less than "very well" (LEP/NEP)
Total Household Population (Age 5 and Older)	640,460	37,527 (66.0%)	19,306 (34.0%)
Amharic, Somali, or Other Afro-Asiatic Languages	7,744	5,397 (69.7%)	2,347 (30.3%)
Arabic	1,798	1,798 (100%)	N/A
Armenian	175	175 (100.0%)	N/A
Bengali	178	178 (100.0%)	N/A
Chinese (including Mandarin, Cantonese)	5,300	3,764 (71.0%)	1,536 (29.0%)
French (including Cajun)	11,081	9,381 (84.7%)	1,700 (15.3%)
German	3,052	2,900 (95.0%)	152 (5.0%)
Gujarati	672	672 (100%)	N/A
Haitian	1,743	1,720 (98.7%)	23 (1.3%)
Hebrew	591	545 (92.2%)	46 (7.8%)
Hindi	2,042	1,763 (86.3%)	279 (13.7%)
Hmong	N/A	N/A	N/A
Ilocano, Samoan, Hawaiian, or Other Austronesian Languages	912	409 (44.8%)	503 (55.2%)
Italian	2,038	1,825 (89.5%)	213(10.5%)
Japanese	304	233 (76.6%)	71 (23.4%)
Khmer	N/A	N/A	N/A

[11] Data is derived from State Demographics Data | migrationpolicy.org

Korean	2,800	1,953 (69.8%)	847 (30.3%)
Malayalam, Kannada, or Other Dravidian Languages	141	141 (100%)	N/A
Native Languages of North America	N/A	N/A	N/A
Nepali, Marathi, or Other Indic Languages	525	449 (85.5%)	76 (14.5%)
Other and Unspecified Languages	1,707	946 (55.4%)	761 (44.6%)
Other Indo-European Languages	1,502	1,392 (92.7%)	110 (7.3%)
Other Languages of Asia	1,936	1,277 (66.0%)	659 (34.0%)
Other Slavic Languages	1,456	1,120 (76.9%)	336 (23.1%)
Persian (including Farsi, Dari)	2,002	1,351 (67.5%)	651 (32.5%)
Polish	385	385 (100.0%)	N/A
Portuguese	3,190	2,894 (90.7%)	296 (9.3%)
Punjabi	67	67 (100.0%)	N/A
Russian	2,189	2,189 (100.0%)	N/A
Spanish	56,833	37,527 (66.0%)	19,306 (34.0%)
Swahili or Other Languages of Central, Eastern, and Southern Africa	1,181	1,076 (91.1%)	105 (8.9%)
Tagalog (including Filipino)	1,726	1,281 (80.0%)	345 (20.0%)
Tamil	236	190 (80.5%)	46 (19.5%)
Telugu	157	157 (100%)	N/A
Thai, Lao, or Other Tai-Kadai Languages	494	422 (85.4%)	72 (14.6%)

Urdu	1,381	1,356 (98.2%)	25 (1.8%)
Vietnamese	974	391 (40.1%)	583 (59.9%)
Yiddish, Pennsylvania Dutch or other West Germanic Languages	927	927 (100%)	N/A
Yoruba, Twi, Igbo, or Other Languages of Western Africa	4,519	4,274 (94.6%)	245 (5.4%)

Citywide Language Access Implementation by the Numbers

Summary of findings based on implementation reports from 40 covered entities with major public contact and 27 covered entities assessed in FY 2024.

Preparedness:

- **237,565** encounters with LEP/NEP customers were reported in FY 2024 across all District government agencies.
- **42 out of 67** covered entities fulfilled reporting requirements and submitted comprehensive data on encounters with LEP/NEP customers.

Accessibility:

- **200,978 calls** were made by frontline employees in FY 2024 to reach a telephonic interpreter and communicate with customers speaking **77 different languages**.
- **2,141 translated vital documents** were made available by covered entities with major public contact. Vital documents were translated into Spanish (**875**), Amharic (**357**), Chinese (Simplified and Traditional) (**248**), Vietnamese (**247**), French (**244**)**,** Korean (**115**), English (**28**),Arabic (**6**), Indonesian (**1**), Russian (**2**), German (**1**), Polish (**1**), Pashto (**1**), Tagalog (**1**), Tigrinya (**5**), Turkish (**4**), Wolof (**1**),Dari (**1**), Bulgarian (**1**), and Farsi (**232 out of 65 agencies**) reported conducting outreach activities specifically designed to engage LEP/NEP communities.

Based on Language Line[12] usage, the top 10 languages served were:

Spanish	178,235
Amharic	11,351
French	3,426
Chinese (Mandarin or Cantonese)	3,086
Vietnamese	1,221
Arabic	681

[12] Telephonic interpretation services provided by Language Line Solutions.

Tigrinya	453
Russian	315
Portuguese	277
Korean	201

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

Spanish	240,616
Amharic	13,794
French	4,251
Chinese (Mandarin or Cantonese)	4,058
Vietnamese	1,655
Arabic	654
Russian	488
Korean	388
Farsi	368
Portuguese	339

Quality:

- **13** Language Access inquiries were made alleging violations of the Language Access Act.
- **2** Language Access complaints were docketed under the Language Access Act.
- **9** inquiries were resolved during the pre-investigation resolution process.
- **2** inquiries were administratively dismissed based on lack of jurisdiction or failure to state a claim.

OHR Language Access Program Highlights

In FY 2024, the LAP implemented key initiatives to enhance language accessibility for LEP/NEP communities. The program offered a comprehensive array of training sessions, individual consultations, and technical assistance to Language Access Coordinators and Language Access Points of Contact, ensuring that agencies could effectively serve the District's LEP/NEP populations. The Language Access Program recommended to covered entities that have an automated phone system to create a Multilingual Phone Tree. The Multilingual Phone Tree was established as a language access metric to improve telephonic accessibility. Machine translation software was integrated into agencies' websites to facilitate online communication for LEP/NEP clients. Additionally, an Articulate[13] training module was launched for covered entities with major public contact to boost the number of employees trained in language access. Further, the program organized 10 virtual and in-person outreach events, including a community forum held at the 20th Anniversary of the Language Access Act of 2004 event with over 200 participants, promoting greater community engagement and ensuring equitable access.

Training & Technical Assistance

Delivered **483** language access compliance trainings directly to **14,592** District employees, grantees, and contractors.	Hosted **14** technical assistance sessions for LACs, covering best practices for enhancing data collection and reporting, developing Biennial Language Access Plans (BLAPs), and ensuring compliance among grantees and contractors.
Conducted **1** language access compliance session for LAPOCs to provide guidance on implementation activities and annual reporting requirements.	Held **16** meetings with the Mayor's Offices on Latino, Asian & Pacific Islander, and African Affairs to coordinate technical assistance efforts.

[13] Articulate is a platform that allows users to create online courses.

20th Anniversary of The DC Language Access Act of 2004

OHR held a community forum to reflect on the past, present, and future of 20 years since the passage of the Language Access Act of 2004 and to set goals for FY 2025. The event featured a panel discussion with LA stakeholders to examine the achievements of the last two decades under the LA Program, evaluate the progress made, and establish a shared vision that aligns with the event theme of reflecting on the past, present, and planning for the future of language access. Additionally, the event highlighted significant accomplishments from District government covered entities, grantees, and advocates. It is crucial to emphasize the positive impact of the Language Access Act of 2004 on DC's immigrant communities and the program's effectiveness, which was showcased through an awards ceremony. The event brought together over 200 participants, including an important message from DC Mayor Bowser proclaiming April as Language Access Awareness Month.

Figure 1: OHR Team with Mayor Muriel Bowser for the April 2024 Language Access Awareness Month

Multilingual Phone Tree Implementation

The multilingual phone tree, which supports the six most commonly encountered languages in the District of Columbia - Amharic, French, Spanish, Chinese, Korean, and Vietnamese - is required for District agencies with major public contact that use an automated message and menu during business hours. In FY 2024, 15 DC government agencies implemented a multilingual phone tree in all six languages. This initiative also included 117 DC public schools, which now have multilingual phone systems available in the same six languages. The purpose of the LA Program's compliance efforts was to track and monitor the quality control of these multilingual phone trees, thereby improving service to LEP/NEP clients seeking assistance from District government agencies.

Machine Translation Software Guide and Website Monitoring

In April 2024, the LAP released an updated version of the Machine Translation Software Guide, which included a quality assurance disclaimer for District agencies using Google Translate as their translation engine for the top six languages on their websites. The LAP monitored the multilingual websites of DC government agencies and found that eight agencies have a hybrid

module, which includes Language Support Pages and an embedded machine translation engine on their websites. Out of 39 District government agencies, 27 have Language Support Pages. Additionally, 13 agencies utilize Google Translate, a machine translation software engine. The DC Public Library (DCPL) is the only agency that employs WeGlot to translate its entire website. The goal of the agencies' language accessibility project is to provide linguistic support to LEP/NEP District residents, workers, and visitors by enabling access to critical information through their websites.

Articulate Online Module Training for Language Access

Historically, only 15-34% of District employees have received language access training. In FY 2024, the LAP addressed the challenge of providing language access training for the District's workforce of 37,000 full-time employees by introducing the Articulate training module to District government agencies. This would give agencies the opportunity to create online training for their employees. The purpose of the training module was to expand the number of DC government employees trained in language access. The LAP implemented a new online training module using Articulate software, allowing training opportunities across 66 covered entities. However, challenges in launching the module at agencies have arisen due to a lack of technical support for learning management systems. The goal for FY 2025 is to strengthen the technical support capacity of the LAP to ensure equal access to DC government services for LEP/NEP communities. This approach will enable any DC government agency to tailor resources to their specific needs, aiming for a customized training module slide deck for each agency.

Community Outreach (Partnerships/Engagement)

OHR partnered with community-based and government partners to engage diverse LEP/NEP communities and promote their awareness and exercise of the right to language access services. In FY 2024, the LA Program conducted both virtual and in-person outreach activities to strengthen community engagement. OHR's Language Access Program participated in 11 events, with over 730 people attending the following:

1) Honoring International Human Rights Day at Carlos Rosario International Public Charter School

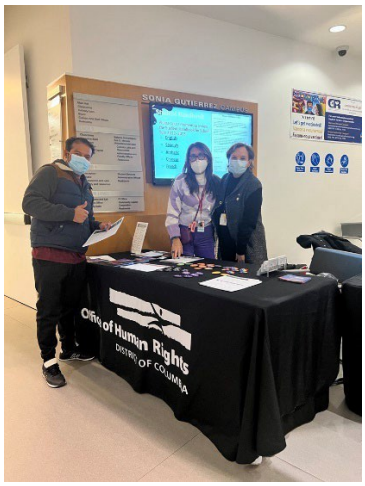


Figure 2: The LAP celebrating language rights at Carlos Rosario International Public Charter School for International Human Rights Day on December 11, 2023.

2) Working with Community Partners to Educate our Communities about their Rights

Figure 3: “Know Your Rights” training in partnership with Advocates for Justice and Education on December 14, 2023.

3) Empowering Voices Through Collaboration with Briya Public Charter School

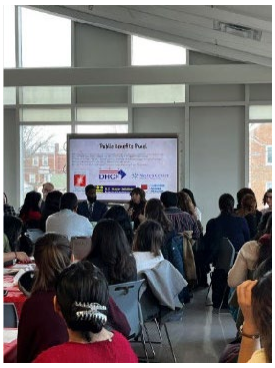
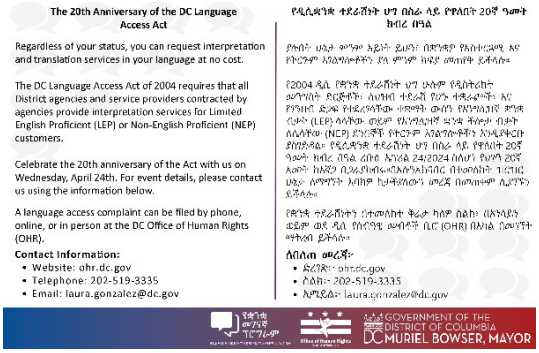


Figure 4: The LAP was a panelist at the Collaboration with Families event hosted by Briya Public Charter School on February 14, 2024, to strengthen communities and support students and parents.

4) The Greater Washington Hispanic Chamber of Commerce Business Expo 2024: Connecting Commerce and Community

Figure 5: The LAP shared resources with over 40 DC area businesses to strengthen government and community partnerships at the Greater Washington Hispanic Chamber of Commerce Business Expo held on March 28, 2024, at the Walter E. Washington Convention Center.

5) Multimedia Newspaper Campaign for Language Access Awareness Month in April 2024



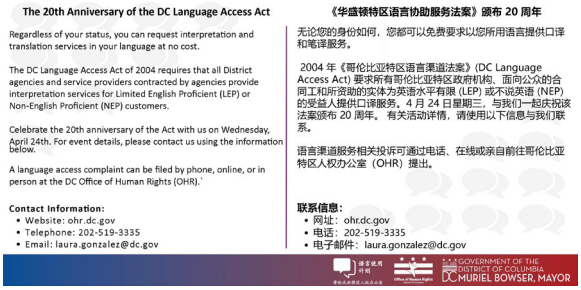


Figure 6,7: The LAP published a public service announcement in local newspapers, including Atred Advertisements, LLC in Amharic; The Washington Chinese Daily news in Chinese, The Korea Daily in Korean; The Washington Hispanic in Spanish; and Hoa Thinh Don Viet Bao Inc. in Vietnamese.

6) Celebrating the 20th Anniversary of the Language Access Act of 2004

Figures 8, 9, 10: On April 24, 2024, OHR hosted the 20th Language Access Act Anniversary at the Marion S. Barry Building for DC language access stakeholders, government agencies, and

community members, with the theme "Reflecting on the Past, Embracing the Present, and Planning the Future."

7) Mandatory Bimonthly Language Access Coordinator Meeting

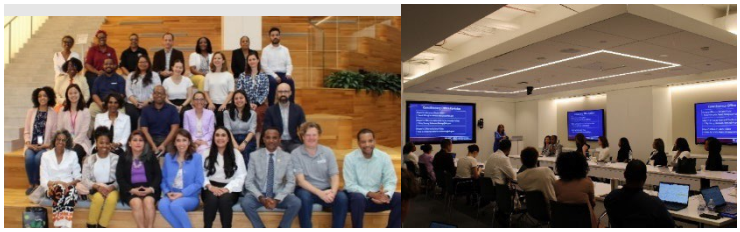


Figure 11, 12: Language Access Coordinators (LACs) meet every other month, while the Language Access Points of Contact (LAPOCs) meet annually. The purpose of these meetings is to provide LACs and LAPOCs with LA compliance updates, review enforcement notices and provisions, and technical support on the implementation of LA best practices.

8) LAP hosting the mandatory Annual Virtual Language Access Point of Contact Meeting

Figure 13: The LAP hosted the mandatory annual virtual Language Access Point of Contact meeting on July 31, 2024, to share language updates, address challenges, and strengthen commitment from Covered Entities with Non-Major Public Contact.

9) Celebrating the District's Diverse Community and its Cultural Heritage

Figure 14: The LAP shared its Language Access resources at the Chinatown Park Festival on June 22, 2024.

10) LAP showcasing Spanish “Know Your Rights” training session to Briya Public Charter School

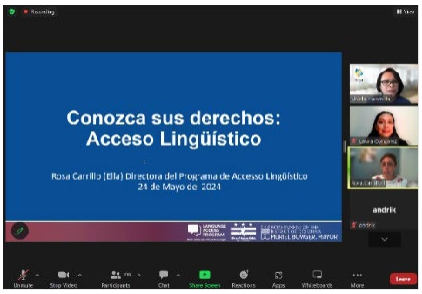


Figure 15: LAP hosted a Spanish *Know Your Rights* Presentation held virtually in partnership with Briya Public Charter School on May 24, 2024.

11) Language Reimbursement Training for Advisory Neighborhood Commissions (ANC)

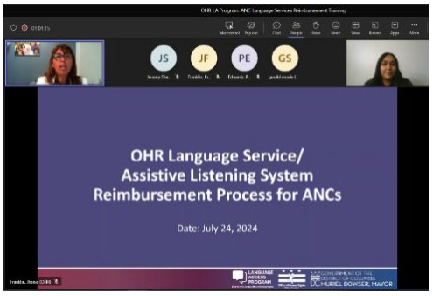


Figure 16: The LAP hosted the OHR Language Service/Assistive Listening System Reimbursement Process Training for ANCs on July 24, 2024. LAP also attended ANC 4A Online Public Meeting on September 4, 2024, and ANC 2C Online Public Meeting on September 10, 2024.

12) Carlos Rosario International Public Charter School Latino Disability Conference

Figure 17: The LAP shared its Language Access resources at Carlos Rosario International Public Charter School’s Latino Disability Conference on September 21, 2024.

LA Program in the Community

- OHR/LA Program engaged **3,479** community members in outreach events.
    - Among those reached include: **360** LEP/NEP community members who speak Spanish, Amharic, French, Chinese, Vietnamese, and Korean.
- OHR participated in **49** community events and meetings to share information on language access and distribute multilingual "Know Your Rights" and "*I Speak*" cards.
- **4,975** multilingual "*I Speak*" cards were distributed to LEP/NEP individuals.
- **46** training courses were offered to constituents, advocates, case managers and service providers covering language access protections that impact their clients and members.

Advisory Neighborhood Commission (ANC) Language Reimbursement Training

The Advisory Neighborhood Commissions Omnibus Act of 2016 requires the Mayor to reimburse translation and interpretation services costs incurred by an Advisory Neighborhood Commission (ANCs), as well as the purchase or rental of assistive listening systems, to ensure full participation for residents and Commissioners with limited or no English proficiency. D.C. Code §§ 1-309.12(C-i)-(C-ii). Language reimbursement is available for interpretation of meetings and proceedings, which includes both in-person and video remote interpretation; document translation, which covers agendas, minutes, outreach materials, and other relevant documents; and assistive listening systems designed for hearing-impaired participants. The LAP hosted the annual training and attended two public meetings for ANC 4A and ANC 2C to provide advisory neighborhood commissioners with an opportunity to learn more about the reimbursement process.

District Government Agency Highlights

District of Columbia Public Schools

The DCPS Language Access Unit provided interpretation services at 16 high school graduations and 29 pre-K, kindergarten, elementary, and middle school promotions during the 2023–2024 school year. Interpretation was available in Amharic, Chinese (Mandarin), and Spanish for these events. Providing interpretation at ceremonies enables parents, family members, and friends to fully understand the content presented, highlights their students' accomplishments, and includes them in celebrating important milestones in their students' lives. Parents, families, and friends experienced the ceremonies in their native language.

Figure 18: DCPS Garrison Elementary School Graduation in Spring 2024 - DCPS engaged interpreters to support students and families participating in the graduation ceremony.

The DCPS enrollment team introduced a new online platform in March 2024 that makes it easier for families to submit enrollment forms and supporting documents. Paper forms are still available, and families can get assistance at their schools to fill them out. The new platform has replaced the previous system, which used electronic PDF forms. The DCPS Language Access Unit helped ensure the quality of translations in Chinese (Mandarin), French, Spanish, and Vietnamese, and provided full translations in Amharic. Additionally, the Language Unit supported the enrollment team by translating various supporting documents and videos for families. For more details, visit https://enrolldcps.dc.gov/node/76. This initiative has improved accessibility for families completing enrollment forms, especially for parents of DCPS students who are LEP/NEP.

The DCPS Language Access Manager collaborated with the Aspen team to develop a new report that all DCPS staff with an Aspen account can use to assess the preferred language of correspondence by school. Aspen is a secure, web-based school information management system produced by Follett Corporation for school districts. The system manages all aspects of

student data – attendance, grades, and schedules. School registrars input the preferred language of correspondence for each student.

Figure 19: This data is utilized by DCPS staff to provide vital documents translated and other communication such as text messages, emails, and report cards in the student's home language. Additionally, this data informs decisions when booking interpretation service for individual students, for school communities and district-wide DCPS events.

Stakeholder Updates and Accomplishments

Section 1209 of the Language Access Act regulations designates the Mayor's Office on African Affairs (MOAA), the Mayor's Office on Asian and Pacific Islander Affairs (MOAPIA), and the Mayor's Office on Latino Affairs (MOLA) as consultative bodies to assist OHR and District agencies in implementing the Language Access Act. Part of this effort involves site visits conducted by these three offices; below is a summary of their findings and recommendations to improve LA compliance at covered entities. The Act's regulations also name the DC Language Access Coalition (LA Coalition) as an external non-governmental organization to consult on the Act's implementation (§ 1209).

These entities achieved the following outcomes in FY 2024 as part of their efforts to strengthen the District's compliance with the Language Access Act.

Mayor's Office on African Affairs (MOAA)

MOAA is dedicated to regularly reaching out to both African community-based organizations and DC government employees who work directly with residents who are LEP or NEP, as this initiative aligns with the language access provisions in the Language Access Act of 2004. MOAA collaborates with various stakeholders, including MOAA's grantees, Commissioners, vendors (translation and interpretation service providers), government agencies, faith-based organizations, and non-profit organizations, to ensure the quality provision of language access services in the District.

In FY 2024, MOAA provided translation and proofreading services for several DC government agencies, translating over 370 documents into Amharic and French in-house and proofreading more than 400 documents in those languages. Key titles translated included director's notes, employee compensation notices, press releases, flyers on community projects, *My School DC*, flood and emergency updates, and notices for events. MOAA also participated in the Spring Hiring and Resource Fair, organized by DCHR, which attracted attendees from African communities.

Figure 20: MOAA presents the DC Community Soccer Tournament on July 13, 2024

Figure 21: Team MOAA & MOAPIA at the Office of the Deputy Mayor for Planning and Economic Development, Annual Economic Development Forum, 2024

Figure 22: MOAA Open House Cultural Event, 2024

Cultural Competency Training

As a liaison for diverse African constituents, MOAA has actively provided training and awareness programs to DC government agencies, with a primary focus on cultural competency training. In FY 2024, MOAA conducted virtual training sessions for the DC Department of Licensing and Consumer Protection (DLCP) staff and in-person training sessions for the Metropolitan Police Department (MPD) staff. The training aimed to raise awareness of diverse African cultures and tailor services to meet the needs of individuals with LEP and NEP. The training objectives included:

- Promoting Inclusivity: Cultivating an inclusive environment that appreciates diverse cultural perspectives.
- Enhancing Communication: Improving communication skills for effective interactions with African communities.
- Increasing Awareness: Raising awareness of the unique challenges faced by African individuals and communities.

Figure 23: MOAA hosted cultural competency training for Metropolitan Police Department Staff

Figure 24, 25: Mandela's Day of Service event to promote community service and civic engagement in the African communities in the District.

Site Visits

In FY 2024, MOAA conducted in-person and website monitoring at six DC government agencies. The purpose of the monitoring was to assess the availability of language signages, posters, *I Speak* cards, and language access points of contact; review the quality and content of vital documents uploaded on the agencies' websites; and discuss how to tackle the various challenges these agencies face in relation to language access.

The Findings of MOAA's in-person Language Access Monitoring Visits:

- MOAA met with the LA points of contact from agencies during the site visits.
- Most agencies have designated LA points of contact who are dedicated to delivering language access services.
- Availability of Language Signages and *I Speak* cards: Many agencies present language signages, supply *I Speak* cards, and provide language line services, improving accessibility for NEP individuals.
- Commitment to Service: LA points of contact show their dedication to offering language access services, reflecting the significance of linguistic inclusivity.

Figure 26: MOAA providing language access support to the Office of Planning outreach, 2024

"I Speak" Cards

During FY 2024, MOAA distributed over **350** "*I Speak*" cards at various events to enhance language access for residents and community engagement programs to its constituents, particularly those with LEP. These cards facilitate communication between service providers and LEP individuals, allowing them to indicate their preferred language. Also, MOAA provided two events related to language access and cultural competency to constituents.

Mayor's Office on Latino Affairs (MOLA)

During FY 2024, nine documents, totaling 9,357 words, were translated from English to Spanish. The agencies involved include: DC Public Library for the Virtual Lunch and Learn Early Stages Series, Office of Lottery & Gaming for DC Lottery Retailer, DC Public Library for Lunch and Learn Early Stages Virtual Workshops Flyers and Draft Multilingual Phone Tree (MPT) closure language, Department of Buildings for the Elderly Residents Brochure, Department of Energy and Environment for the DC Citizen Science Water Quality Monitoring, DC Public Library for the Evaluaciones de Habilidades Digitales North Star and Passport Office Signage Language, and Office of the State Superintendent of Education for Supporting Oral Language Development in the Spanish Immersion Pre-K Classroom. The office provided quality assurance for 22 documents, totaling 11,218 words proofread in Spanish. In FY 2024, the Immigrant Justice Legal Services (IJLS) Grant by MOLA, in collaboration with grantees, conducted 213 "Know Your Rights" presentations that served 11,522 residents.

