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GOVERNMENT OF THE DISTRICT OF COLUMBIA

DC Health Language Access

Advancing Health Literacy & Reducing Health Disparities in the District

Office of Communication and Community Relations

Objectives

1. **CLAS –** Provide a brief overview of the National Standards for Culturally and Linguistically Appropriate Services (CLAS)
2. **DC Demographics** – Become familiar with the District's Limited English Proficient and Non-English Proficient (LEP/NEP) community demographics
3. **Laws & Requirements** – Gain an understanding of the District of Columbia's laws and regulations governing Language Access
4. **Resources & Tools** –Learn about available Language Access resources and best practices.

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Terminology

Who is a Limited English or Non-English (LEP/NEP) individual?

LIMITED ENGLISH PROFICIENT (LEP)

A person who has a **limited** ability to speak, read, write, or understand English.

NON-ENGLISH PROFICIENT (NEP)

A person who is **unable** to speak, read, write, or understand English.

NOTE: Being foreign-born does not necessarily indicate LEP/NEP. Many foreign-born residents are proficient in English.

Terminology

What is the difference between an **interpreter** and a **translator**?

Interpreter

- Change spoken word from one language to another in real time.
- Instead of translating the entire spoken language, they aim to transfer the same meaning and/or message.
- May interpret simultaneously or consecutively.
- They complete their task orally.

Translator

- Convert written language from the original language to the target language.
- Has time to translate the entire text in written form and may use glossary/dictionaries.
- They complete their task in writing.

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CLAS STANDARDS

Discuss the National Standards for Culturally and Linguistically Appropriate Services (CLAS)

What is CLAS?

- The National CLAS Standards are intended to advance health equity, improve quality, and help eliminate health care disparities by establishing a blueprint for health and health care organizations.
- They can be adopted and modified for non-health or healthcare organizations.

CLAS is services that are respectful of and responsive to each person's culture and communication needs.

CLAS helps you consider:

- Cultural health beliefs
- Preferred languages
- Health literacy levels
- Communication needs

CLAS helps make your services:

- Respectful
- Understandable
- Effective
- Equitable

What are the National CLAS Standards?

Governance, Leadership, and Workforce	Communication and Language Assistance	Engagement, Continuous Improvement, And Accountability
• Train staff in CLAS • Recruit a workforce representative of community served • Create and support a designated CLAS position	• Offer comprehensive language assistance services • Require interpreters' skills to be certified or assessed • Use advanced technology for interpretation services	• Improve collection of race, ethnicity, and language data • Conduct organizational assessments • Incorporate CLAS into mission, vision, and strategic plans

National CLAS Standards in the works at DC Health

Governance, Leadership, and Workforce	Communication and Language Assistance	Engagement, Continuous Improvement, And Accountability
• Provides language access and cultural competency training • Provides guidance on best practices on providing Language Access services and conducting community outreach	• Provides culturally and linguistically competent translation and interpretation services • Works with MOCA agencies and bilingual personnel to provide QA on documents and social media campaigns.	• Collects and monitors data on language preference to help inform policy, resources and recruitment efforts. • Partner with CBOs, faith based and government agencies serving diverse populations.

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Discussion:

Now it’s your turn! What are some ways that your organizing is using or can implement CLAS standards?

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Demographics

Learn about the District's Limited English Proficient and Non-English Proficient (LEP/NEP) community demographics.

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Tell us in the chat or unmute your microphone:

Can you name 4 major languages spoken in the District (other than English)?