Figure 27: MOLA partnered with DC LGBTQ for the 2nd Annual Queerceañera, celebrating the Latinx LGBTQIA + community on June 18, 2024

Figure 28: MOLA hosted interns from the Summer Youth Employment Program and conducted on hand training in the streets for the District's Latino Youth community.

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

During FY 2024, the Mayor's Office on Asian and Pacific Islander Affairs (MOAPIA) showed a strong commitment to language access and cultural engagement through several key accomplishments, including ensuring quality assurance for 60 documents and completing 118 document translations for various agencies. MOAPIA also conducted four "Know Your Rights" trainings for constituents, distributed 200 "*I Speak*" cards to facilitate language access, and provided language access training to funded entities for interagency collaboration. Additionally, MOAPIA maintained active Memoranda of Understanding (MOUs) with the Mayor's Office on Deaf, DeafBlind and Hard of Hearing (MODDHH) for ADA-accessible communication services and conducted one cultural competency training session in partnership with other agencies.

MOAPIA organized **nine** major cultural events, including:

- Diwali Celebration
- Lunar New Year Parade
- AANHPI Heritage Month Celebration
- Chinatown Park Festival
- Foodelicious Night
- Asian Night Market Pop-up

Figure 29: Mayor Bowser proclaimed May as Asian American, Native Hawaiian and Pacific Islander (AANHPI) Heritage Month Celebration.

Figure 30: MOAPIA with Mayor Bowser as they hosted the Asian Night Market Pop-up featuring Dine All Night Kick Off on September 19, 2024, in Chinatown.

Figure 31: MOAPIA hosted a showcase of the talents of the District's AANHPI chefs through live cooking, demonstrations, and food tasting at their annual Foodelicious Night held on May 8, 2024.

The DC Language Access Coalition

The DC Language Access Coalition (DCLAC) includes representatives from over 40 DC non-profit organizations that actively support LEP/NEP communities. DCLAC plays a crucial role in DC, ensuring that residents can access government services in their preferred language. These services encompass essential areas such as information concerning their children's education, benefits like health insurance and food assistance, as well as housing and safety services. Its members consist of coordinators at neighborhood health clinics, legal services attorneys, anti-hunger advocates, grassroots educational activists, and more. The Coalition was established before the passage of the DC Language Access Act (LAA) of 2004 and was instrumental in garnering support for the LAA's passage. As outlined in the Act, DCLAC has continued to strive to hold DC government agencies accountable and provide assistance to ensure that LEP and NEP individuals can fully engage in government functions. DCLAC collaborates with OHR, which investigates allegations of violations of the LAA, and works alongside agency language access coordinators and OHR to develop agencies' biennial language access plans. Additionally, DCLAC acts as a consultant for the implementation of the LAA.

In December 2023, the coalition released the Language Access Enforcement Amendment Policy Report and shared it with organizations and council members serving the immigrant community. The proposal included findings from language access focus groups, language access complaints, and articles highlighting language access disparities that emerged during the pandemic. In February 2024, more than 10 Coalition members testified at OHR's performance oversight hearing in support of stronger language access compliance.

In April 2024, Coalition members attended and celebrated OHR's 20th anniversary of the Language Access Act, where coalition member Allison Miles-Lee from Bread for the City was recognized for her longstanding work in language access. In the summer of 2024, the coalition conducted language access research that resulted in two reports: (1) U.S. Jurisdictions and Language Access Challenges: Comparisons to D.C. and (2) Current D.C. Remedies for Language Access Violations in D.C. Additionally, DCLAC developed the Language Access Enforcement

Amendment Act of 2018, modeled on existing D.C. Council legislation, and prepared redlines to the current Language Access Act to highlight key proposed changes. These efforts reflect DCLAC's ongoing commitment to strengthening language access rights and ensuring equitable access to services for all residents of the District of Columbia.

Language Access Enforcement

OHR investigates language access public complaints filed by individuals who are denied access to oral or written language services in violation of the Language Access Act. First, OHR attempts a pre-investigation resolution to ensure complainants receive access to language services. If the public complaint is resolved in the pre-investigation phase, the LAP Director determines that the covered entity is in noncompliance with the Act. If the public complaint is *not* resolved during the pre-investigation phase, the public complaint is docketed and investigated. The LAP Director then issues an order determining whether the covered entity was in compliance or noncompliance with the Act. Covered entities found to be in noncompliance with the Act are required to implement corrective actions mandated by the LAP Director.

In FY 2024, OHR received a total of thirteen (13) language access inquiries alleging violations of the Language Access Act:

- **Two cases** were docketed for investigation following a pre-investigation resolution process.
- **Nine inquiries** were resolved during the pre-investigation resolution process.
- **Two cases** were administratively dismissed due to lack of jurisdiction or failure to state a claim.

Corrective Actions Meeting for FY 2024:

- **Two corrective action plans** were developed and approved by the Department of Buildings (DOB) and the Department of Licensing and Consumer Protection (DLCP).

Complaint Outcomes FY 2024 and Previous Years

	FY 2024	FY 2023	FY 2022	FY 2021	FY 2020
Inquiries	13	13	7	30	13
Resolved in pre-investigation with the agency acknowledging noncompliance.	9	6	2	9	6
Final determination, found in non-compliance	0	0	2	9	5
Under investigation	2	1	1	5	4
Administrative Dismissals	2	6	4	13	3
• Lack of jurisdiction	2	4	2	7	2
• OHR unable to contact the complainant	0	0	0	3	0
• Failure to state a claim	0	0	2	3	1
• Withdrawn by the complainant	0	2	0	0	0

The total number of language access inquiries received between FY 2020 and FY 2024 does not add up to the total number of noncompliance determinations and the administrative dismissals related to language access inquiries received in earlier fiscal years.

FY 2024 Complaints Resolved in The Pre-Investigation Process by The Covered Entity

Covered Entity	Number of Complaints
Department of Human Services	4
Department of Buildings	1
Department of Health	1
Department of Licensing and Consumer Protection	1
Department of Health Care Finance	1
Office of the Attorney General	1
Department of Corrections	1

Inquiries Received in FY 2024 and previous years

Covered Entity or Funded Entity[14]	FY 2024	FY 2023	FY 2022	FY 2021	FY 2020
Non-Covered Entities	2	4	4	7	2
Department of Motor Vehicles	0	0	0	1	1
Department of Human Services	4	3	1	1	2
Metropolitan Police Department	0	2	0	4	7
Department of Consumer and Regulatory Affairs	0	0	0	1	0
Department of Buildings	1	0	0	0	0
Department of Licensing and Consumer Protection	1	0	0	0	0
District of Columbia Public Schools	0	0	0	0	0
Department of Employment Services	1	0	0	0	0

[14] Funded Entity is any contractors, vendor or grantee that is hired by the covered entity to carry out services, programs, or activities directly to the public.

District of Columbia Housing Authority	0	0	0	0	0
Office of the State Superintendent of Education	0	2	0	0	0
Office of the Attorney General	1	0	0	0	0
DC Health	1	0	0	1	0
Department of Transportation	0	0	0	0	0
Mayor's Office on Community Relations and Services	0	0	0	0	0
Department of Public Works	0	0	0	0	0
Child and Family Services Agency	0	0	0	0	0
Department of Corrections	1	0	0	0	0
Office of Police Complaints	0	0	0	0	1
Office of Unified Communications	0	0	0	2	0
Homeland Security and Emergency Management Agency	0	0	0	1	0
Department of Health Care Finance	1	1	1	1	0
DC Health Benefits Exchange (DC Health Link)	0	0	0	2	0
Funded Entities/Grantees	0	0	1	9	0
Total	**13**	**12**	**7**	**30**	**13**

Language Access Field 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 covered entity's compliance with the Language Access Act. In FY2024, OHR partnered with the Equal Rights Center (ERC) to conduct 102 telephone tests and 61 in-person tests to review the entities' rate of providing interpretation when requested ("interpretation rate"). The tests included 16 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 languages: Amharic, Arabic, Chinese (Mandarin), French, Korean, Spanish, and Vietnamese. The ERC provided the scores and narrative summaries of the test results for each agency, which OHR has incorporated into this section of the report and the agency compliance scorecards under the 'Quality' measure.

Explanation of Interpretation Rates and Scores

Rubric for Scoring Phone and In-Person Tests	**Possible Points[15]**
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?[16]	2
Total Possible Score:	**6**

How long did a tester have to wait to speak with:	**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

[15] The possible points are based on a "yes" or "no" if interpretation service were provided. A "yes" answer will score 2 points, and a "no" answer will score 0 points

[16] The wait times vary for in-person or phone tests. Please refer to chart below.

Average Field-Testing Scores

Agency	Acronym	FY 2024	FY 2023	FY 2022
Alcohol Beverage and Cannabis Administration	ABCA	5.50/6.00	2.00/6.00	3.33/6.00
Child & Family Services Agency	CFSA	1.50/6.00	2.00/6.00	0.57/6.00
Department of Aging and Community Living	DACL	3.00/6.00	N/A	5.33/6.00
Department of Behavioral Health	DBH	0.00/6.00	0.00/6.00	N/A
Department of Buildings (formerly the Department of Consumer and Regulatory Affairs)	DOB	5.63/6.00	N/A	N/A
Department of Corrections	DOC	N/A	N/A	6.00/6.00
Department of Licensing and Consumer Protection (formerly the Department of Consumer and Regulatory Affairs)	DLCP	5.73/6.00	4.80/6.00	3.56/6.00
Department of Health	DC HEALTH	4.27/6.00	2.55/6.00	3.45/6.00
District of Columbia Housing Authority	DCHA	3.33/6.00	2.67/6.00	2.00/6.00
Department of General Services	DGS	0.50/6.00	2.00/6.00	2.75/6.00
District of Columbia Public Library	DCPL	5.71/6.00	5.00/6.00	4.55/6.00
District of Columbia Public Schools	DCPS	4.86/6.00	4.67/6.00	2.54/6.00
Department of Transportation	DDOT	N/A	N/A	N/A
Department of Healthcare Finance	DHCF	4.29/6.00	3.43/6.00	2.44/6.00
Department of Human Services	DHS	3.23/6.00	3.56/6.00	3.56/6.00
Department of Employment Services	DOES	N/A	5.80/6.00	2.71/6.00

Department of Parks and Recreation	DPR	2.25/6.00	1.33/6.00	2.70/6.00
Department of Small and Local Business Development	DSLBD	0.50/6.00	2.40/6.00	2.40/6.00
Department of Motor Vehicles	DMV	4.57/6.00	6.00/6.00	5.75/6.00
Metropolitical Police Department	MPD	N/A	4.67/6.00	5.75/6.00
Office of Attorney General--Child Support Services Division	OAG-CSSD	N/A	4.50/6.00	1.50/6.00
Office of State Superintendent of Education	OSSE	N/A	6.00/6.00	4.00/6.00
Office of Tenant Advocate	OTA	N/A	N/A	N/A
Office of Tax and Revenue	OTR	6.00/6.00	4.50/6.00	3.50/6.00

Field Testing Findings

- 2024 vs. Previous Years: This section compares 2024 testing data with data from testing conducted between 2017 and 2023. The data illustrate which agencies have improved or diminished their language access performance over the seven-year period.

- The data show that among test locations evaluated in 2024 and at least one point between 2017 and 2023, overall "interpretation rates" —the percentage of tests during which employees provided interpretation —were 7.9 percentage points higher in 2024 than in previous years. Average scores for these locations, which reflect factors such as wait times and overall service quality, increased by 0.412 points on a scale of 0.00-6.00. Taken together, neither of these improvements is statistically significant.

- However, two agencies demonstrated statistically significant improvements in interpretation rates. These include:

    - **The Department of Licensing and Consumer Protection (DLCP):** Provided interpretations in 10 out of 10 tests (100%) in 2024, compared to 30 out of 45 tests in all tests conducted between 2017 and 2023 (69%).
    - **Alcoholic Beverage and Cannabis Administration (ABCA):** Provided interpretation in all 8 tests (100%) in 2024 compared to 14 out of 26 tests (54%) in previous years.

Aside from these two agencies, the agencies tested in both 2024 and between 2017 to 2023 neither improved nor declined in interpretation rate at a statistically significant level.

Agency Rankings

Agencies tested in 2024 were ranked based on their overall score and their "interpretation rate." Agency scores varied from 0.00 to 5.71 on a scale of 0.00 to 6.00, and interpretation rates ranged from 0% to 100%. The average score across all tests was 3.85 out of 6.00, and agencies offered interpretation in 67% of all tests.

Table 4.1: Agencies Ranked by Score

Name of Agency	Total Tests Conducted (# of Tests)	Total Tests in which agency provided interpretation (# of Tests)	Staff attempted to provide interpretation (% Tests)	Staff Successfully provided Interpretation (% Tests)	Wait Time for Interpretation Was Appropriate (% Tests)	AVERAGE Score (Points)
Department of Behavioral Health (DBH)	4	0	0%	0%	0%	0.00
Department of General Services (DGS)	4	0	25%	0%	0%	0.50
Department of Small and Local Business Development (DSLBD)	8	1	13%	13%	0%	0.50
Child & Family Services Agency (CFSA)	4	1	25%	25%	25%	1.50
Department of Parks and Recreation (DPR)	16	6	44%	38%	31%	2.25
Department of Aging and Community Living (DACL)	4	1	100%	25%	25%	3.00
Department of Human Services (DHS)	26	14	62%	54%	46%	3.23
District of Columbia Housing Authority (DCHA)	9	5	56%	56%	56%	3.33
Department of Health (DC HEALTH)	15	11	80%	73%	60%	4.27
Department of Healthcare Finance (DHCF)	7	5	71%	71%	71%	4.29
Department of Motor Vehicles (DMV)	7	5	100%	71%	57%	4.57
District of Columbia Public Schools (DCPS)	7	6	86%	86%	71%	4.86
Alcoholic Beverage and Cannabis Administration (ABCA)	8	8	100%	100%	75%	5.50
Department of Licensing and Consumer Protection (DLCP)	15	15	100%	100%	80%	5.60
Department of Buildings (DOB)	16	15	94%	94%	94%	5.63
District of Columbia Public Library (DCPL)	7	7	100%	100%	86%	5.71
Office of Tax and Revenue (OTR)	6	6	100%	100%	100%	6.00
Grand Total	**163**	**106**	**71%**	**65%**	**56%**	**3.85**

Automated Menus

The purpose of this test is to demonstrate how many phone calls reached automated phone menus, which phone menus offered instructions in languages other than English, and which testers successfully connected with a live agency employee by selecting options from the automated menus. Out of 102 phone tests conducted in 2024, 84 calls (82%) reached an automated voice menu. This is an increase from fiscal year 2023, when only 49 out of 101 calls (49%) were answered by automated menus.

2024 Telephone Test Initial Responses		# of Tests (% of Tests)
The call was answered by an automated menu		84 (82%)
The call was disconnected or sent to voicemail without reaching an employee or an automated menu		7 (7%)
The call was directly answered by an employee		11 (11%)
Total Telephone Tests:		102

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

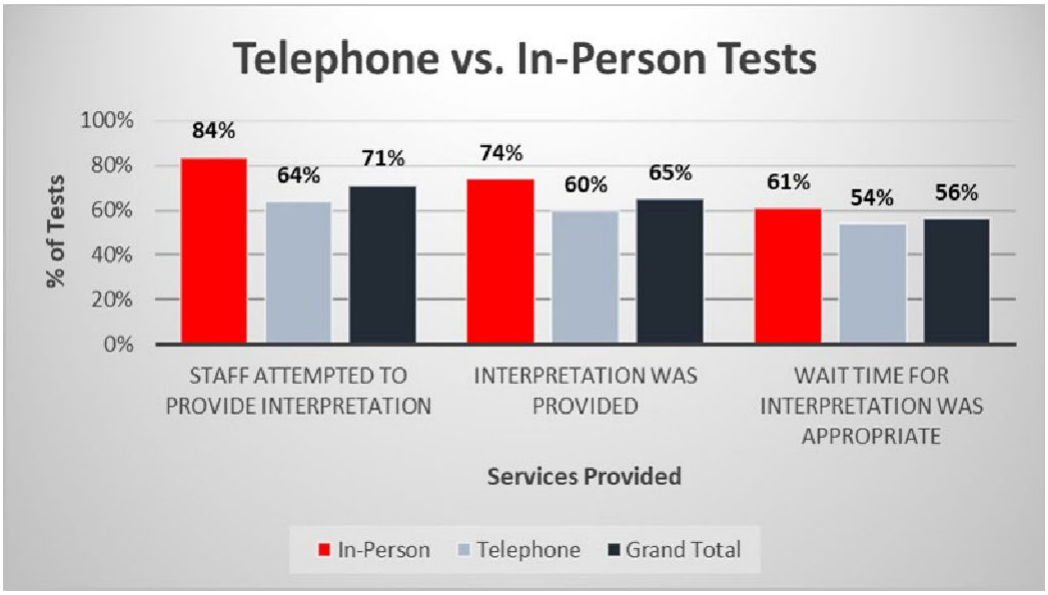
Signage

Agencies and Divisions (or "sub-agencies") were ranked based on the frequency with which testers reported seeing language access signage in their facilities during in-person tests. In most test locations, all testers either reported seeing language access signage or indicated that they did not. In 12 locations, 100% of testers reported seeing language access signage, while in four divisions, 0% of testers reported seeing it. However, at seven divisions, some testers observed language access signage, while others visiting the same facility did not see any. It is possible that a tester might have overlooked the signage because it was not displayed in a way that made it easily visible to everyone who visited the facility.

Language Access Signage in 2024	
Signage	**Number of Divisions**
100% of Testers reported seeing language access signage	12
0% of Testers reported seeing language access signage	4
Some Testers reported seeing signage, some did not.	7

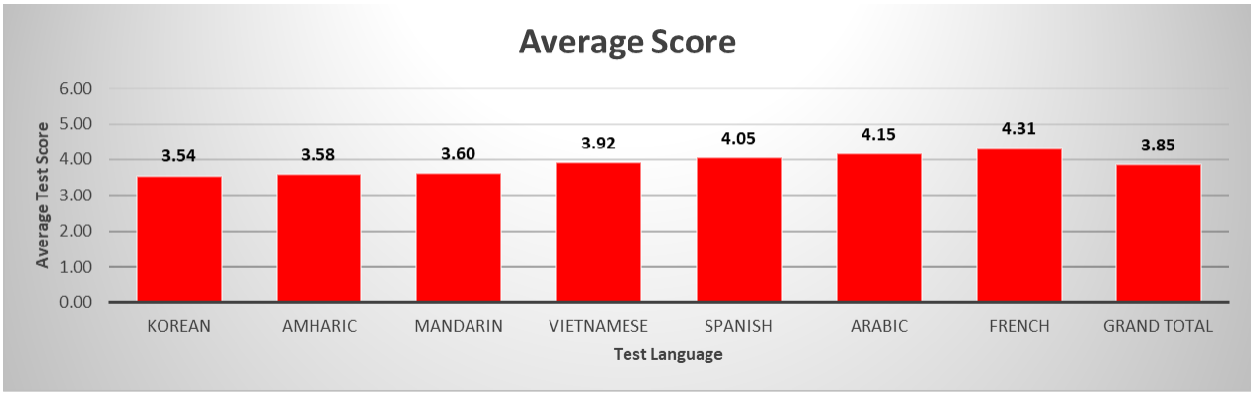
In-Person vs. Telephone

Test results show notable differences in scores and interpretation rates between telephone and in-person assessments. As in previous years, overall scores and interpretation rates were higher for in-person. In fiscal year 2024, across all agencies, interpretation rates for in-person tests were 15 percentage points higher, and overall scores were 0.87 points higher (on a scale of 0.00-6.00) compared to telephone tests. However, in the six divisions where both test methods were used, the differences were smaller. In these divisions, in-person interpretation rates were only 5 percentage points higher, while average scores remained 0.87 points higher than those for telephone tests.



Data by Language

The test results break down all FY 2024 testing data by language and examine whether there is a statistical correlation between the language a tester spoke and their likelihood of receiving interpretation services during a test. Overall, the average test score and interpretation rate was highest for French and Arabic tests, while the lowest scores and interpretation rates occurred in Korean tests.



Form of Interpretation

This section summarizes the interpretation methods used in various tests. In 2024, the tested agencies depended on a bilingual employee for interpretation. Among 40 Spanish tests, agencies relied on bilingual employees for interpretation in 5 tests (12.5%), interpretation software in two tests (5%) and Language Line Solutions (LLS) in 20 tests (50%). Agencies almost exclusively depended on Language Line Solutions for interpretation in all other languages tested. Across the 123 tests conducted in languages besides Spanish, agencies utilized LLS for interpretation in a total of 81 tests (66%) and relied on a bilingual employee for interpretation in only 2 tests (1.6%).

Form of Interpretation by Language					
Test Language	Bilingual Employee	Language Line Solutions (LLS)	Other Forms of Interpretation	Total Interpretation Provided	Total Tests Conducted
Korean	0	8	0	8	13
Arabic	0	9	0	9	13
French	0	10	0	10	13
Mandarin	1	14	0	15	25
Vietnamese	0	18	0	18	26
Amharic	1	19	0	20	33
Spanish	5	20	1	26	40
Grand Total	**7**	**98**	**1**	**106**	163

Security

The tests examined whether the security protocols at DC government agencies may create barriers to language access. In standard in-person tests, testers are instructed not to speak any English to security personnel and not to proactively ask for any information. They were told to always carry a photo ID and a piece of paper or phone with the agency's name written on it. They were also instructed to present these items to security upon request, but to leave the test site if security still did not allow them to enter and continued to ask questions in English after they had presented these items. Fortunately, in all 57 standard in-person tests (100%), testers were able to get through security and enter DC government facilities using this protocol. However, during three tests at the Franklin D. Reeves Municipal Building, security personnel refused to provide interpretation to testers and either declined to give any information or waved them through security, instructing them to proceed to the wrong location.

- Highlights
    - Though none of the agencies earned a perfect score of 6.00/6.00, four agencies—the Office of Tax and Revenue (OTR), DC Public Libraries (DCPL), Alcoholic Beverage and Cannabis Administration (ABCA), and DC Department of Licensing and Consumer Protection (DLCP)—provided interpretation in 100% of tests. As noted above, both DLCP and ABCA made statistically significant improvements in their interpretation rates compared to their performance in previous years.
    - At the division level, HD Woodson High School and Rosedale Recreation Center showed the most significant improvements. In FY 2024, HD Woodson High School provided interpretation for three out of three tests (100%), compared to 0 out of 2 tests (0%) in 2023. Meanwhile, Rosedale Recreation Center delivered

interpretation in 4 out of 5 tests (80%) in 2024, having previously provided interpretation for 0 out of 5 tests (0%).

- Several locations continue to perform poorly after multiple years of testing.
  - The Men's Shelter SE, Community Connections, Harvard Towers, Latino Economic Development Center (LEDC), Patricia Handy Place for Women, and Franklin D. Reeves Municipal Building Security Checkpoint—combined provided interpretation in zero out of 22 tests (0%) in 2024. These locations have consistently demonstrated poor language access performance, providing interpretation in only 10 out of 73 tests (14%) since 2017.
  - The Reeve's Center Security Checkpoint, which guards the entrance to a building with multiple DC government agencies, remains a problematic location for various reasons. Security at this location has only offered interpretation in 2 out of 17 tests (12%) since testing began in 2019. Although two testers reported seeing language access signage at the checkpoint in 2019, no tester has noticed language access signage in the facility since then. Additionally, no tester in the last three years has indicated that anyone at the checkpoint has used or even attempted to use LLS to provide interpretation.

Compliance Rating Methodology for Agencies with Major Public Contact

**Please note that the areas with shaded text are not applicable for some of the agencies in the FY 2024 Language Access Compliance Review.*

Departments and funded entities from 39 agencies were subjected to telephonic and in-person field testing in FY 2024. These agencies were scored based on a total of 15 possible points.

*Note that the unfulfilled recommendations for the previous annual review are not listed but added to the current LA Compliance Review to be completed in FY25.

Rating Methodology

PREPAREDNESS (P)	
Requirements	Evaluation questions
P1. Agency provided comprehensive data on FY 2024 encounters.	• Did the agency complete its annual reporting by certifying the collected data? • Did the agency record its encounters with LEP/ NEP constituents and report them to OHR? • Is the agency using more than two methods to collect data? • Did agency implement OHR recommendations and/or FY 2023-2024 Biennial Language Access Plan (BLAP) action items related to data collection?
P2. Agency has a current language access policy.	• Did the agency develop or revise its language access since the last policy expiration? • Has the agency submitted a policy for OHR's approval since the last policy expiration? • Did the agency have their policy reviewed by OHR and approved by the agency's director and/or general counsel?

P3. Agency staff were trained in FY 2024.	• Did the agency train staff on language access requirements and resources? • Did the agency implement OHR's recommendations and/or FY2023-2024 BLAP action items related to staff training?

PREPAREDENESS (P)	
Requirements	Evaluation questions
P4. Agency communicated effectively.	• Did the agency send a representative to bimonthly LA Coordinators meetings hosted by OHR? (An agency representative attended at least 4 of 6 meetings) • Was the agency responsive to OHR inquiries? • Did the agency proactively reach out to OHR?
P5. Agency took steps to meet grantee and contractor compliance requirements.	• Did the agency take reasonable steps to ensure that its grantees and contractors complied with the Language Access Act? • Did the agency train grantees/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/ contractors to include language access requirements?

ACCESSIBILITY (A)	
Requirements	Evaluation questions

A6. Agency displayed adequate language access signage in public-facing locations.	• Do 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 FY 2024.	• Did the agency translate any vital documents in FY 2024? • Has the agency translated documents into all languages that the agency encounters regularly? • Did the agency implement OHR's recommendations or FY 2023/2024 BLAP action items related to document translation?
A8. Translated vital documents are accessible on agency website.	• Does the agency have any Language Support Pages (LSP) 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 FY 2023/2024 BLAP action items related to online accessibility of translated documents?
A9. Created a Multilingual Phone Tree	• Did the agency create a multilingual phone tree function for calls received during business hours? • Does the agency have a multilingual phone tree for calls received after business hours?

A10. Efforts were made to reach out to LEP/NEP communities in FY 2024.	• 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 FY2023/2024 BLAP action items related to outreach to LEP/NEP communities?

QUALITY (Q)	
Requirements	Evaluation questions
Q11. No complaints were filed against the agency in FY 2024.	• Were any complaints filed against the agency?
Q12. Agency was not found to be in non-compliance in FY 2024.	• 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?
Q13. No tester was turned away during tests.	**THIS CATEGORY IS NOT APPLICABLE FOR ALL AGENCIES IN FY 2024** • Did all testers receive interpretation and, when appropriate, translation services? • If not, were there any mitigating circumstances?

QUALITY (Q)	
Requirements	Evaluation questions
Q14. All testers who accessed an employee or interpretation received requested information or services.	**THIS CATEGORY IS NOT APPLICABLE FOR ALL AGENCIES IN FY 2024** 1. Did all testers receive interpretation and, when appropriate, translation services? 2. If not, were there any mitigating circumstances?

Q15. OHR observed improvement in language access implementation in FY 2024.	• 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 the agency's service to LEP/NEP customers? • Did the agency meet OHR's FY 2023 recommendations listed in the above-mentioned categories?

Compliance Profile for Agencies with Major Public Contact

Summary of Overall Compliance Scores

Agency Name	Overall Compliance Score for FY 2024	Overall Compliance Score For FY 2023	Overall Compliance Score For FY 2022	Overall Compliance Score for FY 2021
Alcoholic Beverage Cannabis Administration (ABCA)	9 of 15	7 of 14	6 of 13	6 of 11
Child and Family Services Agency (CFSA)	9 of 14	8 of 14	4 of 13	4 of 11
Child Support Services Division- Office of the Attorney General (CSSD)	9 of 13	12 of 14	9 of 13	6 of 11
Department of Aging and Community Living (DACL)	10 of 14	11 of 12	12 of 13	11 of 13
Department of Behavioral Health (DBH)	8 of 14	6 of 14	8 of 11	8 of 11
District of Columbia Housing Authority (DCHA)	8 of 15	8 of 14	5 of 13	5 of 11
District of Columbia Health (DC Health)	5 of 15	5 of 14	7 of 13	8 of 13
Department of Human Resources (DCHR)	8 of 12	6 of 12	9 of 11	9 of 11
District of Columbia Public Library (DCPL)	15 of 15	12 of 14	10 of 13	10 of 11
District of Columbia Public Schools (DCPS)	10 of 15	9 of 14	8 of 13	11 of 13
District of Columbia Office of Zoning (DCOZ)	10 of 13	9 of 12	11 of 11	7 of 11

Department of Disability Services (DDS)	10 of 13	9 of 12	7 of 11	7 of 11
District Department of Transportation (DDOT)	8 of 13	8 of 12	8 of 11	8 of 11
Department of Buildings (DOB)	10 of 15	8 of 14	N/A	N/A
Department of Corrections (DOC)	9 of 13	11 of 12	4 of 13	5 of 11
Department of Energy & Environment (DOEE)	13 of 13	11 of 14	10 of 11	8 of 11
Department of Employment Services (DOES)	10 of 14	14 of 14	7 of 13	8 of 13
Department of General Services (DGS)	0 of 14	1 of 14	1 of 13	1 of 11
Department of Housing and Community Development (DHCD)	3 of 13	4 of 12	2 of 11	7 of 11
Department of Health Care Finance (DHCF)	6 of 15	5 of 14	0 of 13	2 of 11
Department of Human Services (DHS)	10 of 15	8 of 14	4 of 13	6 of 13
Department of Licensing and Consumer Protection (DLCP)	6 of 15	6 of 14	N/A	N/A
Department of Motor Vehicles (DMV)	12 of 15	14 of 14	13 of 13	9 of 13
Department of Parks and Recreation (DPR)	10 of 15	7 of 14	7 of 13	7 of 11
Department of Public Works (DPW)	7 of 12	5 of 12	5 of 11	6 of 11
Department of Small and Local Business Development (DSLBD)	3 of 14	8 of 14	6 of 13	6 of 11

Department of Youth Rehabilitation Services (DYRS)	6 of 12	7 of 12	7 of 11	7 of 11
Fire and Emergency Medical Services Department (FEMS)	10 of 12	5 of 12	3 of 11	4 of 11
Homeland Security and Emergency Management Agency (HSEMA)	11 of 12	8 of 11	6 of 11	8 of 11
Metropolitan Police Department (MPD)	9 of 13	10 of 14	12 of 13	9 of 13
Office of Administrative Hearings (OAH)	13 of 13	12 of 12	11 of 11	10 of 11
Office of Contracting and Procurement (OCP)	5 of 12	6 of 12	5 of 11	4 of 11
Office of Lottery and Gaming (OLG)	9 of 13	10 of 12	10 of 11	10 of 11
Office of Planning (OP)	7 of 12	8 of 12	6 of 11	7 of 11
Office of the People's Counsel (OPC)	12 of 13	12 of 12	11 of 11	11 of 11
Office of the State Superintendent of Education (OSSE)	10 of 13	10 of 14	9 of 13	12 of 13
Office of the Tenant Advocate (OTA)	8 of 13	9 of 12	6 of 11	8 of 13
Office of Tax and Revenue (OTR)	9 of 15	9 of 14	7 of 13	4 of 11
Office of Unified Communications (OUC)	9 of 13	9 of 12	7 of 11	4 of 11

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AGENCY NAME	ABCA	CFSA	CSSD	DACL	DBH	DCHA	DCHealth	DCHR	DCPL	DCPS	DCOZ	DDS	DDOT	DOB	DOC	DOEE	DOES	DGS	DHCD	DHCF
PREPAREDENESS																				
P1. Agency provided comprehensive data on FY24 encounters.	✓	✓	✓	✓	✓				✓	✓	✓	✓	✓		✓	✓	✓			✓
P2. Agency has a current language access policy.		✓			✓			✓	✓		✓	✓	✓	✓	✓	✓	✓			
P3. Agency staff were trained in FY24.		✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓			✓
P4. Agency communicated effectively.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓			
P5. Agency took steps to ensure grantee/contractor compliance.	✓		✓	✓				✓	✓		✓					✓	✓			✓
PREPAREDENESS SCORE	3	4	4	4	4	2	1	3	5	3	5	4	4	3	4	5	5	0	0	3
ACCESSIBILITY																				
A6. Agency displayed adequate signage in public facing locations,	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓		✓	✓
A7. Vital documents were translated and/or updated in FY24.		✓	✓	✓		✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓			✓
A8. Translated vital documents are accessible on agency website.			✓			✓		✓	✓		✓			✓		✓				
A9. Created a Multilingual Phone Tree	✓	N/A		✓	N/A	✓			✓	✓	✓	✓				✓	✓	N/A		
A10.Efforts were made to engage diverse LEP/NEP communities in FY24.				✓	✓		✓		✓	✓		✓	✓		✓	✓	✓			
ACCESSIBILITY SCORE	2	2	3	4	2	4	3	3	5	4	3	4	2	3	3	5	4	0	1	2
QUALITY																				
Q11. No language access public complaints were filed against the agency in FY23.	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓			✓			✓	
Q12. OHR has not issued a finding of non-compliance against the agency in FY24.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
Q13. 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	
Q14. 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	
Q15. OHR has observed improvement in LA implementation in FY24.		✓							✓					✓	✓	✓				
QUALITY SCORE	4	3	2	2	2	2	1	2	5	3	2	2	2	4	2	3	1	0	2	1
TOTAL AGENCY SCORE	9	9	9	10	8	8	5	8	15	10	10	10	8	10	9	13	10	0	3	6
TOTAL POSSIBLE SCORE	15	14	13	15	14	15	15	12	15	15	13	13	13	15	13	13	14	14	13	15

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 no

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DHS	DLCP	DMV	DPR	DPW	DSLBD	DYRS	FEMS	HSEMA	MPD	OAH	OCP	OLG	OP	OPC	OSSE	OTA	OTR	OUC
		✓	✓					✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
✓		✓	✓				✓	✓		✓				✓				✓
✓		✓	✓			✓	✓	✓		✓	✓	✓	✓	✓	✓		✓	✓
✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
			✓	✓				✓	✓	✓		✓		✓	✓	✓		✓
3	1	4	5	2	0	2	3	5	3	5	3	4	3	5	4	2	3	5
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	N/A	✓	✓	✓	✓	✓
✓		✓	✓				✓	✓	✓	✓			✓	✓	✓	✓		✓
✓	✓	✓		✓						✓								
✓				✓	N/A	N/A	✓	N/A	✓	✓		✓		✓	✓	✓		
✓		✓	✓			✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	
5	2	4	3	3	1	2	4	3	4	5	0	3	2	4	4	4	2	2
		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
✓	✓			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	N/A	N/A	N/A	N/A	N/A	✓	N/A
✓		✓					✓	✓		✓				✓				
2	3	4	2	2	2	2	3	3	2	3	2	2	2	3	2	2	4	2
10	6	12	10	7	3	6	10	11	9	13	5	9	7	12	10	8	9	9
15	15	15	15	12	14	12	12	12	13	13	12	13	12	13	13	13	15	13

t apply to the specific agency for FY24.

Scorecards for Agencies with Major Public Contact

ALCOHOL BEVERAGE AND CANNIBIS ADMINISTRATION (ABCA)

OVERALL COMPLIANCE SCORE: 9/15

Preparedness

3/5

ABCA attended all six bi-monthly meetings in FY 2024 and conducted 15 language access compliance training courses, reaching 301 staff members.

Accessibility

2/5

In FY 2024, the agency participated in 8 outreach events.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
99	Spanish, Amharic, Korean, Bengali, Chinese

FY 2023 Encounters: 38
FY 2023 Score: 7/14

The Alcoholic Beverage and Cannabis Administration (ABCA) continues to take steps to improve the overall implementation of compliance action items and reporting.

In the area of preparedness, the agency utilized three data collection methods to capture language encounters: in-person interpreters, bilingual staff, and telephone-based interpreters. The agency has not finished developing its internal LA Policy. The agency conducted 15 LA trainings with 301 staff members. It is crucial that the training logs are submitted to the LA compliance database. The agency has provided evidence that it does not have any grantees or funded entities.

In the area of accessibility, the agency was audited for LA signage. It was observed that the language identification poster and "*I Speak*" cards were prominently displayed. For the fourth consecutive

Quality

4/5

There were no language access complaints filed against the agency in FY 2024. The agency underwent LA field testing for in-person interpretation. The agency scored 5.5/6.

compliance review, the OHR Language Access Program (LAP) strongly recommends that the agency identify and translate vital documents and report those translations in the database. ABCA's Language Support Pages (LSP) section does not include links to translated documents. It is noted that the agency has adopted Google Translate on its website. ABCA was identified as an agency that has an automated telephone tree. The LAP worked with agencies to enhance the accessibility of the automated phone system by creating a multilingual phone tree. The agency completed this accessibility criterion.

The agency reported 8 outreach events, with a total of 384 participants.

In the area of quality, the agency underwent telephonic field testing. ABCA employees provided interpretation in all three in-person tests (100%).

In FY 2024, ABCA fulfilled two out of the six recommendations from the FY 2023 Language Access Compliance Review:

1. Increase the number of participants and frequency of LA compliance training
2. Develop a multilingual automated messaging system.

Recommendations for FY 2025:

1. Prioritize and finalize the development of the Language Access Policy in consultation with and approval by the LAP.
2. Identify and translate vital documents and report those translations in the database.
3. Develop a language support section or adopt a translation engine on its website to inform the LEP/NEP community. Regardless of the method the agency adopts to provide website language accessibility, it is crucial to include a quality

	assurance mechanism to ensure the accuracy of the translations. 4. Proactively collaborate with the Mayor's Community Affairs Offices to provide equal access to the agency's services and programs.

CHILD AND FAMILY SERVICES AGENCY (CFSA)

OVERALL COMPLIANCE SCORE: 9/14

Preparedness

4/5

CFSA attended five of the six bi-monthly meetings in FY 2024 and conducted 12 language access compliance training courses, which were attended by 75 participants.

Accessibility

2/4

In FY 2024, the agency did not report any outreach events.

Quality

3/5

There were no language access complaints filed against the agency in FY 2024. The agency underwent LA field testing. The agency scored 1.5/6.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
1,349	Spanish, Amharic, French, Vietnamese, Arabic, Tigrinya, Igbo, Hausa, Creole, Russian, Oromo

FY 2023 Encounters: 1,459
FY 2023 Score: 8/14

The Child and Family Services Agency (CFSA) submitted a comprehensive report on LA compliance activities.

In the area of preparedness, the agency employed three data collection mechanisms to capture language encounters: in-person interpreters, bilingual staff, and telephone-based interpreters. The agency updated its internal LA Policy in FY 2024. CFSA hosted 12 LA compliance training sessions attended by 75 participants. The agency did not provide proof of training its providers, nor was proof of funded entity LA compliance submitted.

In the area of accessibility, CFSA was audited for LA signage, and it was observed that the language identification poster was prominently displayed alongside fact sheets and forms in non-English languages. The agency translated seven documents into Spanish, Tigrinya, and Amharic, all of which are considered confidential, case-specific documents. The CFSA website includes Language Support Pages

	(LSP) in Spanish, Amharic, French, Vietnamese, and Chinese, and is intended to work in conjunction with Google Translate. However, when embedded documents are opened, some are still in English because Google Translate does not extend to embedded documents. The LAP collaborated with agencies to enhance the accessibility of the automated phone system by creating a multilingual phone tree. This agency is not required to complete this metric because it does not utilize an automated telephone system. The agency did not provide any information about outreach for FY 2024. In the area of quality, the agency provided interpretation in 1 out of 4 tests (25%). This shows a slight improvement in FY 2024 (25%) compared to the average from 2017 to 2023 (22%). **In FY 2024, CFSA implemented three of the six recommendations from the FY 2023 Language Access Compliance Review:** 1. Complete the development of the agency's internal LA Policy. 2. Continue to train staff on LA compliance requirements. 3. Close compliance gaps by providing Language Access and Language Line Solutions training to all staff. As the field-testing results indicate, there are several instances of denial of language services. **Recommendations for FY 2025:** 1. Submit the training rosters for each training. 2. Provide definitive information about whether compliance requirements are included in its Memoranda of Understanding (MOUs) and contracts with grantee organizations.

	3. Strengthen its quality assurance mechanism regarding the translated documents on the website. 4. Proactively collaborate with the Mayor's Community Affairs Offices to provide equal access to the agency's services and programs. It has been noted that the agency advertises its Foster and/or Adopt a Child program in English media outlets. 5. Submit its plan to address negative LA field testing results, and it should include an internal LA field testing plan and report the specifics of its findings to the LAP.

CHILD SUPPORT SERVICES DIVISION-OAG (CSSD-OAG)

OVERALL COMPLIANCE SCORE: 12/13

Preparedness

5/5

CSSD attended five of six bi-monthly meetings in FY 2024 and held three language access compliance training sessions.

Accessibility

4/5

In FY 2024, the agency participated in one outreach effort by collaborating with MOLA.

Quality

3/3

No complaints were filed against CSSD in FY 2024.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
2,002	Spanish, Amharic, French, Indonesian, Farsi, Tigrinya, Russian, Dari, Mandarin, Creole

FY 2023 Encounters: 1,769
FY 2023 Score: 12/14

In the area of preparedness, the Office of the Attorney General's Child Support Services Division (CSSD) submitted a comprehensive LA Compliance Implementation Report. The agency successfully completed the update to the LA Policy and distributed it to its staff in FY 2024.

The agency held three training sessions with 34 participants. The updated policy includes compliance coverage for grantees and contractors. CSSD's sole grantee is the District of Columbia Superior Court.

In the area of accessibility, the agency underwent a language access signage audit. The results show that the agency prominently displayed LA signage in public-facing areas. Additionally, the agency improved signage by placing a large banner in the front office with the "*I Speak*" languages. The agency translated six documents into the top three languages encountered by the District government, including the "DC Outreach Letter," "I Need Help Paying My Child Support," and "More Information about

	Parentage and Child Support." The translated version of the "DC Outreach Letter" was found on the website in Amharic, Spanish, and Chinese. It is noted that the CSSD website includes a disclaimer notice for its automated translation feature. CSSD sent flyers to the Mayor's Office for Latino Affairs for distribution, including the Spanish versions of "I Need Help Paying My Child Support" and "More Information about Parentage and Child Support." CSSD was identified as an agency with an automated phone system. The LAP collaborated with agencies to enhance the system's accessibility by creating a multilingual phone tree; however, the agency did not fulfill this accessibility criterion. In the area of quality, the agency was not subjected to LA field testing in FY 2024. **In FY2024, CSSD fulfilled two out of the three recommendations from the FY 2023 Language Access Compliance Review:** 1. Redistribute the current policy and collect an acknowledgement of receipt from agency staff, then submit it through OHR's LA compliance database. 2. Conduct quality control of the documents linked to ensure that they are translated into the corresponding language. **Recommendations for FY 2025:** 1. Upload the document translations, including the original English version and the translated version of the vital document, into the database. 2. Conduct quality control of the documents linked to ensure that they are translated into the corresponding language. Additionally, it is recommended that the agency add a disclaimer notice for the automated translation function of the website.

	3. Develop a multilingual phone tree to enhance accessibility for the LEP/NEP community it serves. 4. Report their outreach efforts made to engage the LEP/NEP communities. The agency may partner with the Mayor's Community Affairs Offices to distribute brochures about the agency's services.

DEPARTMENT OF AGING AND COMMUNITY LIVING (DACL)

OVERALL COMPLIANCE SCORE: 10/15

Preparedness

4/5

DACL attended five of six bi-monthly meetings in FY 2024. The agency was not due for training in FY 2024.

Accessibility

4/5

In FY 2024, the agency engaged the LEP/NEP community through eight outreach events, which engaged 550 participants.

Quality

2/5

There were no language access complaints filed against the agency in FY 2024. When the agency underwent LA field testing, the results reflect that the agency scored 3/6.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
3,297	Spanish, Mandarin, Amharic, French, Vietnamese, Korean

FY 2023 Encounters: 4,389
FY 2023 Score: 11/12

The Department of Aging and Community Living (DACL) submitted a comprehensive report on LA compliance activities.

In the area of preparedness, DACL operated with an outdated internal Language Access Policy. The agency was not scheduled to provide language access training for its staff in fiscal year 2024. DACL reported language encounters from its grantees, and the language access requirements are included in their Grant Policy Manual.

In the area of accessibility, the agency underwent a signage audit, and it was observed that LA signs and resources were displayed at the Senior Center on Georgia Avenue and K Street NE. The agency prominently showcased the language identification poster, *'I Speak*' cards, and other program-related materials in non-English languages. DACL translated three documents into Chinese, Spanish, and Vietnamese, including “Lead agency announcement,” “Safe at Home Acknowledgement,” and “Safe at Home Application.” It is noted that the agency has Language Support Pages; however, the reported document translations cannot be found on the

	agency's website. DACL was identified as an agency that has an automated phone system. The LAP collaborated with agencies to enhance the system's accessibility by creating a multilingual phone tree, and the agency met this accessibility criterion. The agency hosted or participated in eight outreach events with 550 LEP/NEP community members from the African, Latino, and AANHPI populations. In the area of quality, the agency underwent LA field testing, and the results reflect that DACL's Adult Protective Services division provided interpretation in one out of four tests (25%). **In FY2024, DACL implemented one of the five recommendations from the FY 2023 Language Access Compliance Review:** 1. Indicate whether the reported translations are or are not available online. **Recommendations for FY 2025:** 1. Update its internal LA Policy in consultation and approval of the LA program. 2. Increase the frequency of training for all DACL staff and grantees. 3. Considering that the agency engages the Chinese-speaking senior community, it should enhance website accessibility by replicating information on the Language Support Pages as it appears in the English version of the website.

DEPARTMENT OF BEHAVIORAL HEALTH (DBH)

OVERALL COMPLIANCE SCORE: 8/14

Preparedness

4/5

DBH attended all six bi-monthly meetings in FY 2024 and conducted 32 language access compliance trainings, with 323 participants.

Accessibility

2/4

In FY 2024, the agency participated in 322 outreach events engaging 13,777 participants.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
10,089	Spanish, French, Amharic, Mandarin, Cantonese, Vietnamese, Tigrinya, Igbo, German, Persian, Korean, Russian, Farsi, Polish
FY23 Encounters: 21,307 FY23 Score: 6/14	

The Department of Behavioral Health (DBH) submitted a comprehensive LA compliance activities report.

In the area of accessibility, the agency operated under an updated internal LA Policy that expired in the fourth quarter of FY 2024. The agency provided LA compliance training to 323 staff members across 32 training sessions. There is no indication from the reported LA trainings that providers attended or that the agency certified LA compliance for its funded entities and providers.

Quality

2/5

There were no language access complaints filed against the agency in FY 2024. The agency underwent LA field testing; results reflect that the agency scored 0/6.

In the area of preparedness, the agency underwent an audit concerning LA signage. The agency had a language identification poster and other materials in languages besides English. DBH reported having zero translated documents. The agency's website is inaccessible to the LEP/NEP community because it does not provide equitable access to vital information. The Language Support Pages do not contain any translated vital documents and lack a translation engine. LAP collaborated with agencies to improve the accessibility of the automated phone system by creating a multilingual phone tree. This agency is not required to meet this metric as it does not utilize an automated telephone system.

Although the agency participated in 322 outreach events with 13,777 participants, it remains uncertain whether the LEP/NEP community was engaged or in attendance.

In the area of quality, one of the agency's providers underwent LA field testing and provided interpretation in none of the four telephone tests (0%).

In FY 2024, DBH fulfilled two out of four recommendations from the FY2023 Language Access Compliance Review:

1. Finalize the development of a Language Access Policy that is reviewed and approved by OHR.
2. Increase the frequency and attendance of language access training and Language Line Solutions to DBH staff and providers.

Recommendation for FY 2025:

1. Train its funded entities and providers, ensuring the agency's certified LA compliance among these groups.
2. Identify and translate vital documents.
3. Develop a language support section or adopt a translation engine on the website to inform the LEP/NEP community. Regardless of the method the agency chooses to provide language

	accessibility on the website, it is crucial to include a quality assurance mechanism to ensure the accuracy of the translations. 4. Specify which LEP/NEP communities were involved in their outreach efforts. 5. Address the FY 2024 negative findings from LA field testing by submitting a plan to enhance compliance and improve the provision of LA services at the agency service centers and grantee locations.

DISTRICT OF COLUMBIA HOUSING AUTHORITY (DCHA)

OVERALL COMPLIANCE SCORE: 8/15

Preparedness

2/5

DCHA attended all six bi-monthly meetings in FY 2024 and trained 132 frontline employees and managers in four language access compliance training sessions.

Accessibility

4/5

In FY 2024, DCHA did not report any outreach events.

Quality

2/5

DCHA did not receive any public complaints in FY 2024. The agency underwent telephonic language access field testing and scored 3.33 out of 6.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
502	Spanish, Amharic, Mandarin, French, Thai, Farsi, Korean, Russian, Vietnamese, Arabic, Creole

FY23 Encounters: 729
FY23 Score: 08/13

In the area of preparedness, the District of Columbia Housing Authority (DCHA) submitted a LA Compliance i=Implementation Report. The agency reported three types of language encounters: in-person/virtual interpretation, telephonic interpretation, and bilingual staff encounters. The agency submitted an incomplete Language Access Compliance Report; the score is derived from available data. Additionally, the agency continues to operate without an updated Language Access policy. DCHA also had four Language Access compliance training courses for staff, which had 132 participants. It is unclear whether the agency included grantees and contractors in any of the reported training courses. Furthermore, it is also unclear whether Language Access compliance requirements are included in DCHA's Memorandum of Understanding (MOUs) and contracts with its grantees contractors.