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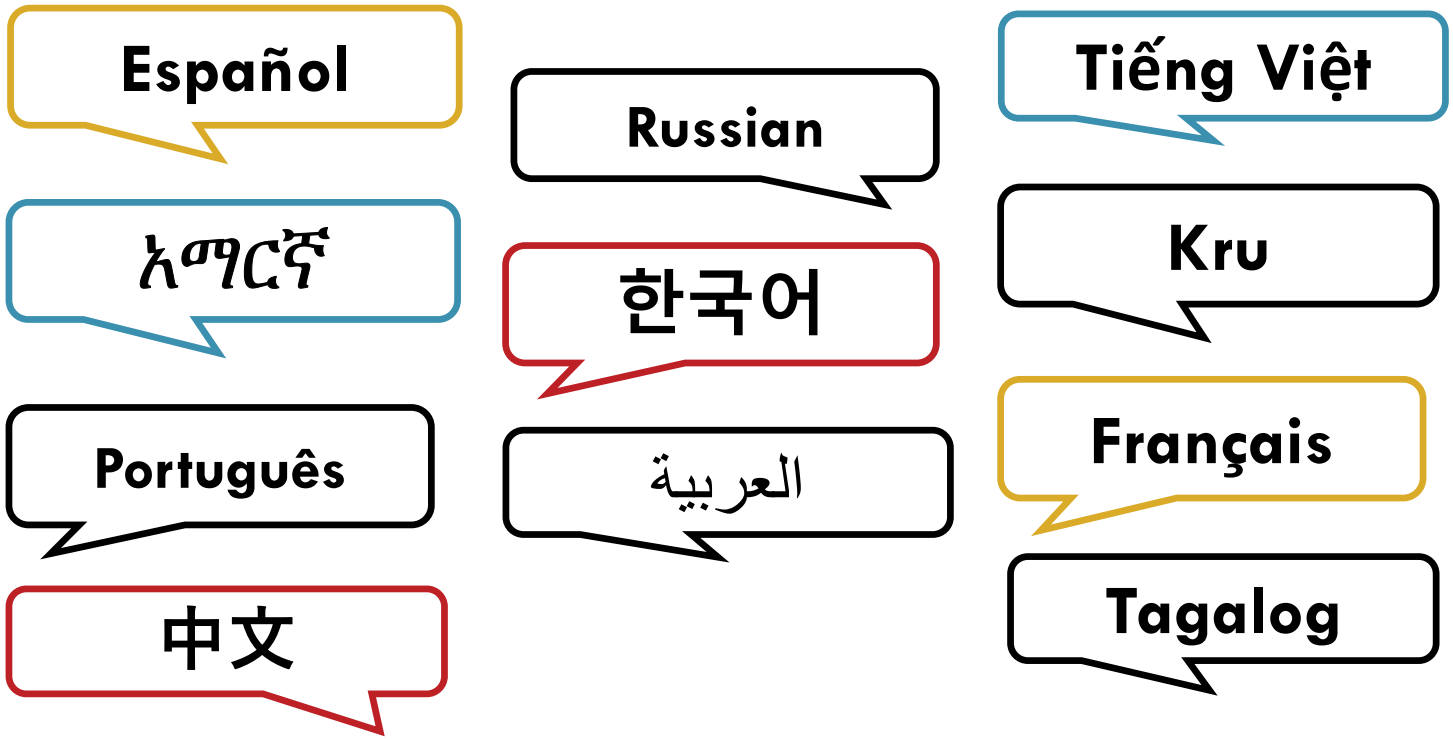
The District of Columbia is one of the most linguistically diverse cities in the nation.



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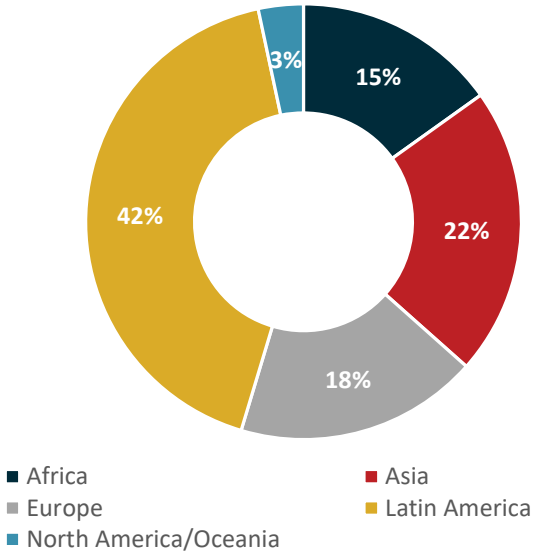
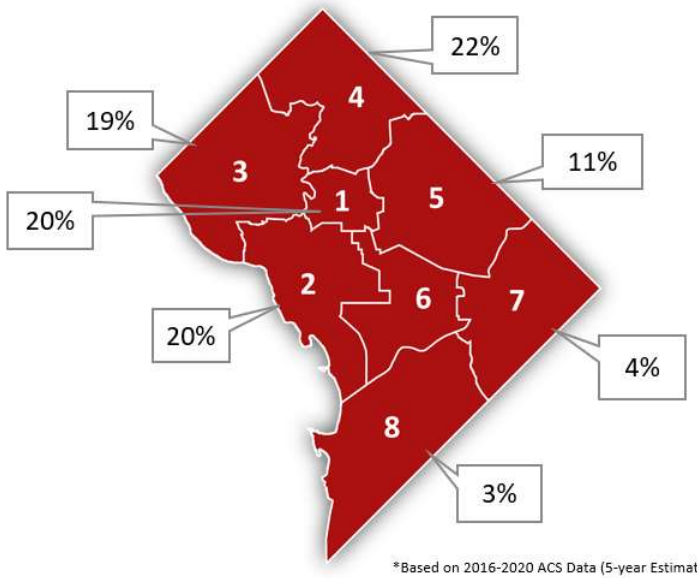
District of Columbia's Foreign-Born Population Demographics