In the area of accessibility, the agency underwent a Language Access signage audit and adequately displayed LA signage in public-facing areas. DCHA translated 16 documents into Spanish, French, Amharic, Chinese, Arabic, German, Dutch, Italian, Portuguese, and Russian. It is noted that the agency adopted translation software

	on its website, resulting in improved assurance that all linked documents housed in the "Translated HCVP Forms" are translated into the top six languages encountered in the District government. However, it was also found that while navigating other sections of the agency's website with the translation engine activated, not all linked documents are translated. The agency did not report any outreach events engaging the LEP/NEP community it serves. DCHA was identified as an agency with an automated phone system. The LAP collaborated with agencies to enhance the system's accessibility by creating a multilingual phone tree; however, the agency did not fulfill this accessibility criterion. In the area of quality, the agency underwent LA field testing, and the results reveal that interpretation services were delivered in five out of nine in-person and telephonic tests (56%). **In FY 2024, DCHA fulfilled one of the four recommendations from the FY 2023 Language Access Compliance Review:** 1. Implement a quality control mechanism for the translation engine-populated website content and add additional language options to include the top six languages encountered in the District. **Recommendations for FY 2025:** 1. Finalize the update to the Language Access Policy, ensuring it is reviewed and approved by the LA Program. 2. Confirm and notify the LA Program once it certifies the compliance of its grantees and contractors with the LA Act. 3. Implement a quality control mechanism for the translation engine, the populated website content, and ensure that linked documents are translated. 4. Develop a targeted outreach plan to engage the LEP and NEP populations served by the agency, such as

	creating multilingual marketing materials for its events. 5. Address the FY 2024 negative findings from LA field testing by submitting a plan to enhance compliance and improve the provision of LA services at the agency service center and property management locations.

DEPARTMENT OF HEALTH (DC Health)

OVERALL COMPLIANCE SCORE: 5/15

DC | HEALTH
GOVERNMENT OF THE DISTRICT OF COLUMBIA

Preparedness

1/5

DC Health participated in five out of six bi-monthly meetings in FY 2024 and conducted three training sessions on language access compliance.

Accessibility

3/5

In FY 2024, the agency participated in two outreach events.

Quality

1/5

There was one language access complaint filed against the agency in FY 2024. The agency underwent LA field testing both telephonic and in-person. The agency scored 3.37/6.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
67,188	Spanish, Amharic, French, Vietnamese, Mandarin, Korean

FY23 Encounters: 61,669
FY23 Score: 05/15

In the area of preparedness, the District of Columbia Department of Health (DC Health) provided some LA compliance data but did not certify the quarterly or annual report. The score is based on the available data. The LA Policy was last updated in 2019 and expired in 2021. The agency reported three LA cultural competence training sessions with 72 participants; however, it has not provided proof of attendance. The agency's grantee compliance was not reported in the FY 2024 Annual Report's "Conclusion" section, and activities, such as, grantee certification and training were not included in the compliance database. The only data reported concerned language encounters by grantees.

In the area of accessibility, the agency underwent an LA signage audit. The results showed that the agency displayed signage at headquarters and most of its sites. The LA program noted that the agency reported four document translations, including the "HIV/AIDS Customer Satisfaction Survey." This document was translated into the six most common languages in the District government.

In evaluating DC Health's website for language accessibility, it was found that the documents

	uploaded, reported to be public facing in the LA compliance database, are not available on DC Health's website in any language. Furthermore, while the agency provides a Google Translate feature on its website, clicking on some embedded documents leads to a blank page, and in some cases, it redirects to the English version of the document. The agency also has Language Support Pages (LSP), however, the translated documents reported are not stored within the appropriate Language Support Pages (LSP). Additionally, the agency reported two community engagement efforts: the "Ethiopian Orthodox Tewahedo Church Partnership Mesqel Demera Celebration" and a media outreach effort called the "FOX 5 Interview," which reached 38,500 Amharic and Spanish-speaking community members. DC Health was identified as an agency with an automated phone system. The LAP collaborated with agencies to enhance the system's accessibility by creating a multilingual phone tree. The agency did not fulfill this accessibility criterion. In the area of quality, the agency underwent field testing for the provision of LA services. The outcomes of the field tests show that employees at the Department of Health's divisions provided interpretation in 11 out of 19 tests (58%). This included eight out of 11 in-person tests (73%) and three out of eight phone tests (38%). **In FY2024, DC Health implemented three recommendations from the FY 2023 Language Access Compliance Review:** 1. LA signage should be installed at every public-facing location of DC Health and include the locations of health care providers. 2. Prioritize the translation of essential documents. 3. Develop and submit multilingual outreach materials aimed at engaging the Latino, African, and AANHPI LEP/NEP communities

Recommendations for FY 2025:

1. Report and certify quarterly and annual LA compliance activities in a timely manner throughout FY 2025.
2. Update the LA policy in collaboration with and upon approval from OHR, valid for two fiscal years.
3. Although the agency reported training, it again did not provide proof of attendance, so the point is not granted. It is crucial for the agency to train the majority, if not all, of its workforce on LA compliance and submit attendance logs.
4. Enhance grantee compliance with the Language Access Act by providing training, certifying compliance, and submitting the certification documents to the compliance database.
5. Report vital documents that have been accurately translated into the compliance database.
6. Improve website accessibility for translated essential public health documents, which are available in English.
7. Develop a multilingual phone tree to improve accessibility for the LEP/NEP community it serves.
8. Enhance community engagement by including the AANHPI LEP/NEP communities.
9. Submit the results of the plan to address negative findings and continue providing LA services.

DISTRICT OF COLUMBIA DEPARTMENT OF HUMAN RESOURCES (DCHR)

OVERALL COMPLIANCE SCORE: 8/12

Preparedness

3/5

DCHR participated in all six bi-monthly meetings in FY 2024 but did not conduct any language access compliance training sessions.

Accessibility

3/5

In FY 2024, the agency participated in four outreach events.

Quality

2/3

There was no language access complaint filed against the agency in FY 2024.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
No Data Reported	No Data Reported

FY 2023 Encounters: 5
FY 2023 Score: 06/12

In the area of preparedness, the District of Columbia, Department of Human Resources (DCHR) submitted an LA compliance report.

The agency operated under an updated internal LA Policy in FY 2024. The agency reported that it provided no LA compliance training for its staff. Additionally, the agency offered evidence that it does not have any grantees or contractors to certify as compliant with the LA Act.

In the area of accessibility, DCHR underwent a Language Access signage audit. The results show that the agency adequately displayed LA signage. The agency reported one vital document translation into Amharic: "Community Career Conversations." It is noted that DCHR has improved its language accessibility by adopting Google Translate as its translation engine. The agency participated in four outreach events, which drew 11,300 attendees; however, it was unclear which LEP/NEP communities were represented at these events.

DCHR was identified as an agency that has an automated phone system. The LAP worked with agencies to enhance the accessibility of the system

	by creating a multilingual phone tree; however, the agency did not fulfill this accessibility criterion. **In FY 2024, DCHR addressed three of the five recommendations from the FY 2023 Language Access Compliance Review:** 1. Update the Language Access Policy in consultation with OHR. 2. Enhance the accessibility of its website by ensuring equal access to information for the LEP/NEP community through the creation of Language Support Pages in the top six languages spoken in the District. 3. Identify and translate vital documents. **Recommendations for FY 2025:** 1. Provide accurate data for language encounters. 2. Prioritize the frequency of training and the number of attendees. 3. Continue identifying and translating vital documents. 4. Incorporate a quality assurance mechanism to guarantee the accuracy of the website's translation and related documents. 5. Reach out and provide detailed information on the LEP/NEP population(s) engaged and include culturally appropriate marketing materials.

DISTRICT OF COLUMBIA PUBLIC LIBRARY (DCPL)

OVERALL COMPLIANCE SCORE: 15/15

Preparedness

5/5

DCPL attended all six bi-monthly meetings in FY 2024 and held one training on language access compliance.

Accessibility

5/5

In FY 2024, the agency participated in 231 outreach events.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
560	Spanish, Amharic, Mandarin, French, Arabic, Vietnamese, Bengali, Russian, Tigrinya, Cantonese, Farsi, Creole, Hebrew
FY23 Encounters: 277 FY23 Score: 12/14	

In the area of preparedness, the District of Columbia Public Library (DCPL) submitted a timely LA compliance implementation report. In FY 2024, the agency updated its internal Language Access (LA) Policy with consultation and approval from the Language Access Program (LAP). DCPL held one LA compliance training session, which included six trainees. The agency does not have any grantees. As a proactive measure, the agency incorporated grantee compliance language into its internal Language Access Policy.

In the area of accessibility, the agency underwent a signage audit, which showed that the libraries

Quality

5/5

There was no language access complaint filed against the agency in FY 2024. The agency underwent LA field testing, including both telephonic and in-person components. The agency scored 5.71 out of 6.

tested displayed LA signage adequately. DCPL also updated the "Welcome to Your Library" document to include translations in the top six languages used in the District. The agency has fulfilled the website accessibility standards by using a translation engine for these top languages, ensuring equitable access to information in English for LEP/NEP communities. Additionally, the website includes a disclaimer about translation accuracy and instructions for reporting errors. DCPL participated in 231 outreach events, reaching 5,457 people from the Latino, African American, and AANHPI LEP/NEP populations.

DCPL was identified as an agency with an automated phone system. The LAP collaborated with agencies to enhance the system's accessibility by creating a multilingual phone tree; however, the agency did not fulfill this accessibility criterion.

In the area of quality, the agency underwent LA field testing for the provision of LA services, and the results reflect that DCPL provided interpretation services in all seven tests (100%).

In FY 2024, DCPL implemented two recommendations from the FY23 Language Access Compliance Review:

1. Update its internal Language Access Policy in consultation with the OHR Language Access program for approval.
2. Continue to monitor and ensure the quality assurance of website content, particularly the accuracy of translated information, as some languages do not use the traditional Roman alphabet.

Recommendations for FY 2025:

1. Update its internal Language Access Policy in consultation with and approval from OHR.
2. Increase the frequency of training sessions and the number of participants, including the DCPL's Special Police Officers (SPOs).

	3. Monitor and provide quality assurance regarding the accuracy of translated information, particularly for languages that do not use the traditional Roman alphabet.

DISTRICT OF COLUMBIA PUBLIC SCHOOLS (DCPS)

OVERALL COMPLIANCE SCORE:12/15

Preparedness

3/5

DCPS participated in all six bi-monthly meetings in FY 2024 and conducted 16 language access compliance training sessions.

Accessibility

4/5

In FY 2024, the agency participated in 31 outreach events.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
14,222	Spanish, Amharic, French, Mandarin, Vietnamese, Arabic, Russian, Bengali, Turkish, Haitian Creole, Portuguese, Ukrainian, Tigrinya, Italian
FY23 Encounters: 10/14 FY23 Score: 22,595	

In the area of preparedness, the District of Columbia Public Schools (DCPS) submitted its LA Compliance Report in a timely manner.

DCPS operated under an outdated LA policy. The agency conducted 16 LA compliance training sessions for 2,848 staff members. Although the agency has not certified the compliance of its funded entities or grantees with the Act, DCPS received credit for this compliance item because the agency continues to educate its grantees and providers on LA compliance requirements.

Quality

3/5

There was no language access complaint filed against the agency in FY 2024. The agency underwent LA field testing, both telephonic and in-person, and the results reflect that the agency scored 4.86/6.

In the area of accessibility, the agency underwent an LA signage audit. The findings reflect that DCPS displayed LA signage prominently in public-facing areas. The agency reported 19 document translations into the top five languages most encountered by DCPS, such as "Calendar" and "Multiple translations: DCPS, (IEPs)."

The LAP acknowledges DCPS for making notable improvements to the accessibility of its website's language. DCPS's website includes Language Support Pages (LSP) in Spanish, Amharic, French, Vietnamese, and Chinese, and is designed to work in conjunction with Google Translate. However, there are some evident gaps in quality assurance. For example, the translated "School Feeder Pattern FY 23/24" information is categorized by subject matter. When Google Translate is activated, the title in the target language is inaccurate, as it is misleading and appears to be about food rather than the school feeder program. The agency reported 31 outreach events engaging 3,211 individuals representing the Latino and African LEP/NEP communities served by DCPS.

DCPS was identified as an agency that has an automated phone system. The LAP collaborated with agencies to enhance the accessibility of the system by creating a multilingual phone tree, which the agency successfully completed.

In the area of quality, the agency underwent LA field testing for the provision of LA services; results indicate that six out of seven telephonic testers received interpretation services (85.71%).

In FY 2024, DCPS completed two of the five recommendations from the FY 2023 Language Access Compliance Review:

1. Submit the translation of documents quarterly to the section dedicated to vital documents.
2. Report on engagement events that clearly state which LEP/NEP communities were involved.

Recommendations for FY 2025:

1. Update the LA policy for DCPS.
2. Train staff, officers, and grantees/service providers on LA compliance and effective use of LA resources.
3. Enhance the quality assurance system for the translated documents on the website.
4. Complete the development of the multilingual phone tree for the customer service unit.
5. Leverage the event tagline system to engage other LEP/NEP communities in community events and upload the outreach material demonstrating the use of the taglines.
6. Develop and execute a strategy to tackle negative findings and enhance the delivery of LA services.

DC OFFICE OF ZONING (DCOZ)

OVERALL COMPLIANCE SCORE:10/13

Preparedness

5/5

DCOZ attended four of the six bi-monthly meetings in FY 2024 and held two language access compliance training sessions.

Accessibility

3/5

In FY 2024, the agency did not participate in any outreach events.

Quality

2/3

There were no language access complaints filed against the agency in FY 2024.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
5	Spanish, Amharic, Mandarin, and French

FY23 Encounters: 7
FY23 Score: 09/12

The District of Columbia Office of Zoning (DCOZ) submitted a timely report on LA implementation in preparedness.

The agency followed an updated LA policy in FY 2024. It participated in two language access compliance training courses, with a total of 24 attendees. The agency provided proof that it has no funded entities or grantees requiring certification under the LA Act.

In accessibility, DCOZ underwent an LA signage audit, and the results show that the agency effectively displayed LA signage. The agency reported that there are no in-house document translations but uses Google Translate as its translation engine for the website. However, the translation engine does not cover embedded documents, which makes them inaccessible to the LEP/NEP community. Additionally, the agency reported having no outreach events.

DCOZ was identified as an agency that has an automated phone system. The LAP collaborated

	with agencies to enhance the accessibility of the system by creating a multilingual phone tree, which the agency successfully completed. **In FY 2024, DCOZ implemented one of the four recommendations from the FY 2023 Language Access Compliance Review:** 1. Update its Language Access Policy in consultation with the LAP. **Recommendations for FY 2025:** 1. Submit training rosters for staff compliance training in LA. 2. Engage in and report on outreach efforts, specifying the LEP/NEP populations encountered. 3. Identify and translate documents intended for the public. 4. Establish a quality assurance mechanism to ensure the accuracy and availability of translated documents, as well as the high standard of the generated translations.

DEPARTMENT OF DISABILITY SERVICES (DDS)

OVERALL COMPLIANCE SCORE:10/15

Preparedness

4/5

DDS attended all bi-monthly meetings in FY 2024 and held fourteen language access compliance training courses.

Accessibility

4/5

In FY 2024, the agency participated in thirty-four outreach events.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
2,537	Languages: Spanish, French, Mandarin, Russian, Farsi, Vietnamese, Twi
FY23 Encounters: 252 FY23 Score: 08/12	

In the area of preparedness, the Department of Disability Services (DDS) reported that it promptly implemented compliance activities. The agency continues to use three methods of data collection to record language encounters. It operated under an updated Language Access policy and conducted 14 language access compliance training sessions attended by 37 participants. There is no indication that the agency has certified compliance of its funded entities with the LA Act.

In the area of accessibility, the agency underwent a Language Access (LA) signage audit and appropriately displayed LA signage in public-facing

Quality

2/3

There was no language access complaint filed against the agency in FY 2024.

areas. The agency reported 13 vital document translations into Spanish, Amharic, French, Chinese, Korean, and Vietnamese, including the "2023 Annual Report to the Community." The previously mentioned vital document is available on the DDS website; however, it is located under the subject matter and on the English-only webpage, making it inaccessible to the LEP/NEP community. The agency participated in 34 outreach events, reaching 3,365 participants, including the Spanish-speaking LEP/NEP community.

DDS was identified as an agency with an automated phone system. LAP collaborated with agencies to enhance the system's accessibility by developing a multilingual phone tree. The agency met the accessibility criteria for its main number. Additionally, the agency is working to improve the accessibility of the other five DDS phone lines.

In FY 2024, DDS did not implement the two recommendations from the FY 2023 Language Access Compliance Review.

Recommendations for FY 2025:

1. Certify its funded entities and providers to comply with the LA Act of 2004.
2. Create a language support section or implement a translation engine on the website to serve the LEP/NEP community. Regardless of the method chosen to provide language accessibility, it is essential to include a quality assurance process to verify the accuracy of translations.
3. Engage the African and AANHPI LEP/NEP population of the District.

DISTRICT DEPARTMENT OF TRANSPORTATION (DDOT)

OVERALL COMPLIANCE SCORE: 9/13

Preparedness

4/5

In FY 2024, DDOT attended four of six Bi-monthly Meetings. The agency reported three language access compliance trainings.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
390	Spanish, Mandarin, French, Amharic, Italian, Portuguese, Russian, Korean, German
FY23 Encounters: 252 FY23 Score: 8/12	
In the area of preparedness, the District Department of Transportation (DDOT) continues to report activities related to implementing language access compliance. The agency was operating with an outdated Language Access Policy but successfully updated it in FY 2024. DDOT engaged 486 staff members across three LA compliance training sessions. Additionally, DDOT has taken steps to certify the compliance of its funded entities with the Act by collaborating with the Office of Contracting and Procurement to include contractual language that ensures compliance with the Language Access Act of 2004.	

Accessibility

2/5

In FY 2024, the agency participated in two outreach events.

Quality

2/3

No complaints were filed against DDOT in FY 2024. The agency was not subjected to testing in FY 2024.

In the area of accessibility, the agency underwent a Language Access signage audit and found that it did not properly display LA signage in public-facing areas. DDOT translated six documents into the six most spoken languages in the District, including the "Adult Learner Transit Subsidy Program 2024" and the "Bus Priority Program One Pager." The translation document for "Adult Learner Transit Subsidy Program 2024" could not be found under the relevant subject matter or on the Language Support Pages (LSP) of the website. Another translated document, the "Bus Priority Program One Pager," was located under the subject matter but not on the language support page.

The agency should adopt a machine translation engine for its website because most of its content is suitable for this type of language translation. DDOT reports two outreach events that engaged 35 Spanish- and Amharic-speaking LEP/NEP individuals.

DDOT was identified as an agency with a bilingual automated phone system (English and Spanish). The LAP collaborated with agencies to enhance the system's accessibility by creating a multilingual phone tree; however, the agency did not fulfill this accessibility criterion.

In FY 2024, DDOT implemented one of three recommendations from the FY2023 Language Access Compliance Review:

1. Update its internal Language Access Policy.

Recommendations for FY 2025:

1. Strengthen its MOUs with contractors/grantees to include the District's Language Access Act of 2004 compliance requisites.
2. Display LA signage prominently in all public-facing areas.

	3. Enhance the accessibility of its website by implementing a translation engine that prioritizes quality control to ensure accurate translation of embedded documents. 4. Complete the development of the multilingual phone tree to enhance accessibility for the LEP/NEP community it serves. 5. Expand its outreach efforts to the African and AANHPI LEP/NEP communities.

DEPARTMENT OF BUILDINGS (DOB)

OVERALL COMPLIANCE SCORE: 10/15

Preparedness

3/5

DOB attended five of six bi-monthly meetings in FY 2024 and held three training courses for its staff.

Accessibility

3/5

In FY 2024, the agency reported zero outreach events.

Quality

4/5

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
272	Spanish, Amharic, Mandarin, Korean, French, Arabic
FY23 Encounters: 359 FY23 Score: 8/14	

In the area of preparedness, the Department of Buildings (DOB) reported some compliance activities but did not certify the quarterly or annual report. The score is based on available data. The agency developed its internal Language Access Policy. It reported three language access compliance training sessions with 52 attendees. DOB did not provide evidence of its funded entities' or contractors' language access compliance certification, nor has it reported the training given to these entities or contractors.

In the area of accessibility, the agency completed an LA signage audit, which showed that the agency prominently displayed LA signage. Seventeen vital documents were translated into the top six languages used by the District government, including the "Certificate of Occupancy Authorization Form" and the “Contract Agreement." These documents are available on the language support page of the website. The agency's website relies on Google

DOB had one LA complaint filed against it. The agency underwent LA field testing and scored a 5.63/6.	Translate for translation, but it was found that not all translated documents are as easily accessible as the English versions. The agency reported no outreach events. DOB was identified as an agency with an automated phone system. The LAP collaborated with agencies to enhance the system's accessibility by creating a multilingual phone tree; however, the agency did not fulfill this accessibility criterion. In the area of quality, the agency received one complaint, which was resolved during the pre-investigation phase. Additionally, the agency has an incomplete corrective plan issued in reference to an LA complaint. The DOB addressed the LA gaps identified in the complaint. Additionally, the agency underwent LA field testing, and DOB provided interpretation in 15 out of 16 tests (94%). Employees provided interpretation in all four in-person tests and 11 out of 12 telephone tests within five minutes of answering their calls. **In FY 2024, DOB implemented three out of five recommendations from the FY 2023 Language Access Compliance Review:** 1. Complete the process of developing and implementing its internal LA Policy in collaboration with and obtaining approval from the LAP. 2. Enhance the Language Support Pages (LSP) section of its website by including translated vital documents that inform users of crucial services, interactive portals, and programs. 3. Prioritize the completion of an outstanding Corrective Action Plan due to a language access complaint. **Recommendations for FY 2025:**

	1. Improve its language encounter tracking system to include bilingual staff and both in-person and virtual interpretation. 2. Develop an online training module for all staff. 3. Provide grantees and contractors with Language Access Compliance Agreements or submit evidence to OHR that the agency has no funded entities. 4. Improve its website to better house translated documents. 5. Develop a multilingual phone tree to improve accessibility for the LEP/NEP community it serves. 6. Engage in outreach activities to inform LEP/NEP communities about the services accessible to them.

DEPARTMENT OF CORRECTIONS (DOC)

OVERALL COMPLIANCE SCORE: 9/13

Preparedness

4/5

DOC attended five of five bi-monthly meetings in FY 2024 and held forty-two trainings.

Accessibility

3/5

In FY 2024, the agency reported eighteen outreach events.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
756	Spanish, Amharic, Russian, Italian, French, Burmese, Mandarin, Creole, Arabic, Bengali

FY23 Encounters: 471

FY23 Score: 11/12

In the area of preparedness, the Department of Corrections (DOC) reported language access (LA) compliance implementation activities in a timely fashion. In FY 2024, the agency operated with a current LA Policy that is set to expire in the fourth quarter of FY 2025. It is noted that the agency tripled the number of training sessions and participants, with a total of 42 LA compliance training sessions attended by 1,032 participants. Additionally, the DOC reported training information for its funded entities and grantees. However, a point was not awarded because the agency did not comply with the recommendation from the previous annual compliance review.

Quality

2/5

DOC had one LA complaint filed against it in FY 2024**.**

specifically failing to submit proof of LA certification for its funded entities and contractors.

In the area of accessibility, the agency underwent an LA signage audit, and the results show that the agency prominently displayed the language identification poster and "*I Speak*" signs. DOC reported 28 vital document translations into Spanish, which is the language that meets the threshold for document translation requirements: "Visitation Dress Code" and "Spanish Phrase Cards."

The agency's website has a Language Support section and a tab dedicated to information titled "En Español," which is prominently displayed and contains links to translated documents. The agency maintains that Spanish is the only language that meets the threshold for translation. Discrepancies were found in the "En Español" section and the Spanish LSP, such as the visitation dress code informational document, which is not available in either the Spanish LSP or the "En Español" section. The agency reported 18 outreach events with 1,336 participants engaging the Spanish-speaking LEP/NEP community. It is noted that the agency translated the outreach material into Spanish to inform about LA services at DOC.

DOC was identified as an agency with a bilingual automated phone system (English and Spanish). LAP collaborated with agencies to enhance accessibility of the system by creating a multilingual phone tree; however, the agency did not meet this accessibility standard.

In the area of quality, in FY 2024, the agency fulfilled the corrective action plan tied to the complaints filed in FY 2019.

In FY 2024, DOC implemented two out of three recommendations from the FY 2023 Language Access Compliance Review:

1. Provide Language Access training to all DOC staff as a compliance requirement due to a language access complaint.

	2. Fulfill the remaining language access recommendations and collaborate with the program to address the proposed compliance matters identified during the 2019 site visit. **Recommendations for FY 2025:** 1. Establish grantee/contractor compliance with the Language Access Act. 2. Update its language identification poster because it is outdated. 3. Fully develop the "En Español" section of the website by incorporating essential information from the Spanish language support page and ensure that all translated public-facing documents are properly linked. 4. Develop a multilingual phone tree to enhance accessibility for the LEP/NEP community it serves.

DEPARTMENT OF ENERGY AND ENVIRONMENT (DOEE)

OVERALL COMPLIANCE SCORE: 13/13

Preparedness

5/5

DOEE attended five of six bi-monthly meetings in FY 2024 and held three training courses for its staff.

Accessibility

5/5

In FY 2024, the agency reported twenty-seven outreach events.

Quality

3/3

DOEE did not have any LA complaints filed against it.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
582	Spanish, Amharic, Farsi, Creole, Tigrinya, French, Korean, Arabic

FY 2023 Encounters: 817

FY 2023 Score: 11/12

In the area of preparedness, the agency submitted a timely report on Language Access (LA) implementation activities. In FY 2024, the agency operated under an existing LA Policy and held three LA compliance training sessions, attended by 67 staff members and some of its funded entities. The agency confirmed LA compliance with its funded entities and provided additional training for grantees and subgrantees.

In the area of accessibility, the agency underwent an LA signage audit. The results show that the agency effectively displayed language access signage at its public-facing locations, including the language identification poster and "I Speak" cards. The agency translated 10 documents into the six most common languages in the District, such as the "LIHEAP-UDP Application" and the "Clean Rivers Impervious Area Charge Nonprofit Relief Application (CRIAC)."

The LAP notes that the agency has improved the accessibility of its website to documents and vital information for the LEP/NEP community. We encourage the agency to continue implementing its

	quality control mechanism, as it has a significant impact on the provision of equitable access to vital information. DOEE engaged the LEP/NEP community through 27 outreach activities, reaching 112,780 participants, through partnerships with the Mayor's Community Affairs Offices and their network of grantees. The agency continues to surpass outreach expectations by utilizing various ethnic media outlets, including radio, newspapers, TV, and social media platforms. DOEE was identified as an agency with an automated phone system. LAP collaborated with agencies to enhance the system's accessibility by developing a multilingual phone tree. The agency met this accessibility criterion. The LAP commends DOEE for surpassing the requirement of creating a multilingual phone in three additional languages beyond the six most common languages used by the District government. **In FY 2024, DOEE fulfilled the only recommendation from the FY 2023 Language Access Compliance Review:** 1. Complete the process of housing document translations and their titles/links to vital documents on the Language Support Pages (LSP).

DEPARTMENT OF EMPLOYMENT SERVICES (DOES)

OVERALL COMPLIANCE SCORE: 10/13

Preparedness

5/5

DOES attended five of six bi-monthly meetings in FY 2024 and held five training sessions on language access compliance requirements.

Accessibility

4/5

In FY 2024, the agency participated in ten outreach events.

Quality

1/3

One LA complaint was filed against DOES in FY 2024.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
10,144	Spanish, Amharic, French, Vietnamese, Tigrinya, Mandarin, Korean, Arabic, Tagalog, Dari, Indonesian, Bengali, Turkish, Thai, Portuguese, Pashto

FY2023 Encounters: 6,642
FY2023 Score: 7/13

In the area of preparedness, the Department of Employment Services (DOES) provided a comprehensive Language Access Compliance Report. DOES has a current language access policy and has conducted five LA training sessions attended by 370 participants. The agency confirmed the certification and training of its funded entities for compliance with the Act.

In the area of accessibility, the agency underwent an LA signage audit. The results show that the agency displayed LA signage clearly in all public areas. DOES translated 50 documents into the six most common languages in the District government. The agency's website offers a Google Translate option for its web content, and the embedded links direct users to the corresponding translated documents.

DOES also has a Language Support Page (LSP). The Spanish LSP, however, contains the translated versions of the "DC Minimum Wage Poster" in other languages, which creates an accessibility barrier for the rest of the LEP/NEP community because it is stored in the wrong LSP. The agency reported ten

	outreach events with 152,402 participants engaging the Latino and African LEP/NEP community of the District. Additionally, DOES was identified as an agency with an automated phone system. The LAP collaborated with agencies to enhance the system's accessibility by developing a multilingual phone tree. The agency managed to meet this accessibility criterion. **In FY 2024, DOES satisfied one of the two recommendations from the FY 2023 Language Access Compliance Review:** 1. Expand outreach efforts to involve other LEP/NEP communities beyond the Latino community. The agency faced a complaint concerning the translation of the "Paid Family Leave" portal. This issue was flagged in the previous compliance review, which is why it was not awarded the point in the quality criteria. **Recommendations for FY 2025:** 1. Continue to monitor the quality control of the Google Translate feature's functionality and accuracy. The agency's LSP section covers the top six languages; however, the Spanish LSP also includes documents in other languages. These should be stored in the correct LSP instead of the Spanish section. 2. Expand outreach efforts to engage the AANHPI and African LEP/NEP communities in addition to the Latino LEP/NEP community.

DEPARTMENT OF GENERAL SERVICES (DGS)

OVERALL COMPLIANCE SCORE: 0/14

Preparedness

0/4

DGS attended four of six bi-monthly meetings in FY 2024.

Accessibility

0/5

In FY 2024, the agency reported no outreach events.

Quality

0/5

DGS did not have any LA complaints filed against them in FY 2024. The

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
No data reported	No data reported

FY23 Encounters: N/A

FY23 Score: 1/14

For the past seven years, the agency has been non-compliant with the Language Access (LA) Act & regulations. The agency has not submitted an LA compliance implementation report since 2017. The Language Access Program (LAP) cannot conduct a comprehensive compliance review because there is no data on implementation activities. Additionally, the agency has neither acknowledged nor addressed any long-standing compliance gaps. The score is based on the available information.

The agency's Language Access Policy was last updated in 2016 and requires review and revision. There is no evidence that security officers at DGS have completed training on language access compliance. This is a serious concern because security officers are often the first point of contact for the public and LEP (Limited English Proficiency) community members visiting a DC government site. Without proper training, security officers may create language barriers that hinder people's access to essential public services. Although the agency's Language Access Coordinator attended four out of six scheduled bilingual meetings, DGS has not responded promptly

agency underwent LA field testing and scored a 0.5/6.	to questions from the LAP and has not provided plans to address issues identified in recent compliance audits. While the agency has agreements with contractors, it has not shared details about how it ensures compliance with language access requirements. In the area of accessibility, the agency underwent an LA signage audit. As in previous years, the results show that the agency does not display LA signage to inform the LEP/NEP community about the availability of language services, as required by the Act. The agency did not report any data for vital document translations, and the website remains inaccessible to the LEP/NEP community. There is no indication that the agency participated in or hosted any outreach events engaging the LEP/NEP community. The LAP collaborated with agencies to improve the accessibility of existing automated phone systems by developing a multilingual phone tree. DGS is not required to meet this metric because the agency does not use an automated telephone system. In the area of quality, the agency did not have any LA complaints filed against it in FY 2024. However, the agency was required to implement a Corrective Action Plan and was ordered to provide language access compliance training to security officers in FY 2021. Additionally, the agency underwent LA field testing, and results show that employees at the Franklin D. Reeves Municipal Center security checkpoint provided interpretation in zero out of four tests (0%). **Over the past seven years, the agency has neither carried out nor reported any LA compliance activities, nor acknowledged or addressed any ongoing compliance gaps.** **Recommendations for FY 2025:** 1. Report its quarterly and annual data promptly and thoroughly. 2. Update the agency's internal LA policy. The LA policy offers agency staff, grantees, and

	contractors a comprehensive framework for complying with the Language Access Act. 3. Train its staff and contracted special police officers (SPOs) on compliance requirements, especially considering the FY 2022-2023 field testing results. 4. Establish contractor compliance with the Language Access Act. 5. Translate vital documents and submit those translations to the LA compliance database. 6. Create Language Support Pages (LSP) that host uploaded, translated vital documents and translate program-specific websites, applications, and portals. 7. Proactively engage and collaborate with the Mayor's Community Affairs Offices to ensure equal access to the agency's services and programs. 8. Develop a multilingual phone tree.

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT (DHCD)

OVERALL COMPLIANCE SCORE: 3/13

Preparedness

0/5

DHCD attended one of six bi-monthly meetings in FY 2024.

Accessibility

1/4

In FY 2024, the agency reported no outreach events.

Quality

2/3

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
No data reported	No data reported

FY 2023 Encounters: N/A

FY 2023 Score: 4/12

Over the past three fiscal years, the Department of Housing and Community Development (DHCD) has been noncompliant with the Language Access (LA) Act and regulations. The agency has not submitted an LA compliance implementation report since FY 2022. The Language Access Program (LAP) is unable to perform a comprehensive compliance review because there is no data on implementation activities. Additionally, the agency has neither acknowledged nor addressed any long-standing compliance gaps. The score is based on the information available.

In the area of preparedness, the agency is long overdue for an update to its internal Language Access Policy, with the last update having occurred in FY 2013. There is no indication that DHCD's staff members have received LA compliance training. The practice of not training staff or funded entities, nor implementing an LA policy, creates a language barrier for the LEP/NEP community and has or could impair access to vital public services.

In the area of quality, the agency underwent an LA signage audit and prominently displayed LA signage in

DHCD did not have any LA complaints filed against it.	public-facing areas of its site. The agency reported no document translations in FY 2024. DHCD's website features a language support section that includes the agency's general information; however, there are no links to translated documents. Additionally, the agency did not report any outreach events engaging the LEP/NEP community of the District. DHCD was identified as an agency with an automated phone system. LAP collaborated with agencies to enhance the system's accessibility by developing a multilingual phone tree; however, the agency did not fulfill this accessibility requirement. **The agency has not fulfilled any of the recommendations issued from the past three Language Access Compliance Reviews.** **Recommendations for FY 2025:** 1. Improve its quarterly and annual reporting in the Language Access Database. 2. Update and execute its internal LA policy. 3. Train its staff on language access requirements. 4. Improve attendance at the mandatory bi-monthly meetings and improve communication with the LA Program. 5. Certify its grantees and contractors on LA compliance. 6. Identify and translate vital documents to meet accessibility standards. 7. Develop a multilingual phone tree. 8. Enhance the language support section or adopt a translation engine on its website to inform the LEP/NEP community. Regardless of the method the agency adopts to provide website language accessibility, it is crucial to include a quality assurance mechanism to ensure the accuracy of the translations. 9. Conduct and report outreach efforts to the LEP/NEP population.

DEPARTMENT OF HEALTH CARE FINANCE (DHCF)

OVERALL COMPLIANCE SCORE: 6/15

Preparedness

3/5

DHCF attended three of six bimonthly Meetings in FY 2024.

Accessibility

2/5

In FY 2024, the agency participated in 42 outreach events with 433 attendees.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
1,199	Spanish, Cantonese, Mandarin, Amharic, French, Korean, Vietnamese, Arabic, Portuguese, Russian, Turkish
FY 2023 Encounters: 724 FY 2023 Score: 5/14	
In the area of preparedness, the Department of Health Care Finance (DHCF) provided data on its initiatives to establish Language Access Act requirements. However, it still lacks a formal language access policy. DHCF reported conducting 42 Language Access training sessions for 433 staff members but did not record participant details. The agency also trained its providers on language access compliance but has yet to certify these providers as compliant with the LA Act of 2004 and its regulations. In the area of accessibility, the agency underwent an LA signage audit, and the results show that the agency prominently displayed the language	

Quality

1/5

The agency had one formal complaint filed against them in FY 2024. The agency underwent field testing and scored 4.29 out of 6.

identification poster and "*I Speak*" cards. The compliance report indicates that the agency translated one vital document. The agency website lacks any Language Support Pages or the option to activate machine translation software. Additionally, the agency does not have a way to inform the LEP/NEP community that the District Direct is available in Spanish and Amharic, the most common languages among DHCF. The agency also did not report any outreach events engaging the Latino, AANHPI, and African LEP/NEP communities.

Additionally, DHCF was identified as an agency with an automated phone system. The LAP collaborated with agencies to enhance the system's accessibility by creating a multilingual phone tree; however, the agency did not fulfill this accessibility criterion

In the area of quality, DHCF provided interpretation services in five out of seven tests (71.43%).

In FY 2024, DHCF completed three out of six recommendations from the FY 2023 Language Access Compliance Review:

1. Report its quarterly and annual data completely and on time.
2. Provide Language Access training to all DHCF staff as a compliance requirement, and upload attendance logs.
3. Translate vital documents and record those translations in the database.

Recommendations for FY 2025:

1. Continue enhancing data collection by including all three language encounter types and reporting LA implementation activities.
2. Develop and formalize a Language Access Policy in consultation with the LAP.
3. Attend the mandatory bi-monthly meetings.
4. Certify its funded entities/providers for compliance with the LA Act.

	5. Translate vital documents and report those translations into the database. 6. It is critical that the agency develop a language support section or implement a translation engine on its website to inform the LEP/NEP community about health program information. Regardless of the method used for website language accessibility, it is essential to include a quality assurance process to verify the accuracy of the translations. 7. Submit a plan to strengthen compliance and provision of LA services at the agency to address negative field-testing results.

DEPARTMENT OF HUMAN SERVICES (DHS)

OVERALL COMPLIANCE SCORE: 10/15

Preparedness

3/5

DHS attended five of six bimonthly meetings in FY 2024 and held four LA compliance training sessions.

Accessibility

2/5

In FY 2024, the agency participated in 42 outreach events with 433 attendees.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
30,279	Spanish, Amharic, French, Chinese, Arabic, Vietnamese, Russian, Tigrinya, Portuguese, Creole, Farsi, Ukrainian, Turkish, Korean

FY 2023 Encounters: 724
FY 2023 Score: 05/14

In the area of preparedness, the Department of Human Services (DHS) submitted a Language Access Compliance Implementation Report. Data shows that the agency used one of three data collection methods to record language encounters, specifically, telephonic interpretation. DHS updated its internal Language Access (LA) Policy. The agency held four LA compliance training courses for 1,045 of its staff and grantees. Over the past four fiscal years, DHS has not informed the LA program about whether LA compliance language is in its agreements with grantees.

In the area of accessibility, the agency underwent a Language Access (LA) signage audit. The results show

Quality

1/5

The agency had four formal complaints filed against it in FY 2024. The agency underwent field testing and scored 3.46 out of 6.

that the H Street, Taylor Street, and Anacostia locations adequately displayed LA signage. DHS reported that 41 vital documents were translated into Spanish, French, Amharic, and Chinese, including the "Combined Application for SNAP, TANF, and Cash." and Mid-certification. It is noted that the website features Language Support Pages (LSPs) and contains translated documents. Additionally, Google Translate works well with these LSPs. The District Direct portal utilizes a translation engine for language accessibility, and it also offers a multilingual Combined Application for SNAP, TANF, and Cash resources. DHS participated in ten outreach events, reaching 901 participants, and reports having engaged with the African, Latino, and AANHPI LEP/NEP communities.

LAP worked with agencies to enhance the accessibility of the automated phone system by creating a multilingual phone tree. The agency met this accessibility criteria.

In the area of quality, the agency underwent a language access signage audit. The results show that the H Street, Taylor Street, and Anacostia locations displayed the LA signage properly. It is noted that after the agency was informed of the formal LA complaint, it responded quickly by providing the complainant with language access and general services.

DHS provided interpretation to 15 of 26 total language access field testers in FY 2024. Only 58% of telephone and in-person testers received interpretation services. The Equal Rights Center (ERC) tested five DHS divisions as well as three funded entities in FY 2024 that were tested in previous years.

In FY2024, DHS fulfilled three out of five recommendations from the FY 2023 Language Access Compliance Review:

1. Submit a Language Access Policy that is reviewed and approved by the LA team.
2. Improve the location of LA signage in public-facing areas to improve visibility and accessibility.

	3. Perform quality assurance checks to ensure the availability of translated documents and the accuracy of translations generated by the translation engine. Additionally, the agency still maintains Language Support Pages with translated vital documents, but these do not include the translations listed in the compliance database. **Recommendations for FY 2025:** 1. Enhance the tracking of language encounters by monitoring bilingual staff, telephonic, in-person/virtual interpretation interactions, and continue collecting and reporting implementation activities. 2. Develop an online module to ensure that all staff are trained on LA requisites and upload the attendance roster. 3. Provide proof of LA compliance certification for its grantees. 4. Continue using the quality assurance process to improve the website, ensuring the accuracy and accessibility of translated documents and the quality of the generated translations. 5. Address the FY 2024 language access gaps identified from LA field testing by submitting a plan to improve compliance and LA service delivery at agency service centers and grantee locations.

DEPARTMENT OF LICENSING AND CONSUMER PROTECTION (DLCP)

OVERALL COMPLIANCE SCORE: 6/15

Preparedness

1/5

DLCP attended five of six bi-monthly meetings in FY 2024. The agency did not hold any LA training sessions.

Accessibility

2/5

The agency reported zero outreach events in FY 2024.

Quality

3/5

DLCP had one language access complaint filed against it in FY 2024. The agency underwent LA field testing and scored 5.73/6.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
No data reported	Spanish, Bengali, Amharic, Korean, Mandarin

FY 2023 Encounters: 42
FY 2023 Score: 6/14

In the area of preparedness, the Department of Licensing and Consumer Protection (DLCP) did not report any Language Access (LA) implementation activities. The score is based on the available information. DLCP did not establish an internal Language Access Policy. The agency reported no language access compliance training sessions. DLCP did not provide evidence of its grantee language access compliance certification, nor did they report any training administered to contractors.

In the area of accessibility, the agency underwent an LA signage audit, and the results show that it prominently displayed LA signage. The agency reported having zero document translations. It is noted that DLCP has improved its website's language accessibility by adopting Google Translate as its translation engine. The agency completed the translation of the "DC Business Portal," which is now fully functional in Spanish. Although adopting a translation engine is a positive step toward language accessibility, it was found that this engine does not apply to transaction portals such as, My DC Business Center. The agency also did not report any outreach events aimed at engaging with the LEP/NEP community of the District.

	DLCP was identified as an agency with an automated phone system. The LAP collaborated with agencies to enhance the system's accessibility by creating a multilingual phone tree; however, the agency did not fulfill this accessibility criterion In the area of quality, DLCP divisions provided interpretation in 15 out of 15 tests (100%), with tests conducted in person and by phone. **DLCP fulfilled one of the eight recommendations from the FY 2023 Language Access Compliance Review:** 1. Maximize its LSP section of the website by housing translated vital documents such as applications, informational documents, and other resources to mirror those available in the English version of the website. **Recommendations for FY 2025:** 1. Submit a thorough LA implementation report promptly. 2. Establish an internal Language Access Policy that has been reviewed and approved by LAP. 3. Provide Language Access training for staff, grantees, and contractors. 4. Provide grantees and contractors with Language Access compliance agreements or submit evidence to LAP showing that the agency has no funded entities. 5. Identify and translate vital documents, then report those translations into the compliance database. 6. Develop a quality assurance mechanism to improve the website, ensure the accuracy and availability of translated documents, and maintain the quality of the generated translations. 7. Engage and collaborate with the Mayor's Community Affairs Offices to provide equal access

	to the agency's services and programs.

DEPARTMENT OF MOTOR VEHICLES (DMV)

OVERALL COMPLIANCE SCORE: 12/15

Preparedness

4/5

DMV attended five of six bi-monthly meetings in FY 2024 and held three training courses on language access compliance requirements.

Accessibility

4/5

In FY 2024, DMV's outreach efforts included three multilingual social media posts.

Quality

5/5

No complaints were filed against DMV in FY 2024 The agency was subjected to in-person LA field testing and scored a 5.5 /6.00.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
2,912	Spanish, Amharic, French, Turkish, Arabic, Mandarin, Farsi, Pashto, Tigrinya, Portuguese, Russian, Vietnamese, Cantonese

FY 2023 Encounters: 7,691
FY 2023 Score: 14/14

In the area of preparedness, the Department of Motor Vehicles (DMV) submitted a comprehensive language access (LA) compliance report. The agency used three language encounter tracking sources: telephonic interpretation, in-person/virtual interpretation and staff language facilitators. The agency has a current internal language access policy. It held three LA compliance training courses with a total of 156 participants. The agency did not submit data reflecting funded entity or grantee compliance certification.

In the area of accessibility, the agency underwent an LA signage audit. It was found that the agency prominently displayed LA signage. The agency reported that nine documents were translated into the top six languages encountered by the District Government, such as: "DMV Placard Application" and "Limited Purpose Required and Acceptable Document List." The agency also proactively translated the driver's knowledge test into Arabic, Italian, and Japanese.

	The DMV's website's Language Support Pages are updated in tandem with the English versions, ensuring fair access for the LEP/NEP community. The agency uses Google Translate and has translated linked documents. This is significant because Google Translate does not automatically translate linked documents, so translating embedded documents guarantees that the LEP/NEP community receives equal access to vital resources. The agency reported three outreach efforts via social media posts aimed at engaging 7,064 followers, including LEP/NEP community members: "Bootcamp Permit for new drivers between the ages of 16-21 for DC Residents." LAP collaborated with agencies to improve the accessibility of the automated phone system by creating a multilingual phone tree. The agency fulfilled this accessibility criterion. In the area of quality, in FY 2024, the agency underwent LA field testing. The results show that the DMV attempted to provide interpretation services in all seven tests and successfully offered interpretation in five out of seven tests (71.43%). **In FY 2024, DMV implemented one out of two recommendations from the FY23 Language Access Compliance Review:** 1. Implement its bilingual staff encounter tracking system. 2. Proactively engage and collaborate with the Mayor's Community Affairs Offices to provide equal access to the agency's information and services. **Recommendation for FY 2025:** 1. Certify DMV contractors and grantees for compliance with the LA Act and requirements and provide training. 2. Complete the development of the multilingual phone tree. 3. Address the FY 2024 language access gaps that were identified from LA field testing by submitting

	a plan to strengthen compliance and the provision of LA services at agency service centers.

DEPARTMENT OF PARKS AND RECREATION (DPR)

OVERALL COMPLIANCE SCORE: 10/14

Preparedness

5/5

DPR attended five of the six bi-monthly meetings in FY 2024 and conducted six language access training courses for its staff.

Accessibility

3/5

In FY 2024, the agency participated in two outreach events.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
259	Spanish, Amharic, Mandarin, French, Ukrainian, Arabic

FY 2023 Encounters: 134
FY 2023 Score: 7/14

In the area of preparedness, the Department of Parks and Recreation (DPR) met all five compliance requirements by successfully updating its internal LA Policy with approval of the Language Access Program (LAP), attending the required meetings, and training 446 staff members in six LA compliance sessions. Additionally, the agency provided evidence that LA certification language is included in the Notice of Grant Agreement, ensuring funded entities comply with the Act.

In the area of accessibility, the agency underwent a Language Access (LA) signage audit. The agency underwent a Language Access (LA) signage audit. The Lamond, Turkey Thicket, Rosedale, Kalorama, Petworth, and Hamilton recreation centers were examined. Out of the sites visited, four of the six prominently displayed LA signage. Inconsistencies in the display of LA signage were found at Turkey Thicket, and there was no signage at the Petworth site. Three vital documents translated into the top six languages most encountered by the agency include: "Summer Camp Details and Information." The agency's website has established

Quality

2/5

No complaints were filed against DPR in FY 2024. The agency scored 2.25 out of 6 in the LA field testing in FY 2024.

Language Support Pages. As noted in last year's observation, the reported translated vital document is not included on these pages. DPR participated in two outreach events engaging 100 Spanish-speaking LEP/NEP attendees, and the agency translated marketing material into Spanish.

DPR was identified as an agency with a bilingual automated telephone system (English and Spanish). The LAP collaborated with agencies to improve the accessibility of the automated phone system by developing a multilingual phone tree, but the agency did not complete this accessibility requirement.

In the area of quality, the agency underwent LA field testing. In FY 2023, DPR locations provided interpretation in only 20% of the tests. In FY 2024, DPR locations offered interpretation in six out of sixteen tests (38%). Although the agency increased the frequency of training and the number of trainees, the scores remain low. DPR should consider a different approach to improve testing results.

In FY 2024, DPR fulfilled four of the seven recommendations issued from the FY 2023 Language Access Compliance Review.