Demographic Profile



Distribution by Ward



*Based on 2016-2020 ACS Data (5-year Estimates)

Note: Being foreign-born does not necessarily indicate an LEP/NEP status. In fact, some foreign-born residents are highly proficient in English. This Context simply helps illustrate DC's diversity.

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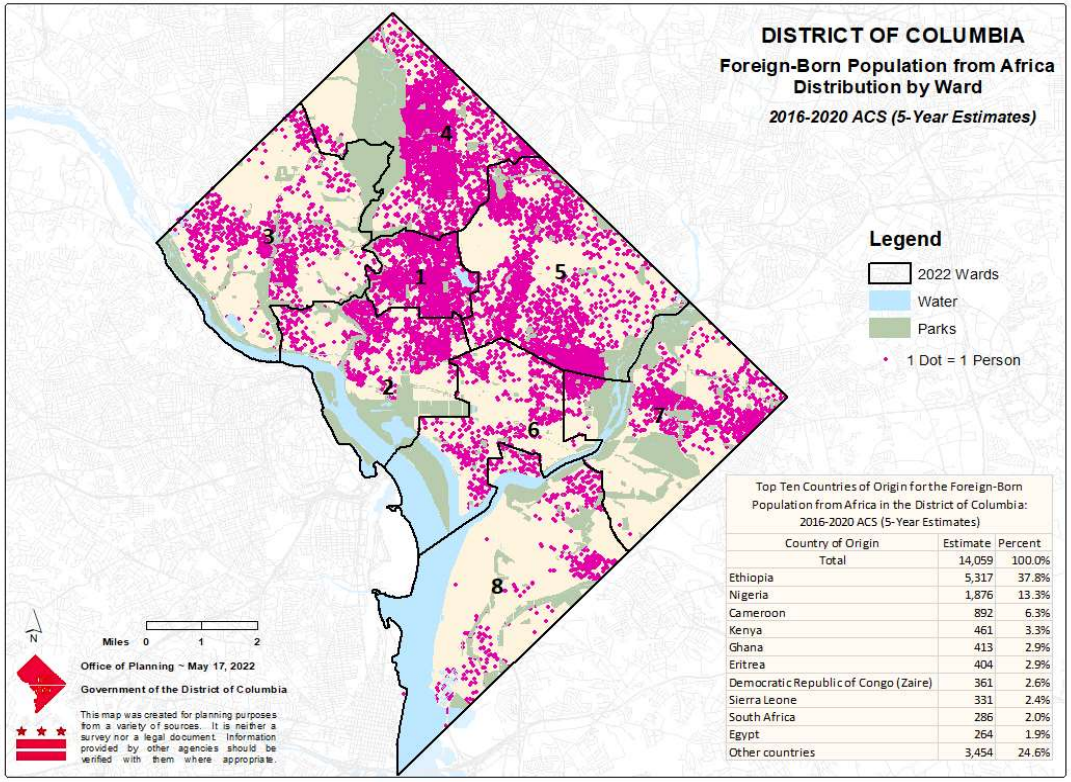
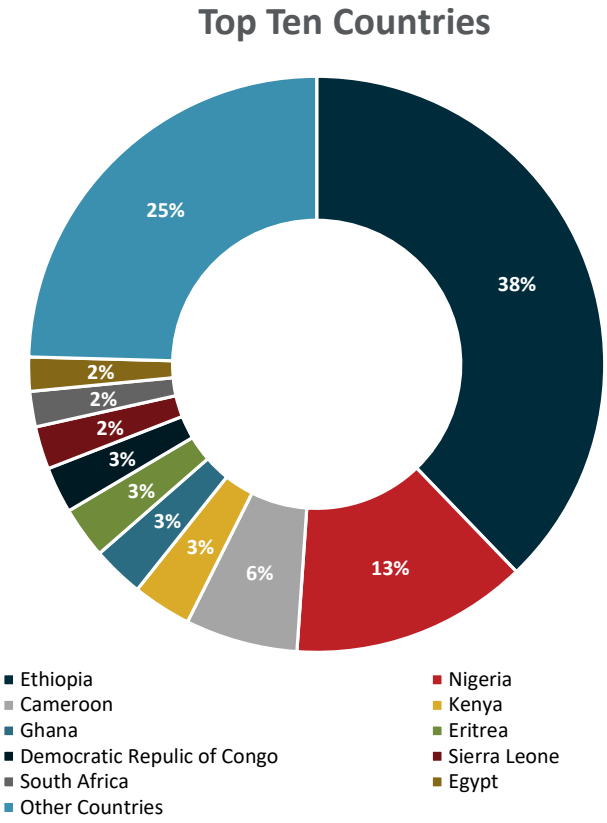
District's Foreign-Born Population - Africa



Top Ten Countries of Origin for the Foreign-Born Population from Africa in the District of Columbia: 2016-2020 ACS (5-Year Estimates)

Country of Origin	Estimate	Percent
Total	14,059	100.0%
Ethiopia	5,317	37.8%
Nigeria	1,876	13.3%
Cameroon	892	6.3%
Kenya	461	3.3%
Ghana	413	2.9%
Eritrea	404	2.9%
Democratic Republic of Congo (Zaire)	361	2.6%
Sierra Leone	331	2.4%
South Africa	286	2.0%
Egypt	264	1.9%
Other countries	3,454	24.6%



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Source: American Community Survey (ACS) Data 2016-2020 ACS (5-Year Estimates)

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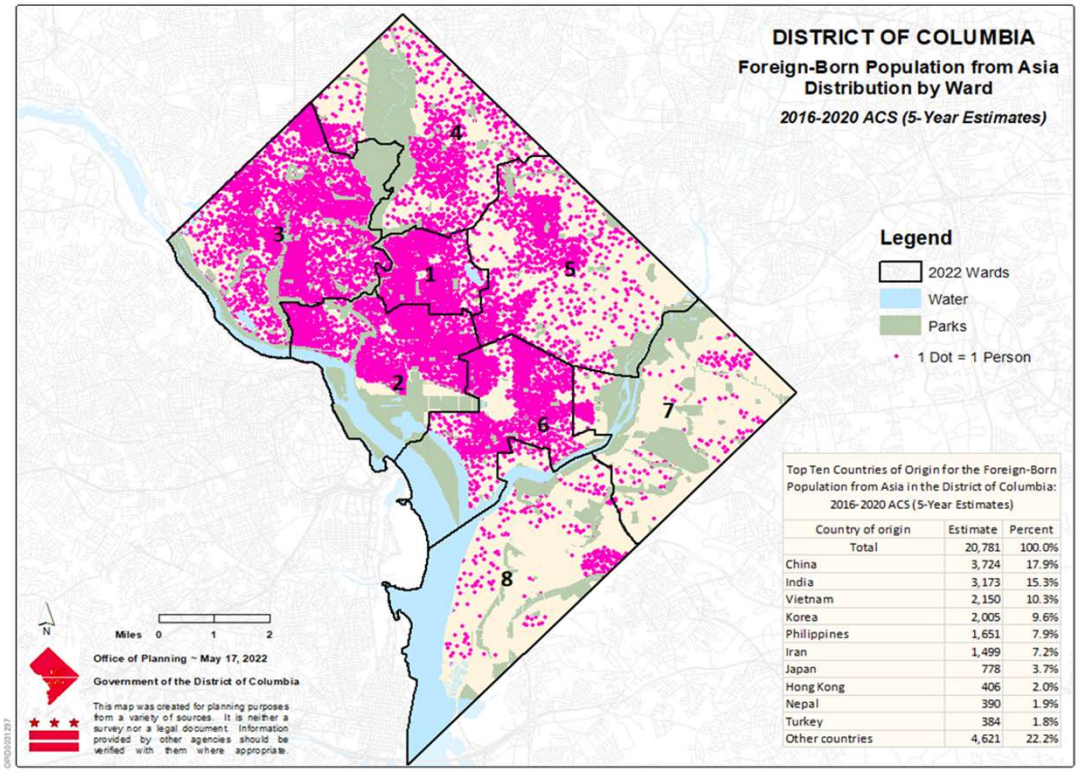
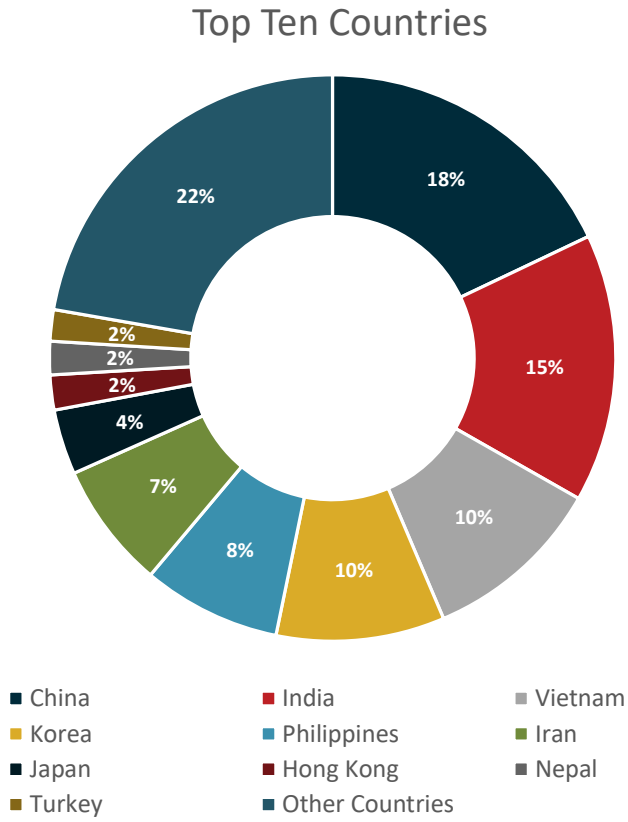
District's Foreign-Born Population - Asia