1. Submit a comprehensive language access compliance report, the score is derived from the available data. It is also recommended that the agency include in-person interpretation and bilingual staff language encounters.
2. It is essential that the agency develops a Language Access Policy that is reviewed and approved by the LA Program.
3. Given the size of DPR's workforce, it is advised that the agency use its LA online training module to boost the number of participants and the frequency of training.
4. Although a point was awarded for this criterion, it is recommended that the agency improve the

	placement of LA signage to make it more visible and accessible in all public-facing locations. **Recommendations for FY 2025:** 1. Upload proof of the funded entity's compliance certification. 2. Implement its own signage audit to ensure that LA signage is consistently installed in publicly visible locations. 3. Update the Language Support Pages and upload translated vital documents to ensure the website is accessible to the LEP/NEP community. This involves auditing the English vital documents, translating them, and posting them on the Language Support Pages. 4. Finish developing a multilingual phone system to improve accessibility for the LEP/NEP community it serves. 5. Proactively collaborate with the Mayor's Community Affairs Offices to meaningfully engage the LEP/NEP community. 6. Continue training its staff and grantees/contractors on LA compliance/resources and develop its own field-testing mechanism.

DEPARTMENT OF PUBLIC WORKS (DPW)

OVERALL COMPLIANCE SCORE: 7/12

Preparedness

2/5

DPW attended five of six bi-monthly meetings in FY 2024 and did not report having held any LA compliance training sessions.

Accessibility

1/4

In FY 2024, the agency did not participate in any outreach events.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
1,072	Spanish, Arabic, Cantonese, Mandarin, French, Vietnamese, Nepalese, Amharic, Portuguese, Russian, Somali

FY 2023 Encounters: 408
FY 2023 Score: 5/12

In the area of preparedness, the Department of Public Works (DPW) has submitted some language access implementation into the compliance database. DPW continues to operate with an outdated LA policy, as the last update was in 2015. Over the past four years, the agency has not received LA compliance training. The practice of not updating its internal LA policy and not training DPW staff creates a language barrier and could negatively impact access to vital public services. The agency currently has no grantees or contractors to certify compliance with the LA Act.

In the area of accessibility, the agency underwent an LA signage audit. The results indicate that the agency

Quality

2/3

No complaints were filed against DPW in FY 2024. The agency was not tested in FY 2024.

had adequate signage displayed. DPW did not report any document translation in the past fiscal year. It is noted that DPW has enhanced the accessibility of its website's language by utilizing Google Translate as its translation engine. Although this is a positive step toward language accessibility, it was found that the translation engine does not apply to transaction portals, such as the Household Hazardous Waste, E-cycling, and Document Shredding event registration portal. For a third consecutive year, the agency has not made efforts to engage the District's LEP/NEP community.

DPW was identified as an agency that has an automated phone system. The LAP collaborated with agencies to enhance the accessibility of the system by creating a multilingual phone tree, which the agency successfully completed.

In FY 2024, DPW fulfilled one of the six recommendations issued from the FY 2023 Language Access Compliance Review:

1. Ensure that translated documents are available through the Language Support Pages, as they are currently inaccessible.

Recommendations for FY 2025:

1. Submit comprehensive compliance activities report in a timely manner.
2. Update its internal language access policy.
3. Train its staff on LA compliance requirements.
4. Prioritize identifying and translating vital documents.
5. Proactively engage and collaborate with the Mayor's Community Affairs Offices to provide equal access to the agency's services and programs.

DEPARTMENT OF SMALL AND LOCAL BUSINESS DEVELOPMENT (DSLBD)

OVERALL COMPLIANCE SCORE: 7/14

Preparedness

2/5

DSLBD attended five of six bi-monthly meetings in FY 2024and reported zero training sessions on language access compliance requirements.

Accessibility

1/4

In FY 2024, the agency participated in zero outreach events.

Quality

4/5

No complaints were filed against DSLBD in FY 2024. The agency underwent LA field testing and scored a total of .5 out of 6 in FY 2024.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
No Data Reported	No data reported
FY23 Encounters: 53 FY23 Score: 8/14	

In the area of preparedness, the Department of Small and Local Business Development (DSLBD) did not report any Language Access (LA) implementation activities. The score is based on the available information. DSLBD did not establish an internal Language Access Policy. The agency reported zero language access compliance training sessions, as it was not scheduled to train its staff in FY 2024. Though DSLBD-funded entities recorded language encounters, the agency did not report any training provided to its funded entities.

In the area of accessibility, DSLBD was audited for language access signage. It was observed that the agency had the Language Identification Poster prominently displayed. DSLBD did not report any vital document translations. The DSLBD website has a language support section; however, the links lead to English-only pages and information. The agency did not report any outreach events aimed at engaging LEP/NEP small business owners.

The LAP collaborated with agencies to improve the accessibility of existing automated phone systems by

	developing a multilingual phone tree. DSLBD is not required to meet this metric because the agency does not use an automated telephone system. In the area of quality, the agency underwent LA field testing. Results show that DSLBD staff provided interpretation in one out of eight tests (12.5%). **DSLBD did not fulfill any of the recommendations from the FY 2023 Language Access Compliance Review.** **Recommendations for FY 2025:** 1. Improve quarterly and annual reporting and utilize three data collection methods for encounters with LEP/NEP individuals: in-person/virtual interpretation, telephonic interpretation, and bilingual staff encounters. 2. Complete its Language Access Policy, which is reviewed and approved by OHR. 3. Train staff and grantees on Language Access compliance requirements and Language Line Solutions and certify adherence. 4. Translate its vital documents into the six languages most likely to be encountered in the District. The LA Program urges the agency to report its document translations. 5. Ensure the links on the Language Support Pages are translated into the relevant languages and are accessible. Additionally, expand the translations to include the other five languages likely to be encountered in the District and upload these to the agency's Language Support Pages on the website. 6. Engage the LEP/NEP communities by collaborating with the Mayor’s Community Affairs Offices and also report these efforts.

DEPARTMENT OF YOUTH REHABILITATION SERVICES (DYRS)

OVERALL COMPLIANCE SCORE: 7/12

Preparedness

3/5

In FY 2024, DYRS attended all Bimonthly Meetings and held eleven LA training sessions.

Accessibility

2/4

In FY 2024, the agency reported four outreach events.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
131	Spanish, Romanian, Laotian

FY 2023 Encounters: 332
FY 2023 Score: 7/12

In the area of preparedness, the Department of Youth Rehabilitation Services (DYRS) submitted a Language Access (LA) Compliance Activity Report. DYRS reported language encounters through bilingual staff and telephonic interpretation services. The agency's internal Language Access Policy has expired and needs to be updated. The agency conducted 11 LA compliance trainings, attended by 98 participants, including new hires and managers. It is uncertain whether the agency has certified its grantees and contractors as compliant with the LA Act.

In the area of accessibility, the agency underwent a signage audit that revealed prominent display of LA signage in public areas. DYRS did not report any vital document translations. The website's language accessibility remains consistent with the FY 2023

Quality

2/3

No complaints were filed against DYRS in FY 2024. The agency was not selected for LA field testing in FY 2024.

Compliance Review; it features a Spanish Language Support Page (LSP). The page lacks key translated information, such as "Visiting your Youth" and "What to Expect." Moreover, the translated "Family Bill of Rights" is no longer accessible on the site. The agency participated in four outreach events, reaching 475 attendees, and distributed flyers explaining its services as part of these efforts.

In FY 2024, DYRS fulfilled two of the six recommendations from the FY 2023 Language Access Compliance Review:

1. Display LA signage prominently in public-facing areas.
2. Engage in and report the outreach efforts, specifying the LEP/NEP populations encountered.

Recommendations for FY 2025:

1. Update DYRS' LA Policy in consultation with the LAP.
2. Certify that its funded entities and contractors comply with the LA Act.
3. Identify and translate vital documents and translate them.
4. Enhance the accessibility of its website by including the translated vital documents on its website. For example, the "For Families," document should be on the Spanish Language Support Page.
5. Report outreach efforts and specify LEP/NEP populations encountered/targeted.

DC FIRE AND EMERGENCY MEDICAL SERVICES DEPARTMENT (FEMS)

OVERALL COMPLIANCE SCORE: 10/13

Preparedness

3/5

The Language Access Coordinator attended five out of the six bimonthly Meetings in FY 2024 and reported 219 LA training sessions.

Accessibility

4/5

In FY 2024, the agency reported having participated in 12 outreach events.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
785	Spanish, French, Mandarin, Vietnamese, Hindi, Creole, Turkish, Russian, Korean, Dari, Farsi

FY 2023 Encounters: 202
FY 2023 Score: 5/12

In the area of preparedness, the DC Fire and Emergency Medical Services Department (FEMS) submitted an incomplete language Access (LA) Compliance Implementation Report. The score is based on the available information. The agency successfully developed its internal LA policy, and there were 219 LA training sessions involving 1,350 staff members. No grantee compliance efforts were reported in FY 2024.

In the area of accessibility, the agency underwent an LA signage audit. It was found that the agency prominently displayed signage in public-facing areas. FEMS translated two vital documents into the top six

Quality

3/3

No complaints were filed against FEMS in FY 2024. The agency was not selected for LA field testing in FY 2024.

languages spoken in District government: "AED Rebate Program." The translation for the program is listed under subject matter and not available on any of the corresponding Language Support Pages. The agency reported participation in 12 outreach events with an estimated 2,365 attendees.

FEMS was identified as an agency with an automated phone system. LAP collaborated with agencies to enhance the system's accessibility by creating a multilingual phone tree. The agency successfully met this accessibility criterion.

In FY 2024, FEMS fulfilled four of the six recommendations from the FY 2023 Language Access Compliance Review:

1. Establish a LA Policy that has been reviewed and approved by the LA Program.
2. Provide language access training to all FEMS staff to meet compliance requirements.
3. Translate vital documents and record those translations in the database.
4. Proactively work with the Mayor's Community Affairs Offices to ensure equal access to the agency's services and programs.

Recommendations for FY 2025:

1. Establishing that the grantee or contractor complies with the Language Access Act.
2. Translating vital documents and updating the database with those translations.
3. Enhancing the website's Language Support Pages to include translated titles for vital documents, making them more accessible.
4. Proactively engaging with and collaborating with the Mayor's Community Affairs Offices to ensure equal access to the agency's services and programs.

HOMELAND SECURITY AND EMERGENCY MANAGEMENT AGENCY (HSEMA)

OVERALL COMPLIANCE SCORE: 11/12

Preparedness

5/5

HSEMA attended all six bi-monthly meetings in FY 2024 and conducted four training courses on language access compliance requirements.

Accessibility

3/4

In FY 2024, the agency participated in nine outreach events.

Quality

2/3

No complaints were filed against HSEMA in FY 2024. The agency was not tested in FY 2024.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
13	Spanish, Arabic, Vietnamese

FY23 Encounters: 14
FY23 Score: 8/11

In the area of preparedness, the Homeland Security and Emergency Management Agency (HSEMA) submitted a Language Access (LA) Compliance Implementation Report. The agency successfully updated its internal language access LA Policy. The agency held four Language Access training courses with four participants. HSEMA has confirmed that it does not have any funded entities to certify.

In the area of accessibility, the agency did not undergo a language access signage audit, as it does not have a public-facing location. HSEMA's primary communication method is via telephone. The agency's policy states that all its public-facing facilities, including mobile locations, feature visible signage informing customers of their right to obtain assistance in a language they can understand, free of charge.

The agency reported translating two documents into the top six languages spoken in the District, such as "Extreme Heat Flyer" and "DAFN Heat Preparedness Workshops." Although the agency reported

	translating two documents, it has been found that the above-mentioned translated documents are inaccessible to the LEP/NEP community. The agency's website does not have any Language Support Pages. The status of the ReadyDC portal has declined because it is no longer available in Spanish. HSEMA engaged the African, AAPINH, and Latino LEP/NEP communities through nine outreach events with 825 participants, marking an improvement from previous years. The LAP collaborated with agencies to improve the accessibility of existing automated phone systems by developing a multilingual phone tree. This agency is exempt from meeting this metric because it does not utilize an automated telephone system. **In FY 2024, HSEMA fulfilled three out of four recommendations from the FY 2023 Language Access Compliance Review:** 1. Report on LA compliance activities in the appropriate database fields and certify both quarterly and annual reports in a timely fashion throughout FY 2024. 2. Complete the update to its internal Language Access policy with the agency's Director's approval. 3. Expand its outreach efforts by engaging other LEP/NEP communities beyond the Spanish-speaking community. **Recommendations for FY 2025:** 1. Develop a language support section or implement a translation engine on its website to serve the LEP/NEP community. Regardless of the method used to provide website language accessibility, it is essential to include a quality assurance process to verify the accuracy of translations. 2. Increase the frequency of training and the number of staff trained on LA compliance.

METROPOLITAN POLICE DEPARTMENT (MPD)

OVERALL COMPLIANCE SCORE: 9/13

Preparedness

4/5

MPD attended five of the six bi-monthly meetings in FY 2024 and held seven training sessions on language access compliance requirements.

Accessibility

4/5

In FY 2024, the agency participated in 106 outreach events engaging two of the top six LEP/NEP communities in the District.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
7,356	Spanish, Amharic, French, Turkish, Arabic, Mandarin, Farsi, Pashto, Tigrinya, Portuguese, Russian, Vietnamese, Cantonese
FY23 Encounters: 7,784 FY23 Score: 10/14	
In the area of preparedness, the Metropolitan Police Department (MPD) submitted its Language Access Compliance Implementation Report. In FY 2024, MPD operated under an outdated internal Language Access Policy. The agency conducted three LA training sessions with 4,538 participants. MPD does not have any public-facing grantees or contractors. Private security staff are procured through DGS. In the area of accessibility, MPD underwent an LA signage audit, which showed that signage is placed in public-facing areas such as MPD Headquarters at the Henry J. Daily Building, the Fourth District Main Station at the Brian Gibson Building, and the Third	

Quality

3/5

There were no complaints filed against MPD in FY 2024. MPD was not subjected to LA field testing in FY 2024.

District site. The agency reported five document translations in FY 2024, including the "MPD Recruitment Flyer" and "Incident Summary Sheet." Although MPD reported translating these documents, they are not available in the corresponding LSP. As noted in the FY 2023 website compliance review, the "File a Police Report Online" function is only available in English. MPD participated in 106 events, reaching 7,902 individuals, including Hispanic and Asian populations.

MPD was identified as an agency with an automated phone system. LAP collaborated with agencies to enhance the system's accessibility by creating a multilingual phone tree. The agency met this accessibility criterion.

In FY 2024, MPD fulfilled one of the four recommendations from the FY 2023 compliance review:

1. Update the current language identification poster with the newest version.

Recommendations for FY 2025:

1. Finalize its internal LA policy, with approval by the LAP.
2. Upload the LA training participation logs.
3. Develop all Language Support Pages (LSPs) equally to include the same translated vital documents as seen in the Spanish LSP. The "File a Police Report Online" portal remains an English-only portal. It is recommended that MPD finalize the development of it and embed a link to the portal through the LSPs.
4. Expand its outreach to engage the African LEP/NEP community of the District.

OFFICE OF ADMINISTRATIVE HEARINGS (OAH)

OVERALL COMPLIANCE SCORE: 13/13

Preparedness

5/5

OAH attended five of the six bi-monthly meetings in FY 2024 and held seven training courses on language access compliance requirements.

Accessibility

5/5

In FY 2024, the agency provided an outreach report that satisfies the compliance requisites.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
548	Spanish, Amharic, French, Mandarin, Dari, Vietnamese, Turkish, Russian, Arabic, Nepali, Korean
FY 2023 Encounters: 527 FY 2023 Score: 12/12	
In the area of preparedness, the Office of Administrative Hearings (OAH) submitted its FY 2024 Language Access (LA) compliance report promptly and reported two sources of data on language encounters. The agency's Language Access Policy was last updated in FY 2022 and remains in effect until FY 2024. The agency held six training sessions with nine participants. The agency also includes LA compliance requirements for its funded entities and contractors in its policy. In the area of accessibility, the agency underwent a signage audit, and the results show that LA signage was prominently displayed. Additionally, the agency has a digital kiosk available in Spanish and Amharic. OAH translated six documents, including "Party Request File" and "DOB Stop Work Order" in Amharic and Spanish.	

Quality

3/3

No complaints were filed against OAH in FY 2024. The agency did not undergo LA field testing in FY 2024.

The agency's outreach plan relies on written communication to inform all parties about the availability of free interpretation and translation services for all cases. This is a pre-existing practice since the agency does not conduct traditional outreach. In FY 2024, OAH also added Resource Center business cards translated into threshold languages as another way to connect LEP/NEP litigants with helpful resources. OAH also continues to maintain older taglines in all encountered languages. In FY 2024, OAH translated the tagline into four additional languages, bringing the current total to 32 languages.

OAH was identified as an agency with an automated phone system. LAP collaborated with agencies to enhance the accessibility of OAH's automated phone system. OAH began developing a multilingual phone system, which is now available in three of the top six languages used by the District government. The agency continues working toward meeting these accessibility criteria.

In FY 2024 OAH fulfilled both recommendations from the FY 2023 Language Access Compliance Review:

1. Update its policy before it expires early in FY 2024.
2. Increase training for its staff on LA compliance requirements.

Recommendation for FY 2025:

1. Complete the development of the multilingual phone tree to enhance accessibility for the LEP/NEP community it serves.

OFFICE OF CONTRACTING AND PROCUREMENT (OCP)

OVERALL COMPLIANCE SCORE: 6/13

Preparedness

4/5

The agency's Language Access Coordinator attended four of the six bimonthly Meetings in FY 2024 and held one language access compliance training session.

Accessibility

0/5

In FY 2024 the agency did not participate in any outreach events.

Quality

2/3

No complaints were filed against OCP in FY 2024. The agency was not tested in FY 2024.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
42	Spanish, Amharic, Russian

FY 2023 Encounters: 62
FY 2022 Score: 6/12

In the area of preparedness, the Office of Contracting and Procurement (OCP) submitted its Language Access (LA) compliance implementation report. The agency continues to operate without an internal LA policy. The agency conducted one training session for 168 staff members and their public-facing contractors. It is also unclear whether language access compliance requirements are included in OCP's Memoranda of Understanding (MOUs) with contractors.

In the area of accessibility, the agency underwent a language access signage audit. The results show that the agency did not prominently display LA signage. OCP did not report any document translations in FY 2024. The agency's website remains unchanged from the previous LA Compliance Review. It includes Language Support Pages (LSPs), but there are no translated vital documents. OCP did not report any outreach efforts in FY 2024.

In FY 2024, OCP did not fulfill any of the recommendations from the FY 2023 LA Compliance Review.

Recommendations for FY 2025:

1. Enhance its encounter tracking system to include both in-person and virtual interpretation services, as well as encounters with bilingual staff.
2. Develop a Language Access Policy that OHR's LAP reviews and approves.
3. Verify that contractors comply with the Act.
4. Translate vital documents and enter those translations into the database.
5. Update its Language Support Pages and upload translated vital documents to the website.
6. Develop a multilingual phone tree.
7. Proactively work with the Mayor's Community Affairs Offices to ensure equal access to the agency's services and programs.

OFFICE OF LOTTERY AND GAMING (OLG)

OVERALL COMPLIANCE SCORE: 10/12

Preparedness

4/5

OLG attended all six bi-monthly meetings in FY 2024and conducted one training session on language access compliance requirements.

Accessibility

4/5

In FY 2024, the agency participated in six outreach events.

Quality

2/3

No complaints were filed against OLG in FY 2024. The agency did not undergo LA field testing in FY 2024.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
129	Amharic, Spanish, Korean, French, Mandarin

FY 2023 Encounters: 136
FY 2023 Score: 10/12

In the area of preparedness, the Office of Lottery and Gaming (OLG) submitted a comprehensive Language Access (LA) compliance report. The agency operated most of FY 2024 with an outdated LA policy. The agency conducted two training courses with 64 participants and has determined that it has no funded entities to certify LA compliance requirements.

In the area of accessibility, the agency underwent an LA signage and found that it prominently displayed signage in public-facing areas. The agency reported one translation of a point-of-sale DC Lottery scratch-off: "Loteria Con Clemente." The agency has a Language Support Page that contains translated vital documents. However, the pages have not been updated with the translated documents listed in the conclusion section of the agency's LA compliance report.

The "Loteria Don Clemente" scratcher is categorized under scratchers. It is noted that the design of the DC Lottery page would greatly benefit from adding a translation engine to enhance accessibility. The OLG participated in six events, engaging 2,600 African, Latino, and AAPINH LEP/NEPs in the District.

	The agency was identified as an agency that has an automated system. LAP worked with agencies to enhance the accessibility of the automated phone system by creating a multilingual phone tree, the agency completed this accessibility criteria. **In FY 2024, OLG did not fulfill the only recommendation from the FY 2023 Language Access Compliance Review:** 1. Update the agency's internal language access policy. **Recommendation for FY 2025** 1. Update its internal Language Access Policy in consultation with and subject to approval by the LA Program. 2. Continue identifying vital documents for translation and upload the translated files to the database. 3. Implement a translation engine across all its websites.

OFFICE OF PLANNING (OP)

OVERALL COMPLIANCE SCORE: 7/12

Preparedness

3/5

OP attended all six bimonthly Meetings in FY 2024.

Accessibility

2/5

In FY 2024, OP participated in four outreach events.

Quality

2/3

No complaints were filed against OP in FY 2024. The agency was not tested in FY 2024.

FY 2023 Encounters:	FY 2023 Top Languages Encountered:
9	Spanish, Cantonese

FY 2023 Encounters: 58
FY 2023 Score: 8/12

In the area of preparedness, the Office of Planning (OP) submitted a report on the implementation of Language Access (LA) compliance. In FY 2024, the agency last updated its Language Access Policy in 2017 and plans to finalize the update in FY 2025. In FY 2024, the agency conducted one LA compliance training involving 75 staff members. The agency also has grantees, as demonstrated by the Commemorate DC initiative. There is no evidence that the agency includes LA certification language in its RFA solicitations for grantees.

In the area of accessibility, the agency did not undergo language access signage audit because the office was closed due to relocation at the time of the audit. The agency reported three document translations in the top six languages spoken in the District: "Accommodation Request Form," "Commemorative Works Design Process Narrative Poster," and "Grantee Email Message."

As noted in previous compliance reviews, the agency's website lacks translated documents presented alongside English vital documents. Consequently, it does not offer equitable access to the LEP/NEP community. The agency held four outreach events involving the District's Latino and African LEP/NEP communities, with a total of 3 participants.

The Office of Planning, an agency with an automated phone system, collaborated with LAP to enhance its accessibility by

	developing a multilingual phone tree. The agency did not fully achieve the required accessibility criteria. **In FY 2024, OP fulfilled one of four recommendations from the FY 2023 Language Access Compliance Review:** 1. The agency needs to train its staff on LA compliance requirements. **Recommendations for FY 2025:** 1. Update the Language Access Policy that has been reviewed and approved by the LAP. 2. Verify the compliance of grant recipients and funded entities with the Act. 3. Adopt a translation engine on its website to inform the LEP/NEP community. Regardless of the method the agency adopts to provide website language accessibility, it is crucial to include a quality assurance mechanism to ensure the accuracy of the translation.

OFFICE OF THE PEOPLE'S COUNSEL (OPC)

OVERALL COMPLIANCE SCORE: 12/13

Preparedness

5/5

OPC attended all six bi-monthly meetings in FY 2024 and participated in one language access training session.

Accessibility

4/5

In FY 2024, the agency participated in 44 outreach events.

Quality

3/3

No complaints were filed against OPC in FY 2024. The agency was not tested in FY 2024.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
57	Spanish, Amharic, Tigrinya, Mandarin, Cantonese, French, Arabic

FY 2023 Encounters: 436
FY 2023 Score: 12/12

In the area of preparedness, the Office of People's Counsel (OPC) submitted its Language Access compliance report and followed an up to date (LA) Policy throughout FY 2024. The agency participated in one training session with a single participant; however, it was not scheduled to conduct staff training during FY 2024. The agency states that it has no public-facing grantees, but it has proactively included Language Access compliance requirements for grantees and contractors in its policy.

In the area of accessibility, the agency underwent a signage audit. The results show that LA signage is prominently displayed in public-facing areas. The agency reported nine document translations in the top six languages likely to be encountered in the District. These translated vital documents include "OPC Is Your Utility Lawyer" and "A Consumer's Guide to Third Party Suppliers." OPC's website has Language Support Pages (LSP), but it is noted that the LSPs do not mirror the content of the English web page. OPC held 44 outreach events, engaging 3,324 individuals from all major LEP/NEP communities in the District.