Top Ten Countries of Origin for the Foreign-Born Population from Asia in the District of Columbia: 2016-2020 ACS (5-Year Estimates)

Country of origin	Estimate	Percent
Total	20,781	100.0%
China	3,724	17.9%
India	3,173	15.3%
Vietnam	2,150	10.3%
Korea	2,005	9.6%
Philippines	1,651	7.9%
Iran	1,499	7.2%
Japan	778	3.7%
Hong Kong	406	2.0%
Nepal	390	1.9%
Turkey	384	1.8%
Other countries	4,621	22.2%



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Source: American Community Survey (ACS) Data 2016-2020 ACS (5-Year Estimates)

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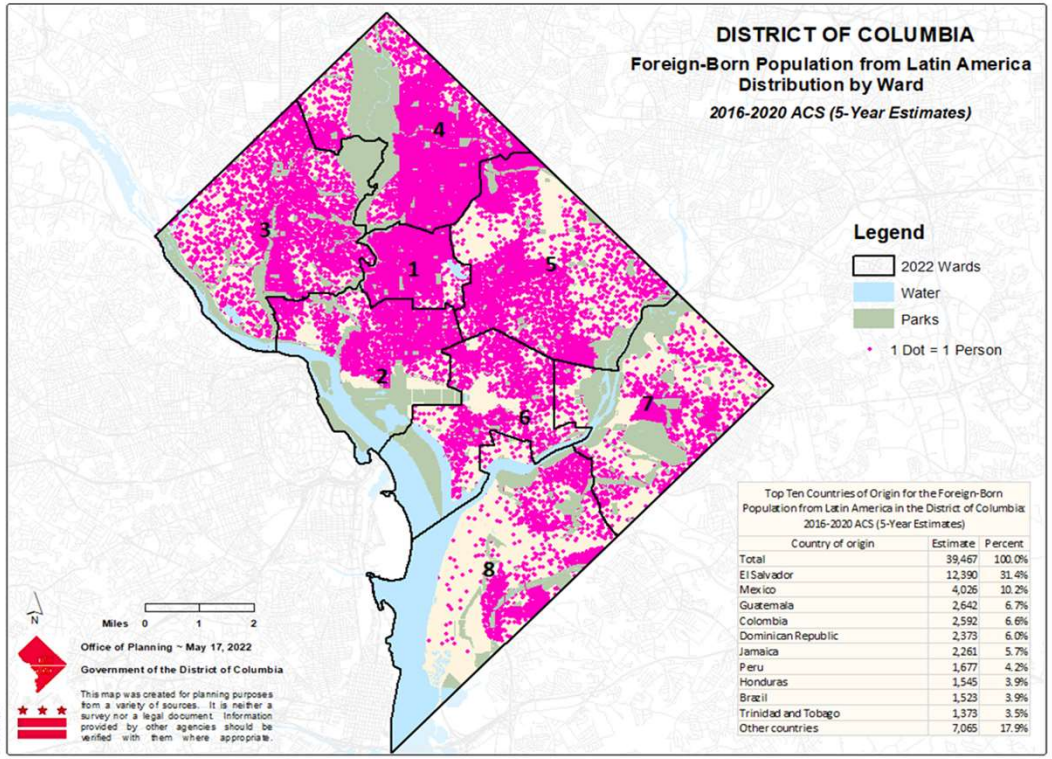
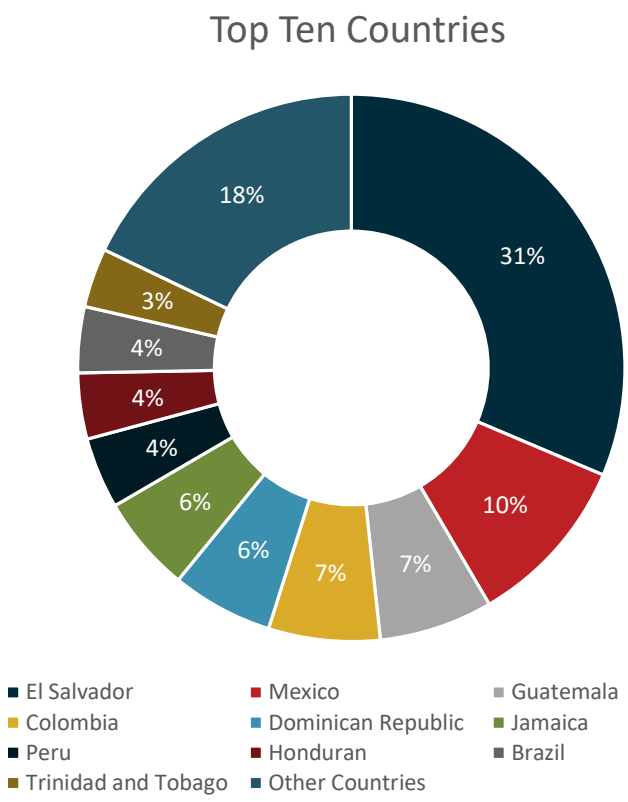
District's Foreign-Born Population – Latin America/Caribbean



Top Ten Countries of Origin for the Foreign-Born Population from Latin America in the District of Columbia: 2016-2020 ACS (5-Year Estimates)

Country of origin	Estimate	Percent
Total	39,467	100.0%
El Salvador	12,390	31.4%
Mexico	4,026	10.2%
Guatemala	2,642	6.7%
Colombia	2,592	6.6%
Dominican Republic	2,373	6.0%
Jamaica	2,261	5.7%
Peru	1,677	4.2%
Honduras	1,545	3.9%
Brazil	1,523	3.9%
Trinidad and Tobago	1,373	3.5%
Other countries	7,065	17.9%



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The District's LEP/NEP Population: Language Proficiency

Data from the 5-Year estimate (2016-2020) U.S. Census Bureau's American Community Survey (ACS)

Total number of DC residents: 701,974

Foreign-born population: 94,193 (13.4%)

Language Spoken at Home:

- **17.2%** (113,022) of the population 5 years+ speak a language other than English at home.
- **5.7 %** (37, 257) of the population 5 years+ speak English less than "very well"

Language Ability	US Born	Foreign-Born
Population 5 years and older	**562,672**	**93,419**
Speak Only English	**91.7%** (517,109)	**28.8%** (26,930)
Speak English **"very well"**	**7.1%** (39,741)	**38.6%** (36,024)
Limited/Non- English Proficient **(LEP/NEP)**	**1.2%** (6,792)	**32.6%** (30,465)

Being US-born does not guarantee English proficiency, just as being foreign born does not automatically indicate an LEP/NEP status.

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DC Language Access Act of 2004

Provide an overview of the District of Columbia laws and regulations governing Language Access Compliance.

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The Law

DC Language Access Act of 2004

Enacted on April 21, 2004, the purpose of the Act is to provide **greater access to and participation** in public services, programs, and activities for the District's limited English or non-English proficient (LEP/NEP) constituents at a level equal to that of English proficient individuals.

http://ohr.dc.gov/publication/dc-language-access-act-2004-english

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The Law

Who is covered under the Law and what is a “covered entity”?

- **Covered Entities (§ 2-1931 (2))**

  Any District government agency, department, or program that furnishes information or renders services, programs, or activities directly to the public or contracts with other entities, either directly or indirectly, to conduct programs, services, or activities.