	The agency was identified as one that has an automated phone system. LAP collaborated with agencies to enhance system accessibility by developing a multilingual phone tree. The agency completed this accessibility criteria. Notably, the agency installed iPads at the reception desk and in the intake room to assist LEP/NEP walk-ins with communication and audio needs. **In FY 2024, the agency completed the only recommendation from the FY23 Language Access Compliance Review:** 1. Improve reporting by uploading proof of attendance for LA compliance training into the compliance database. **Recommendation for FY 2025:** 1. Train its staff and submit proof of attendance in the compliance database. 2. Enhance its Language Support pages to provide the same information as the English version of the website.

OFFICE OF THE STATE SUPERINTENDENT OF EDUCATION (OSSE)

OVERALL COMPLIANCE SCORE: 10/14

Preparedness

4/5

OSSE attended all six bi-monthly meetings in FY 2024 and provided two language access compliance training sessions.

Accessibility

3/5

In FY 2024, the agency participated in 29 outreach events.

Quality

3/5

OSSE did not have any LA complaints filed against it in FY 2024.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
12,868	Spanish, Amharic, French, Mandarin, Farsi, Vietnamese, Korean, Dari, Portuguese, Igbo, Oromo, Tigrinya

FY 2023 Encounters: 13,686
FY 2023 Score: 10/14

In the area of preparedness, the Office of the State Superintendent of Education (OSSE) provided a comprehensive report on Language Access compliance activities. OSSE operated with an expired Language Access (LA) Policy. The agency trained 50 staff members and grantees through two Language Access compliance training courses. OSSE has provided OHR with the grantee compliance addendum, which includes language access compliance, bundled with all grantee agreements. Additionally, OSSE offered language access training to grantees.

In terms of accessibility, the agency underwent LA signage audit. The findings indicate that LA signage is prominently displayed at OSSE's main office. The agency also reported 60 translated documents in six common District government languages, including: "Learn More About Eligibility and How to Apply!" and "Child Care Subsidy Program Brochure." These two documents are not easily accessible on the OSSE website, as translated information is only available

	through the English subject page. Furthermore, the agency has created Language Support Pages (LSPs) in the six languages most likely to be encountered. Not all essential documents are available on these pages, however. The agency participated in 29 outreach events, engaging 2,563 of the District's African and Latino LEP/NEP communities. OSSE was identified as an agency that has an automated phone system. The LAP collaborated with agencies to enhance the system's accessibility by creating a multilingual phone tree. The agency successfully met this accessibility criterion. In the area of quality, OSSE completed two corrective action items stemming from an LA complaint that was resolved during the LA complaint pre-investigation resolution phase. **In FY 2024, OSSE did not fulfill the two recommendations issued from the FY 2023 Language Access Compliance Review:** 1. Update its internal LA policy in collaboration with and approval of OHR's LA Program. 2. Enhance the website's accessibility by linking all translated sections and important documents through the Language Support Pages (LSP). Currently, translated information is only available via the English subject page, making it inaccessible. Although OSSE has translated many key documents, they are not stored in the corresponding LSP. **Recommendations for FY 2025:** 1. Update its internal LA Policy. 2. Launch the online training module created by OHR's LA program to train all its staff on LA compliance requisites. 3. Enhance the website's accessibility by linking all translated sections and important translated

	documents through the Language Support Pages (LSP). 4. Enhance its community engagement by including the AAPINH LEP/NEP communities.

OFFICE OF THE TENANT ADVOCATE (OTA)

OVERALL COMPLIANCE SCORE: 8/13

Preparedness

2/5

OTA attended three of the six bi-monthly meetings and reported zero language access compliance training in FY 2024.

Accessibility

4/5

In FY 2024, the agency participated in 21 outreach events.

Quality

2/3

OTA did not have any LA complaints filed against it in FY 2024.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
214	Spanish, Amharic, Turkish, Arabic, Italian, Russian, Mandarin, Vietnamese

FY 2023 Encounters: 405
FY 2023 Score: 9/12

In the area of preparedness, the Office of the Tenant Advocate (OTA) submitted a report on Language Access compliance activities. The agency's LA policy expired early in FY 2023. The agency did not conduct any compliance training with its staff members. OTA does not have grantees or contractors. It has included Language Access compliance language for potential funded entities within its policy, however.

In the area of accessibility, the agency underwent a signage audit, revealing that LA signage is prominently displayed. They translated an important informational video, "OTA Pamphlet," into Spanish. The website has not been updated from previous years; it features Language Support Pages, but key translated vital documents are not uploaded there. Although a vital document was created in Spanish, it is not available on the agency's website, making it inaccessible. OTA also participated in 21 outreach events, engaging 897 participants from Spanish-speaking LEP/NEP communities.

OTA was identified as an agency that has an automated phone system. LAP worked with agencies to enhance the accessibility of the automated phone system by creating a multilingual phone tree, the agency completed this accessibility criteria.

	In FY 2024, OTA completed two out of four recommendations from the FY 2023 Language Access Compliance Review: 1. Complete the conclusion section of the annual report in the language access database. 2. Proactively collaborate with the Mayor's Community Affairs Offices to provide equal access to the agency's services and programs. **Recommendation for FY 2025:** 1. Update the internal Language Access Policy and submit it to OHR's LA program for approval to stay in compliance. 2. Train its staff on LA compliance. 3. Improve attendance at the bi-monthly meeting. 4. Develop a language support section or implement a translation engine on the website to assist the LEP/NEP community. Whichever option is chosen for website language accessibility, it is essential to include a quality assurance process to verify the accuracy of translations. 5. Expand outreach efforts to target other LEP/NEP populations and report efforts with those populations. This can be done by proactively collaborating with the Mayor's Community Affairs Offices to provide equal access to the agency's services and programs.

OFFICE OF TAX AND REVENUE (OTR)

OVERALL COMPLIANCE SCORE: 9/15

Preparedness

3/5

OTR attended five of the six bi-monthly meetings in FY 2024 and did not hold any language access trainings.

Accessibility

2/5

In FY 2024, the agency participated in one outreach events.

Quality

4/5

No complaints were filed against OTR in FY 2024. The agency underwent field testing and received 6 out of 6 for FY 2024.

FY 2023 Encounters:	FY 2023 Top Languages Encountered:
3,861	Spanish, Amharic, Vietnamese, Mandarin, French, Korean, Portuguese, Arabic

FY 2023 Encounters: 3,861
FY 2023 Score: 9/14

In the area of preparedness, the Office of Tax and Revenue (OTR) submitted its annual Language Access (LA) compliance report. OTR continues to operate with an outdated LA Policy. The agency was not scheduled to train its staff in FY 2024. The agency has contracted security officers. There is no indication that they are certified under the Act or that they have received LA compliance training, however.

In the area of accessibility, the agency underwent a signage audit. The results show that the agency prominently displayed LA signage. There were no document translations reported. OTR's website does not have Language Support Pages for the most common languages in the District. It is noted that a new Language Access Page is available, accessible only in English. The links lead to documents translated into Spanish and labeled accordingly. The agency reported one radio advertisement on a major Latino media outlet targeting the Spanish-speaking LEP/NEP community about "Earned Income Tax Credit."

	OTR was identified as an agency with an automated phone system. The LAP collaborated with agencies to improve the system's accessibility by creating a multilingual phone tree, but the agency did not complete this accessibility criterion. In the area of quality, the Office of Tax and Revenue provided interpretation in all three in-person tests (100%) through Language Line Solutions. **In FY 2024, OTR fulfilled two of the six recommendations issued from the FY 2023 Language Access Compliance Review:** 1. Submit a complete compliance report and enhance its language encounter tracking system to cover In-person/virtual interpretation and encounters with bilingual staff. 2. Create a Language Access Policy that is reviewed and approved by OHR's LA program. **Recommendations for FY 2025:** 1. Train its staff on LA compliance. 2. Provide language access training and compliance certification for security guards. 3. Since the agency has reached the threshold for one of the six most encountered languages, it is advised that the agency identify and translate essential documents. 4. Improve the language support section or implement a translation engine on its website to better serve the LEP/NEP community. Whatever approach the agency chooses for website language accessibility, it is essential to include a quality assurance process to verify the accuracy of the translations. 5. The agency should develop a multilingual phone tree to improve accessibility for the LEP/NEP community it serves.

	6. For the agency to include the impressions or the number of targeted audiences intended to be reached by any media outlet used for outreach, i.e., radio, social media, etc. Additionally, it is also recommended to engage other LEP/NEP communities.

OFFICE OF UNIFIED COMMUNICATIONS (OUC)

OVERALL COMPLIANCE SCORE: 9/13

Preparedness

5/5

OUC attended all six bi-monthly meetings in FY 2024. The agency held one training course on language access compliance requirements.

Accessibility

2/5

In FY 2024, the agency participated in eight outreach events.

FY 2024 Encounters:	FY 2024 Top Languages Encountered:
35,978	Spanish, Amharic, mandarin, Arabic, French, Portuguese, Korean, Farsi, Turkish, Vietnamese, Russian, Bengali, Dari, Pashto, Abkhaz, Hebrew, Tigrinya, Creole, Japanese
FY 2023 Encounters: 32,519 FY 2023 Score: 9/12	

In the area of preparedness, the Office of Unified Communications (OUC) provided a comprehensive Language Access Compliance Activity Report. The agency updated its internal language access (LA) policy in FY 2023, and it is set to expire in the third quarter of FY 2025. The agency reported one training course with six participants. OUC does not have any grantees to certify compliance with the Act.

In the area of accessibility, OUC facilities are not open to the public because the main communication method is via telephone. The agency's policy states that if it has a physical, public-facing facility, LA signage will be displayed in accessible areas. The

Quality

2/3

OUC did not have any complaints filed against it in FY 2024. The agency did not undergo LA field testing.

agency identified two document translations among the top six languages spoken in the District: “311 is the Police Non-Emergency Number". It is also noted that the agency has translated the "Service Request Center" portal into Spanish. However, the previously mentioned document is only available in English within the 311 section of the website. The agency engaged with several communities through eight outreach events attended by 4,015 participants, including one event specifically involving the Latino community.

In FY 2024, OUC fulfilled one of the recommendations from the FY 2023 Language Access Compliance Review:

1. Notify OHR that the agency does not include any vital documents in the “Conclusion” section of the Annual Report.

Recommendations for FY 2025:

1. Improve its language accessibility by adopting a translation engine with a quality assurance mechanism or updating its Language Support Pages to include this vital public information.
2. Complete the development of its multilingual phone trees.

Compliance Rating Methodology for Non-Major Public Contact Agencies

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

- Designate a Language Access Point of Contact.
- Attend the Annual Language Access Orientation meeting.
- Submit the Covered Entity's Annual Language Access Compliance Report.
- Ensure that the Covered Entity communicates effectively with the Limited and Non-English Proficient (LEP/NEP) individuals and establish an account with the current city-wide vendor for telephonic interpretation service.
- Upload translated vital documents and make them accessible on the Covered Entity's website through the Language Support Pages on the website.
- Establish multilingual accessibility on its website by creating Language Support Pages (LSPs) and house translated vital documents within the LSPs.
- Establish an internal Language Access Policy with the LA Program's approval.

FY 2024 Compliance Summary and FY 2025 Priorities

Baseline Compliance Areas						District of Columbia Corrections Information Council (CIC)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓	✓	✓	✓		✓	FY 2024 Limited English and Non-English Proficient Encounters: No Data Reported Top Languages Encountered: No Data Reported The Correction Information Council (CIC) submitted an incomplete report with little substantive information. The CIC operated under a current internal LA policy. It expired in the final days of FY 2024, however. The agency was not scheduled to provide an LA training course for its staff in FY 2024. CIC has not provided information indicating whether it has grantees or funded entities certified as compliant with the Act. The agency reported two vital documents translated into Spanish that were translated in the previous fiscal year. As in previous LA Compliance Reviews, the agency's website remains linguistically inaccessible to the LEP/NEP community. OHR's LAP looks forward to working with the CIC to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025. **In FY 2024, CIC completed one of two recommendations from the FY 2023 Language Access Compliance Review:** 1. Ensure the LA Compliance Report is submitted promptly.

						Recommendations for FY 2025: 1. Report on language encounters. 2. Update internal LA Policy. 3. Provide information on whether the agency has certified its grantees for compliance with the Act. 4. Identify and translate vital documents. 5. Create a language support section that includes the top six languages encountered in the District or adopt a translation engine on its website to assist the LEP/NEP community. Regardless of the method used to provide website language accessibility, it is crucial to incorporate a quality assurance mechanism to ensure the accuracy of the translations. **OHR looks forward to collaborating with CIC to accomplish its compliance goals.**

Baseline Compliance Areas						DC Board of Elections (DCBOE)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓	✓	✓	✓		✓	FY 2024 LEP/NEP Encounters: 523 Top Languages Encountered: Spanish, Amharic, French, Russian DC Board of Elections (DCBOE) met the FY 2024 Language Access (LA) compliance reporting requirements by submitting an LA Compliance Implementation Report and maintaining a telephonic interpretation account. The agency has an updated internal LA policy set to expire in the third quarter of FY 2025. Over the past four fiscal years, the agency has not provided any language access compliance training for its staff. DCBOE has not supplied information indicating whether it has grantees or funded entities certified as compliant with the Act. DCBOE translated 24 documents into the six most encountered languages in the District of Columbia, such as “2024 Primary Election Time Off to Vote for Employees,” “Candidate Withdrawal Form,” and “Non-Citizen Voter Registration Form.” The agency’s website does not have any Language Support Pages or other mechanisms to provide translation for its content. Although DCBOE is not required to conduct outreach, OHR’s LA program commends the agency for engaging the LEP/NEP community by participating in 18 outreach events that involve LEP/NEP communities of the District and other newly naturalized citizens, with 370 participants. OHR’s LAP looks forward to working with the DCBOE to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025.

						The agency did not fulfill any of the recommendations from the FY 2023 Language Access Compliance Report: 1. Increase the frequency of training for its staff on LA compliance requirements. 2. Certify its funded entities for compliance with the LA Act of 2004. 3. Develop a multilingual website to provide equitable access to vital information for the LEP/NEP population. **Recommendations for FY 2025**: 1. Increase the frequency of training for its staff on LA compliance requirements. 2. Certify its funded entities for compliance with the LA Act of 2004. 3. Develop a multilingual website to provide equitable access to vital information for the LEP/NEP population. **OHR looks forward to collaborating with DCBOE to accomplish its compliance goals.**

Baseline Compliance Areas						DC Commission on the Arts and Humanities (CAH)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓	✓		✓	✓		FY 2024 Limited English and Non-English Proficient Encounters: No Data Reported Top Languages Encountered: No Data Reported DC Commission on the Arts and Humanities (DCCAH) is non-compliant for failing to meet the preparedness, accessibility, and quality requirements of the Language Access Act (the Act). For the past four fiscal years, the agency has not reported any implementation data. It is noted that DCCAH continues to use Google Translate throughout the website. The agency is not implementing a quality assurance process for embedded documents, as they are only in English, however. The LAP looks forward to working with DCCAH to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025. **The agency did not fulfill any of the recommendations from the FY 2023 Language Access Compliance Report.** **Recommendations for FY 2025, it is critical that CAH takes immediate steps to close Language Access compliance gaps by**: 1. Submit a comprehensive LA implementation activities report. 2. Establish its internal LA policy. 3. Train its staff on LA compliance requirements. 4. Certify its funded entities for compliance with the LA Act of 2004. 5. Attend the mandatory annual Language Access Point of Contact Orientation.

						6. Identifying and translating vital documents. 7. Maintain a multilingual website to provide equitable access to vital information for the LEP/NEP population that includes a quality assurance process for embedded documents. **OHR looks forward to collaborating with CAH to accomplish its compliance goals.**

Baseline Compliance Areas						DC Health Benefit Exchange Authority (HBX)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓	✓	✓	✓		✓	FY 2024 Limited English and Non-English Proficient Encounters: 5,156 Top Languages Encountered: Spanish, Amharic, Mandarin, French, Portuguese, Korean, Vietnamese, Haitian Creole, Russian, Tigrinya, Turkish The DC Health Benefit Exchange Authority (HBX) maintains compliance with language access regulations. During most of FY 2024, the agency adhered to an updated LA Policy. It provided training for staff and contractors on language access, conducting three sessions with 48 participants. HBX has not shared details about whether its grantees or funded entities are certified under the Act. The agency continues to use multilingual taglines, notices, and forms in 18 languages. Moreover, HBX translated six documents into Amharic and Spanish, including the "HealthCare 4 Childcare program information" and the "HC4CC One-Pager." The HBX website continues to lack language support pages and does not include a translation engine feature. It does not notify the LEP/NEP community in a linguistically appropriate way about the multilingual DC Health Link portal. However, the DC Health Link portal does contain updated translated vital documents. OHR's LAP looks forward to working with the DCHBX to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025.

						In FY204, the agency fulfilled one of the two recommendations from the FY 2023 Language Access Compliance Review: 1. DC Health Link uses the Google translation engine, which does not cover the entire website, as it doesn't translate embedded documents. It is recommended that the agency conduct a quality assurance review of its multilingual functionality. **Recommendations for FY 2025**: 1. Update its internal LA Policy in collaboration and approval with OHR's LA program. 2. Include information on the main HBX webpage that directs users to its multilingual DC Health Link portal. **OHR looks forward to collaborating with HBX to accomplish its compliance goals.**

Baseline Compliance Areas						District of Columbia Housing Finance Agency (DCHFA)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓		✓	✓		✓	FY 2024 LEP/NEP Encounters: No Data Reported Top Languages Encountered: No Data Reported The District of Columbia Housing Finance Agency's (DCHFA) Language Access (LA) implementation report indicates that the agency used an updated LA Policy, which is set to expire in the fourth quarter of FY 2025. The agency also completed one LA compliance training session with 9 staff members. It is unclear whether DCHFA has grantees or funded entities that are certified as compliant with the Act. The report mentions that the agency translated a key document; however, it was not properly uploaded into the compliance database. The LAP cannot verify if this document is accessible on the agency's website, which currently lacks any Language Support Pages or other mechanisms to translate website content. The LAP looks forward to working with the DCHFA to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025. **In FY 2024, DCHFA fulfilled one out of four recommendations from the FY 2023 LA Compliance Review**: 1. Train its staff on LA compliance requirements. **Recommendations for FY 2025**:

						1. Identify and translate vital documents. 2. Provide information on whether the agency has certified its grantees in compliance with the Act. 3. Prominently display language access signs in public areas. 4. Create a language support section that includes the top six languages encountered in the District or adopt a translation engine on its website to inform the LEP/NEP community. Regardless of the method used to provide website language accessibility, it is crucial to incorporate a quality assurance mechanism to ensure the accuracy of the translations. **OHR looks forward to collaborating with DCHFA to accomplish its compliance goals.**

Baseline Compliance Areas						DC Office of Police Complaints (DCOPC)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓	✓	✓	✓			FY 2024 LEP/NEP Encounters: 31 Top Languages Encountered: Spanish, Amharic, Arabic, Bulgarian, Russian, Vietnamese DC Office of Police Complaints (DCOPC) submitted a FY 2024 Language Access (LA) Implementation Report, but the conclusion section remains incomplete. Their LA Policy expired in the second quarter of FY 2024. The agency conducted a single LA training session for one staff member. The agency claims that it does not have any grantees or funded entities to certify for compliance with the Act. One document was translated into five languages: Amharic, Arabic, Bulgarian, Russian, and Vietnamese. DCOPC website features a basic Language Support Page (LSP) in Spanish, which includes only minimal information such as the complaint process and forms. This Spanish LSP does not contain the same essential details found in the English version. Despite not being required by the LA Act to conduct outreach, the agency has been very proactive in engaging LEP/NEP constituents. In FY 2024, it participated in four outreach events, attracting a total of 226 participants. These events were held at Briya Public Charter School and during the U.S. Department of State Visit with Georgian officials. The LAP looks forward to working with the DCOPC to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025.

						In FY 2024, the agency fulfilled two of five recommendations from the FY 2023 Language Access Compliance Review: 1. Train staff on LA compliance requirements. 2. Identify and translate vital documents. **Recommendations for FY 2025, OHR strongly recommends that the agency take steps to strengthen language access compliance by:** 1. Update the LA Policy. 2. Increase the frequency of LA compliance training and the number of participants. 3. Certifying its funded entities for compliance with the LA Act of 2004. 4. Improve the language support section by adding additional languages from the top six languages encountered in the District or implementing a translation engine on its website to better serve the LEP/NEP community. Whatever method is chosen to provide website language accessibility, it is crucial to include a quality assurance process to verify the accuracy of the translations. **OHR looks forward to collaborating with DCOPC to accomplish its compliance goals.**

Baseline Compliance Areas						**District of Columbia Retirement Board (DCRB)**
LA POC Designation	***Orientation Attendance***	***Annual Reporting***	***Telephonic Interpretation Account***	***Website Accessibility***	**Policy**	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓	✓		✓		✓	FY 2024 LEP/NEP Encounters: No Data Reported Top Languages Encountered: No Data Reported The District of Columbia Retirement Board (DCRB) has not met compliance standards due to submitting only a basic implementation report on activities related to the Language Access (LA) Act, covering preparedness, accessibility, and quality. While the agency has developed its own LA Policy, it primarily collaborates with district agencies' retirement funds. Some employees receiving these services are LEP/NEP and are affected by the agency's lack of multilingual communication. The LAP looks forward to working with DCRB to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025. **In FY 2024, the agency fulfilled two of the six recommendations from the FY23 Language Access Compliance Review**: 1. Developed its internal LA Policy. 2. Identify a Language Access Point of Contact. **Recommendations for FY 2025**: 1. Train its staff on LA compliance requirements. 2. Certify its funded entities for compliance with the LA Act of 2004. 3. Identify and translate vital documents.

						4. Create a language support section that includes the top six languages encountered in the District or adopt a translation engine on its website to inform the LEP/NEP community. Regardless of the method used to provide website language accessibility, it is crucial to incorporate a quality assurance mechanism to ensure the accuracy of the translations. **OHR looks forward to collaborating with DCRB to accomplish its set compliance goals.**

Baseline Compliance Areas						Department of For-Hire Vehicles (DFHV)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓	✓		✓		✓	FY 2024 Limited English and Non-English Proficient Encounters: No Data Reported Top Languages Encountered: No Data Reported The Department of For-Hire Vehicles (DFHV) did not submit a Language Access (LA) Compliance Implementation Report. It was found that the agency has handled language encounters through telephonic interpretation that are not reflected in the report. The assessment was based on the information provided in the LA compliance database. The agency maintains an updated LA Policy but has not conducted any LA compliance training. Additionally, it did not report on vital document translations. It is also observed that the website provides essential information for taxi drivers and passengers only in English, lacking accessibility in other languages. The LAP looks forward to working with DFHV to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025. **The agency did not fulfill any of the recommendations from the FY 2023 Language Access Compliance Review.** **Recommendations for FY 2025:** 1. Improve its overall data collection and report of language encounters and LA compliance activities. 2. Train its staff on LA compliance requirements. 3. Certify its funded entities for compliance with the LA Act of 2004. 4. Translate vital documents like 'Passenger and Drivers Know Your Rights", "Complaint Form", "DC

						Neighborhood Connect", and other essential materials. 5. Create a language support section that includes the top six languages encountered in the District or adopt a translation engine on its website to inform the LEP/NEP community. Regardless of the method used to provide website language accessibility, it is crucial to incorporate a quality assurance mechanism to ensure the accuracy of the translations. **OHR looks forward to collaborating with DFHV to accomplish its set compliance goals.**

Baseline Compliance Areas						Department of Forensic Sciences (DFS)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓	✓				✓	FY 2024 Limited English and Non-English Proficient Encounters: No Data Reported Top Languages Encountered: No Data Reported The Department of Forensic Sciences (DFS) operated with an up-to-date language access policy in FY 2024, but it expired in the third quarter of FY 2024. The agency did not submit a Language Access (LA) compliance implementation report, and the website continues to house a Language Support Page (LSP) in Spanish. OHR's LAP looks forward to working with the DFS to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025. **The agency did not fulfill any of the recommendations to be completed in FY 2024.** **Recommendations for FY 2025:** 1. Update its internal LA policy. 2. Train its staff on LA compliance requirements. 3. Certify its funded entities for compliance with the LA Act of 2004. 4. Identify and translate vital documents. 5. Enhance its website to ensure equitable access to vital information for all LEP/NEP communities beyond just Spanish speakers. 6. Register with Language Line Solutions for on-demand access to telephonic interpretation services. 7. Improve data collection and reporting.