  Includes **39 District Government Agencies**: ABRA, CFSA, CSSD, DBH, DCRA, DCLB, DGS, DOC, DOES, DOEE, DOH, DHCD, DCHR, DHCF, DHS, DMV, DPR, DPW, DSLBD, DDS, DDOT, DCHA, DCOZ, DCOA, DCPL, DCPS, DYRS, FEMS, HSEMA, MPD, OAH, OCP, OHR, OP, OPC, OTA, OTR, OSSE, OUC, **and their grantees**.

Note: This includes All DC Health contractors, providers and grantees that receive district funding and provide public services on behalf of the agency**.**

The regulations provide interpretational guidelines for the law (Chapter 12).

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OHR's Language Access Program

- Established by the Language Access Act of 2004 to be housed at the Office of Human Rights (OHR)
- Charged with coordination and oversight of district-wide implementation of the Language Access Act
- Consults with the Mayor's Ethnic Constituency Offices and the DC Language Access Coalition
- OHR's LA Program has **4 major responsibilities:**
  i. Technical Assistance
  ii. Compliance Monitoring
  iii. Enforcement
  iv. Outreach and Education

LANGUAGE ACCESS PROGRAM
District of Columbia Office of Human Rights

What does the Language Access Act (LAA) require?

All Covered Entities (including funded entities) are required to:

1. Provide Interpretation Services

Provide oral interpretation services through qualified telephonic, virtual or in-person interpretation or bilingual staff to ALL LEP/NEP customers who seek to access or participate in the services, programs, or activities offered by the covered entity.

2. Translate Vital Documents

Translate vital documents once language encounters reach 3% or 500 individuals of the total population served or encountered.

3. Training

All DC Health team members and grantees/contractors should be trained once at on-boarding, receive refresher trainers as needed or required.

4. Outreach

Conduct outreach to LEP/NEP populations about their rights and services including bilingual outreach materials and advertise the availability of LA services and events through targeted media outlets and community-based partners, among others.

5. Data Collection

Collect, report, and analyze data on the demand for services in languages other than English. Update existing databases, applications, and tracking systems so that these tools capture both public demand and language needs

Language Access Act of 2004 Signage Requirement:

Interpretation Services Available

English Translation: Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

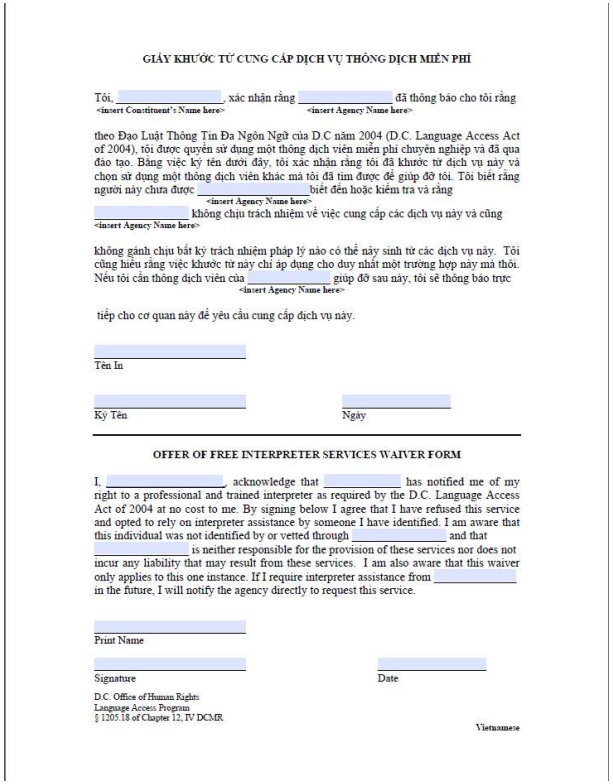
Amharic አማርኛ ቋንቋዎትን ያመልክቱ። አስተርጓሚ ይጠራል። አስተርጓሚው በነጻ ይቀርብልዎታል።	**Korean** 한국어 귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.
Arabic عربي أشر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجاناً.	**Mandarin** 國語 請指認您的語言，以便為 您提供免費的口譯服務。
Bengali বাংলা আপনার ভাষার দিকে নির্দেশ করুন। একজন দোভাষীকে ডাকা হবে। দোভাষী আপনি বিনামূল্যে পাবেন।	**Pashto** پښتو خپلې ژبې ته اشاره وکړئ. یو ژباړونکی به راوبلل شي. سټاسو له پاره د ژباړونکي انتظام په وړیا توګه کیږي.
Cantonese 廣東話 請指認您的語言，以便為 您提供免費的口譯服務。	**Portuguese** Português Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
Farsi فارسي زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.	**Russian** Русский Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.
French Français Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.	**Spanish** Español Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
Haitian Creole Kreyòl Lonje dwèt ou sou lang ou pale a epi n ap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.	**Thai** ไทย ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาล่ามให้ท่าน การใช้ล่ามไม่ต้องเสียค่าใช้จ่าย
Hindi हिंदी अपनी भाषा की ओर इंगित करें। जिसके अनुसार आपके लिए दुभाषिया बुलाया जाएगा। आपके लिए दुभाषिया की निशुल्क व्यवस्था की जाती है।	**Tigrinya** ትግርኛ ቋንቋኹም ኣመልክቱ። ኣተርጓሚ ክጽዋዕ ይኽእል እዩ። ንኣተርጓሚ ኣትክፍልዎ ዝኾነ ክፍሊት የለን።
Indonesian Bahasa Indonesia Tunjukkan bahasa Anda. Penerjemah akan dihubungi. Penerjemah disediakan gratis tanpa dikenakan biaya.	**Turkish** Türkçe Konuştuğunuz dili gösterin. Sizin için bir çevirmen aranacaktır. Bu çevirmen size ücretsiz sağlanır.
Japanese 日本語 あなたの話す言語を指してください。 無料で通訳サービスを提供します。	**Vietnamese** Tiếng Việt Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