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

Baseline Compliance Areas						Department of Insurance, Securities, and Banking (DISB)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓	✓	✓	✓			FY 2024 LEP/NEP Encounters: 2 Top Languages Encountered: Spanish Department of Insurance, Securities, and Banking (DISB) submitted its Language Access (LA) compliance data. The agency used an outdated LA Policy for most of FY 2024. DISB conducted one LA compliance training course with 14 staff members. The agency reported the translation of one document, "Consumer Complaint Form," into Spanish. It is confirmed that the translated document is available on the website. The document is organized by subject matter; however, it is inaccessible to LEP/NEP community members since the agency has not implemented machine translation for its website nor established a Language Support page. The LAP looks forward to working with the DISB to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025. **The agency completed two of the five recommendations from the FY23 compliance review:** 1. Training its staff on LA compliance requirements. 2. Prioritize identifying and translating vital documents. **Recommendations for FY 2025**: 1. Update its policy using the LA Program's template. 2. Certifying its funded entities for compliance with the LA Act of 2004.

						3. Create a language support section that includes the top six languages encountered in the District or adopt a translation engine on its website to inform the LEP/NEP community. Regardless of the method used to provide website language accessibility, it is crucial to incorporate a quality assurance mechanism to ensure the accuracy of the translations. **OHR looks forward to collaborating with DISB to accomplish its compliance goals.**

Baseline Compliance Areas						**Office of the Attorney General for the District of Columbia (OAG)**
LA POC Designation	***Orientation Attendance***	***Annual Reporting***	***Telephonic Interpretation Account***	***Website Accessibility***	**Policy**	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓	✓	✓	✓	✓	✓	FY24 LEP/NEP Encounters: 40 Top Languages Encountered: Spanish, Amharic, French The Office of Attorney General (OAG) submitted a bare bone Language Access (LA) Implementation Report for FY24. The agency operated with an updated LA Policy due to it expiring during the third quarter of FY 2025. The agency did not report any LA compliance training for its staff members. There is no indication on whether or not the agency has any funded entities to certify compliance with the Act. The agency did not report any translated documents. OAG's website continues to provide equitable access to vital information for the LEP/NEP community it serves. The Office of Human Rights' LA Program looks forward to working with OAG to increase the language selection options of the current Multilingual Phone Tree by the end of FY 2025. One public LA complaint was filed against the agency in FY 2024; the agency has actively participated in the pre-investigation resolution process to address the violation of the provision of language access services. **In FY 2024, OAG did not fulfill any of the four recommendations issued from FY 2023 Language Access Compliance Review.** **Recommendation for FY25:** 1. Training its staff on LA compliance requirements. 2. Certifying its funded entities for compliance with the LA Act of 2004.

						3. Identifying and translating vital documents. 4. Implement and report on the quality control mechanism adopted to ensure the accuracy of the machine translations. **OHR looks forward to collaborating with OAG to accomplish its compliance goals.**

Baseline Compliance Areas						Office of the Chief Medical Examiner (OCME)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓			✓			FY23 LEP/NEP Encounters: 108 Top Languages Encountered: Spanish, Mandarin, Turkish, Bengali, Cantonese The Office of the Chief Medical Examiner (OCME) submitted an incomplete implementation activities report. In the area of preparedness, the agency operated with an updated LA Policy most of fiscal year, as it expired in the third quarter of FY 2024. The agency reported one training. It was not an OHR LA Program approved method of training, however. The agency's encounters through telephonic interpretation were not reported correctly. It is not clear whether the agency has funded entities to certify in compliance with the LA Act. In the area of accessibility, the agency did not report any vital document translations. The agency developed a Language Support Page (LSP) in the top six languages encountered in the District and include translated vital documents. The Office of Human Rights' LA Program looks forward to working with the OCME to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025. **In the area of quality, the agency did not fulfill any of the three recommendations issued from the FY 2023 LA Compliance Review.** **Recommendations for FY 2025:**

						1. Upload the correct version of the LA Policy that has been approved by OHR's LA Program. 2. Train its staff on LA compliance requirements administered by OHR. 3. Certify its funded entities for compliance with the LA Act of 2004. **OHR looks forward to collaborating with OCME to accomplish its compliance goals.**

Baseline Compliance Areas						Office of Cable Television, Film, Music, and Entertainment (OCTFME)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓			✓	✓	✓	FY24 Limited English and Non-English Proficient Encounters: Data was not reported Top Languages Encountered: Data was not reported The Office of Cable Television Film Music and Entertainment (OCTFME) did not submit a Language Access Implementation Report. The agency operated with an updated LA Policy most of the fiscal year, as it expired in the third quarter of FY 2024. The agency did not report any LA compliance implementation activities in the areas of preparedness, accessibility, and quality. The Office of Human Rights' LA Program looks forward to working with the OCTFME to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025. **The agency did not fulfill any of the recommendations issued from the FY 2023 Language Access Compliance Review.** **Recommendations for FY 2025:** 1. Collect and report comprehensive data. 2. For the agency to update its LA Policy in FY 2024. 3. Training OCTFME staff on LA compliance requirements. 4. Identify and translate vital documents. 5. Certify its funded entities for compliance with the Act. 6. It is noted that the agency has language support pages. It is recommended that OCTFME implements

						quality assurance mechanism to ensure the website mirrors the English version of its website. **OHR looks forward to collaborating with OCTFME to accomplish its compliance goals.**

Baseline Compliance Areas						Office of the Chief Technology Officer (OCTO)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓	✓	✓	✓	✓	✓	FY24 LEP/NEP Encounters: 25 Top Languages Encountered: Spanish, Cantonese, Turkish In the area of preparedness, the Office of Chief Technology Officer (OCTO) submitted a language access implementation activity report in the compliance database. The agency operated with an updated Language Access (LA) Policy, that is set to expire in the third quarter of FY 2025. The agency has informed the LA Program that the contractors/funded entities have not been certified in compliance with the LA Act. In the area of accessibility, the agency did not translate any vital documents. OCTO's website language accessibility features continue to improve by continuing to work on their Language Support Pages and utilizing the automated machine translation engine-Google Translate. The Office of Human Rights' LA Program looks forward to working with OCTO to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025. **In the area of quality, the agency did not comply with any one of the two compliance recommendations issued from the FY 2023 compliance review:** 1. Certify its funded entities for compliance with the LA Act of 2004 and train its staff and funded entities on the requisites of the LA Act.

						2. Train its staff and funded entities on the requisites of the LA Act. **Recommendations for FY 2025:** 1. Train its staff and funded entities on the requisites of the LA Act. 2. Certify its funded entities for compliance with the LA Act of 2004. 3. Identify, translate and report correctly all vital document translations in the LA compliance database. 4. Develop the language support section by adding other languages from the top six languages encountered in the District or adopting a translation engine on its website to inform the LEP/NEP community. Whichever method to provide website language accessibility it is critical to include a quality assurance mechanism to ensure the accuracy of the translations. **OHR looks forward to collaborating with OCTO to accomplish its compliance goals.**

Baseline Compliance Areas						Office of Disability Rights (ODR)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓	✓	✓	✓	✓	✓	FY24 LEP/NEP Encounters: No Data Reported Top Languages Encountered: No Data Reported The Office of Disability Rights (ODR) submitted a bare Language Access implementation report. The agency partially implemented the preparedness and quality requirements of the Language Access Act by operating with an updated internal Language Access Policy. It is due to expire in the third quarter of FY 2025, however. The agency did not report any data on the number of staff that took LA compliance training. ODR has not provided information to indicate whether it has grantees or funded entities to certify as compliant with the Act. In the accessibility area the agency translated the "ODR Brochure" into four additional languages: Chinese, Amharic, French, Vietnamese. ODR's website includes Language Support Pages (LSPs) to provide equitable to the LEP/NEP community in two languages: Spanish and Amharic. The LSP section houses translated vital documents. However, the reported translated document, "ODR Brochure" is not housed in any of the LSPs provided instead it is housed under the "About" section of the website. The Office of Human Rights' LA Program looks forward to working with ODR to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025. OHR's LA program commends the agency for engaging the LEP/NEP community by participating in three outreach events engaging the Latino and Chinese

						LEP/NEP communities with an estimated 460 participants. **ODR fulfilled two out of five recommendations issued from the FY23 compliance review:** 1. Submit LA compliance activity report in a timely fashion. 2. Continue identifying and translating vital documents. **Recommendations for FY25:** 1. Train its staff on LA compliance requirements. 2. Certify its funded entities for compliance with the LA Act of 2004, continue to improve its website and provide equitable access to vital information for the LEP/NEP population of all six languages likely to be encountered. 3. Enhance the language support section by adding other languages from the top six languages encountered in the District or adopting a translation engine on its website to inform the LEP/NEP community. Whichever method to provide website language accessibility it is critical to include a quality assurance mechanism to ensure the accuracy of the translations. **OHR looks forward to collaborating with ODR to accomplish its compliance goals.**

Baseline Compliance Areas						Office of Employee Appeals (OEA)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓			✓			FY 2024 Limited English and Non-English Proficient Encounters: 5 Top Languages Encountered: Spanish The Office of Employee Appeals (OEA) is in non-compliance for failing to report on the implementation of preparedness, accessibility, and quality requirements of the Language Access (LA) Act. The Office of Human Rights' LA Program looks forward to working with the OEA to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025. **The agency did not fulfill any of the six recommendations issued from the FY 2023 Language Access Compliance Review.** **Recommendations for FY 2025:** 1. Develops its internal LA Policy. 2. Attend the annual Language Access Point of Contact Orientation. 3. Train its staff on LA compliance requirements. 4. Certify its funded entities for compliance with the LA Act of 2004. 5. Identify and translate vital documents. 6. Create a multilingual website to provide equitable access to vital information for the LEP/NEP population that includes a quality assurance process for embedded documents.

						7. Improve data collection and reporting. **OHR looks forward to collaborating with OEA to accomplish its compliance goals.**

Baseline Compliance Areas						Office of Inspector General (OIG)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓			✓	✓	✓	FY24 LEP/NEP Encounters: 0 Top Languages Encountered: Spanish In FY 2024, the Office of the Inspector General (OIG) operated with an up-to-date Language Access Policy. The policy expired in the third quarter of FY 2025. The agency continues to utilize machine translation functions throughout the website. The agency continues to ignore its obligation to report on the implementation of preparedness, accessibility and quality requirements of the Act. The Office of Human Rights' LA Program looks forward to working with the OIG to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025. **In FY 2024, the agency fulfilled one of the five recommendations from the FY 2023 Language Access Compliance Review.** 1. Maintaining multilingual access on its website to provide equitable access to vital information for the LEP/NEP population through the use machine translation. **Recommendations for FY 2025:** 1. Train its staff on LA compliance requirements. 2. Attend the annual Language Access Point of Contact Orientation. 3. Certify its funded entities for compliance with the LA Act of 2004. 4. Identify and translate vital documents.

						5. Improve its website to include a quality assurance mechanism to ensure the accuracy of the translations. 6. Improve data collection and reporting. **OHR looks forward to collaborating with OIG to accomplish its compliance goals.**

Baseline Compliance Areas						**Office on Racial Equity (ORE)**
LA POC Designation	***Orientation Attendance***	***Annual Reporting***	***Telephonic Interpretation Account***	***Website Accessibility***	**Policy**	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓				✓	✓	FY24 Limited English and Non-English Proficient Encounters: No Data Reported Top Languages Encountered: No Data Reported The Office on Racial Equity (ORE) operated with an up-to-date language access policy, it is noted that the policy expired in the third quarter of FY 2024. The agency did not submit a Language Access (LA) Compliance Implementation Report, and the website continues to house a Language Support Page (LSP) in the top six most frequently languages encountered in the District of Columbia. The Office of Human Rights' LA Program looks forward to working with the ORE to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025. **The agency did not fulfill any of the six recommendations issued to be completed in FY 2024.** **Recommendations for FY 2025:** 1. Update its internal LA Policy. 2. Attend the annual Language Access Point of Contact Orientation. 3. Train its staff on LA compliance requirements. 4. certify its funded entities for compliance with the LA Act of 2004. 5. Identify and translate vital documents. 6. Improve its website to provide equitable access and update it with vital information or adopt a translation engine on its website to inform the LEP/NEP community. Whichever method to provide website language accessibility it is critical to include

						a quality assurance mechanism to ensure the accuracy of the translations. 7. Register with Language Line Solutions for on demand access to telephonic interpretation services. 8. Improve data collection and reporting. **OHR looks forward to collaborating with ORE to accomplish its set compliance goals.**

Baseline Compliance Areas						Office of Victims Services and Justice Grants (OVSJG)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓	✓	✓	✓		✓	FY24 LEP/NEP Encounters: 14,584 Top Languages Encountered: Spanish, Amharic, Haitian Creole, French, Wolof, Mandarin, Portuguese, Vietnamese, Arabic, Urdu, Burmese, Turkish, Tagalog, Japanese, Bengali, Farsi, Dari, Russian, Tigrinya, Hindi, Italian The Office of Victim Services or Justice Grants (OVSJG) fulfilled reporting requirements by submitting a Language Access (LA) Compliance Implementation Report, maintaining a current internal LA Policy. It is set to expire in the first quarter of FY 2025. The agency continues to maintain the telephonic interpretation account through Language Line Solutions and the Victim Services Interpreter Bank (VSIB). The agency did not provide LA training in FY 2024. The agency has certified its funded entities in compliance with Language Access requirements. The agency reported 110 confidential vital document translations. OVSJG continues to operate its website without providing equitable access for the LEP/NEP community, considering the nature of its work it is critical that the agency move forward with providing multilingual access on its website. The Office of Human Rights' LA Program looks forward to working with OVSJG to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY25.

						In FY 2024, OVSJG fulfilled one out of three recommendations issued from the FY 2023 compliance review: 1. Attend the annual Language Access Point of Contact Orientation. **Recommendation for FY 2025:** 1. Update the Language Access Policy. 2. Train staff and grantees on LA compliance. 3. Identifying and translating vital documents. 4. Improving its website by developing the language support section by adding other languages from the top six languages encountered in the District or adopting a translation engine on its website to inform the LEP/NEP community. Whichever method to provide website language accessibility it is critical to include a quality assurance mechanism to ensure the accuracy of the translations. **OHR looks forward to collaborating with OVSJG to accomplish its compliance goals.**

Baseline Compliance Areas						Office of the Chief Financial Officer (OCFO)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓	✓	✓	✓	✓	✓	FY24 LEP/NEP Encounters: 734 FY24 Customers Identified/Tagged as LEP/NEP: 751 Top Languages Encountered: Spanish, Amharic, Mandarin, French, Turkish, Farsi, Arabic The agency used 17 interpretation service waivers. The Office of the Chief Financial Officer (OCFO) operated with an updated internal LA Policy due to expire in the third quarter of FY 2025. The agency reported one LA compliance training with 23 staff members. OCFO has not provided information to indicate whether it has grantees or funded entities to certify as compliant with the Act. The agency did not report any document translations. OCFO's improved the accessibility of its website by adopting Google Translate as its translation engine. However, it has been found that the feature stops working when accessing different pages of the website. The Office of Human Rights' LA Program looks forward to working with OCFO to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY25. **In FY 2024, the agency fulfilled three out of five recommendations from the FY 2023 Language Access Compliance Review:** 1. Improving in the collection mechanism and reporting of LEP/NEP encounters and implementation activities.

						2. Increasing the frequency of LA compliance training for its staff 3. Establishing multilingual access on its website to provide equitable access to vital information for the LEP/NEP population by establishing Language Support Pages. **Recommendations for FY25:** 1. Certify its funded entities for compliance with the LA Act of 2004. 2. Identify and translate vital documents. 3. Implement and report on the quality control mechanism adopted to ensure the accuracy of the machine translations. **OHR looks forward to collaborating with OCFO to accomplish its compliance goals.**

Baseline Compliance Areas						Public Service Commission (PSC)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓	✓	✓	✓	✓	✓	FY24 LEP/NEP Encounters: 11 Top Languages Encountered: Spanish The Public Service Commission (PSC) reported implementation activities in the area's preparedness, accessibility, and quality requirements of the Language Access Act. In the area of preparedness, the agency has established an LA Policy that is due to expire in the third quarter of FY 2025. The agency reported one LA compliance training session with 50 participants. It is not clear if the agency has funded entities to certify in compliance with the LA Act. In the area of accessibility, PSC did not report any vital document translations for FY 2025. It is noted that the agency continues to use Google Translate as its translation engine to provide language accessibility for the LEP/NEP community. It has been found that the agency has enhanced the accessibility to embedded documents by reformatting them into web content and not links. The agency also ensured that those documents that must remain embedded are translated. Although the Act does not require for non-major public contact agencies to perform outreach, the agency engaged the Spanish speaking LEP/NEP community in one event, "LA Clinica en tu Barrio". The Office of Human Rights' LA Program looks forward to working with PSC to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025.

						In the area of quality, the agency fulfilled one out of two compliance recommendations issued from the FY23 compliance review: 1. Implement a quality control mechanism to ensure that embedded documents are translated to provide access to information for the LEP/NEP population. **Recommendations for FY 2025:** 1. Update the LA Policy. 2. Attend the mandatory annual LA meeting. 3. Identify and certify its funded entities for compliance with the LA Act of 2004. 4. Identify and translate vital documents. 5. Continue to implement quality control of the agency's website language accessibility mechanisms. **OHR looks forward to collaborating with PSC to accomplish its compliance goals.**

Baseline Compliance Areas						Real Property Tax Appeals Commission (RPTAC)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓	✓		✓		✓	FY23 LEP/NEP Encounters: 1 Top Languages Encountered: Ukrainian Real Property Tax Appeals Commission (RPTAC) operated with an up-to-date Language Access Policy. The policy expired in the third quarter of FY 2025. The agency did not submit a Language Access (LA) Compliance Implementation Report and continues to operate its website without providing equitable access for the LEP/NEP community. Considering the agency's function is to inform all District property owners about fair property value assessments, it is critical that the agency move forward with providing multilingual access on its website. The Office of Human Rights' LA Program looks forward to working with the RPTAC to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025. **The agency fulfilled one of the five recommendations issued to be completed in FY 2024.** 1. Developing its internal LA Policy. **Recommendations for FY 2025:** 1. Train its staff on LA compliance requirements. 2. Certify its funded entities for compliance with the LA Act of 2004. 3. Identify and translate vital documents. 4. Develop its website to provide equitable access and update it with vital information or adopt a translation engine on its website to inform the

						LEP/NEP community. Whichever method to provide website language accessibility it is critical to include a quality assurance mechanism to ensure the accuracy of the translations. 5. Improve data collection and reporting. **OHR looks forward to collaborating with RPTAC to accomplish its compliance goals.**

Baseline Compliance Areas						DC State Board of Education (SBOE)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓	✓		✓	✓		FY 2024 Limited English and Non-English Proficient Encounters: 45 Top Languages Encountered: Spanish, Amharic and Farsi. The DC State Board of Education (SBOE) has been in non-compliance for the last three consecutive fiscal years due to its failure to report on the implementation of preparedness, accessibility, and quality requirements of the Language Access (LA) Act. The agency continues to utilize Google Translate functions throughout its website. OHR's LAP looks forward to working with the SBOE to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025. **The agency did not fulfill any of the five recommendations issued in FY 2024.** **Recommendations for FY 2025:** 1. Develops its internal LA Policy. 2. Train its staff on LA compliance requirements. 3. Certify its funded entities for compliance with the LA Act of 2004. 4. Identify and translate vital documents. 5. Conducts periodic quality control reviews of the translations made by Google. 6. Improve data collection and reporting. **OHR looks forward to collaborating with SBOE to accomplish its compliance goals.**

Baseline Compliance Areas						District of Columbia Water and Sewer Authority (DC Water)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓	✓			✓		FY 2024 LEP/NEP Encounters: No Data Reported Top Languages Encountered: No Data Reported The District of Columbia Water and Sewer Authority (DC Water) operated without a Language Access Policy and still neglects its duty to report on implementing the Act's preparedness, accessibility, and quality requirements in FY 2024. The agency continues to use machine translation functions across its website. OHR's LAP looks forward to working with DC Water to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025 **The agency did not fulfill any of the five recommendations from the FY 2023 Language Access Compliance Review.** **Recommendations for FY 2025:** 1. Train its staff on LA compliance requirements. 2. Develop its internal language access policy. 3. Certify its funded entities for compliance with the LA Act of 2004. 4. Identify and translate vital documents. 5. Improve its website to include a quality assurance mechanism to ensure the accuracy of the translations. 6. Improve data collection and reporting. **OHR looks forward to collaborating with DC Water to accomplish its compliance goals.**

Baseline Compliance Areas						Mayor's Office on Community Affairs (MOCA)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓	✓		✓	✓		FY 2024 LEP/NEP Encounters: No Data Reported Top Languages Encountered: No Data Reported The Mayor's Office on Community Affairs (MOCA) operated without a Language Access Policy in FY 2024 and continues to ignore its obligation to report on the implementation of preparedness, accessibility, and quality requirements of the Act. The agency also continues to utilize machine translation functions throughout its website. OHR's LAP looks forward to working with the MOCA to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025. **The agency fulfilled one of the six recommendations to be completed in FY 2024:** 1. Identifying a new Language Access Point of Contact. **Recommendations for FY 2025:** 1. Train its staff on LA compliance requirements. 2. Develop its internal language access policy. 3. Certify its funded entities for compliance with the LA Act of 2004. 4. Identify and translate vital documents. 5. Improve its website to include a quality assurance mechanism to ensure the accuracy of the translations. 6. Improve data collection and reporting. **OHR looks forward to collaborating with MOCA to accomplish its set compliance goals.**

Baseline Compliance Areas						Mayor's Office on Community Relations and Services (MOCRS)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY 2024 Compliance Summary and FY 2025 Priorities**
✓	✓					The Mayor's Office on Community Relations and Services (MOCRS) operates without a Language Access Policy, and the agency continues to operate its website without providing equitable access for the LEP/NEP community. Considering the agency's function is to provide rapid and complete responses to constituent requests, complaints, and questions, it is critical that the agency move forward with providing multilingual access on its website. The agency continues to ignore its obligation to report on the implementation of preparedness, accessibility and quality requirements of the Act. The Office of Human Rights' LA Program looks forward to working with the MOCRS to complete the development of the Multilingual Phone Tree accessibility tool by the end of FY 2025. **The agency did not fulfill any of the recommendations to be completed in FY 2024.** **Recommendations for FY 2025:** 1. Train its staff on LA compliance requirements. 2. Certify its funded entities for compliance with the LA Act of 2004. 3. Develop its internal Language Access Policy 4. Identify and translate vital documents. 5. Develop its website to provide equitable access and update it with vital information or adopt a translation

						engine on its website to inform the LEP/NEP community. Whichever method to provide website language accessibility it is critical to include a quality assurance mechanism to ensure the accuracy of the translations. 6. Improve data collection and reporting. 7. Finalizing the corrective actions that resulted from non-compliance in FY 2020. **OHR looks forward to collaborating with MOCRS to accomplish its compliance goals.**

Baseline Compliance Areas						University of the District of Columbia (UDC)
LA POC Designation	*Orientation Attendance*	*Annual Reporting*	*Telephonic Interpretation Account*	*Website Accessibility*	Policy	**FY24 Compliance Summary and FY25 Priorities**
✓			✓			FY24 LEP/NEP Encounters: No Data Reported The Office of Human Rights informed the University of the District of Columbia (UDC) of its designation as a Covered Entity under the Language Access Act of 2004. The data following is the first assessment of UDC's compliance with the LA Act. Unfortunately, the agency did not report any LA compliance activities. The Language Access Program found that the agency had telephonic interpretation calls in FY 2024 for a total of 134 calls in the following languages: Spanish, French, Amharic, Arabic, Moroccan Arabic. The University of the District is in non-compliance for failing to implement the preparedness, accessibility, and quality requirements of the Language Access Act. The Office of Human Rights' LA Program will re-engage UDC to develop its Multilingual Phone Tree accessibility tool by the end of FY25. **OHR's recommends for UDC to address compliance gaps by implementing the following recommendations in FY 2025:** 1. Developing its internal LA policy. 2. Attend the mandatory LA annual meeting 3. Training its staff on LA compliance requirements. 4. Certifying its funded entities for compliance with the LA Act of 2004. 5. Reporting the translation of vital documents according to reporting guidelines.

						6. Improve UDC's website to include a quality assurance mechanism to ensure the accuracy of the translations. **OHR looks forward to collaborating with UDC to accomplish its compliance goals.**

Looking Ahead

In FY 2025, the Language Access Program will continue to advance our mission of promoting equal access to government services for all of DC's LEP/NEP population. Building on the momentum from FY 2024, which marked the 20th Anniversary of the Language Access Act of 2004, we aim to deepen our impact by strengthening accessibility and community engagement. We plan to hold a roundtable discussion on website accessibility to gather insights from agencies and technology partners about current practices and areas for improvement. Additionally, we will monitor agencies' multilingual phone trees to identify issues and enhance the linguistically inclusive telephonic systems. Improving access is an ongoing process, and in FY 2025, we will continue working with agencies to identify and tackle language barriers.