Poster provided by LanguageLine Solutions © 2015 • 1-800-752-6096 • www.LanguageLine.com
Over-the-Phone, Video Remote, and Onsite Interpreting/ Interpreter Testing and Training • Translation and Localization

Language Identification Poster

- Tailored for DC's most common languages, it is available on the OHR website for easy download.
- Should be present at all public facing locations and must be always placed in a visible location.
- Excellent tool to identify a speaker's language. Language Line can also assist if you are unsure.

Interpreter Waiver Form



GIẤY KHƯỚC TỪ CUNG CẤP DỊCH VỤ THÔNG DỊCH MIỄN PHÍ

Tôi, _____, xác nhận rằng _____ đã thông báo cho tôi rằng
<insert Constituent's Name here> <insert Agency Name here>

theo Đạo Luật Thông Tin Đa Ngôn Ngữ của D.C năm 2004 (D.C. Language Access Act of 2004), tôi được quyền sử dụng một thông dịch viên miễn phí chuyên nghiệp và đã qua đào tạo. Bằng việc ký tên dưới đây, tôi xác nhận rằng tôi đã khước từ dịch vụ này và chọn sử dụng một thông dịch viên khác mà tôi đã tìm được để giúp đỡ tôi. Tôi biết rằng người này chưa được _____ biết đến hoặc kiểm tra và rằng
<insert Agency Name here>

_____ không chịu trách nhiệm về việc cung cấp các dịch vụ này và cũng
<insert Agency Name here>

không gánh chịu bất kỳ trách nhiệm pháp lý nào có thể này sinh từ các dịch vụ này. Tôi cũng hiểu rằng việc khước từ này chỉ áp dụng cho duy nhất một trường hợp này mà thôi. Nếu tôi cần thông dịch viên của _____ giúp đỡ sau này, tôi sẽ thông báo trực
<insert Agency Name here>

tiếp cho cơ quan này để yêu cầu cung cấp dịch vụ này.

_____
Tên In

_____ _____
Ký Tên Ngày

OFFER OF FREE INTERPRETER SERVICES WAIVER FORM

I, _____, acknowledge that _____ has notified me of my right to a professional and trained interpreter as required by the D.C. Language Access Act of 2004 at no cost to me. By signing below I agree that I have refused this service and opted to rely on interpreter assistance by someone I have identified. I am aware that this individual was not identified by or vetted through _____ and that _____ is neither responsible for the provision of these services nor does not incur any liability that may result from these services. I am also aware that this waiver only applies to this one instance. If I require interpreter assistance from _____ in the future, I will notify the agency directly to request this service.

_____
Print Name

_____ _____
Signature Date

D.C. Office of Human Rights
Language Access Program
§ 1205.18 of Chapter 12, IV DCMR

Vietnamese

If a LEP/NEP customer refuses the interpretation or translation services you offer, the customer must sign this form in order to waive his/her rights to language assistance.

The form **should be made available in the language of the customer** and confirm that the LEP/NEP customer is voluntarily waiving his or her right to free interpretation and/or translation services.

You can read the form over Language Line if the language you need is not available.

Knowledge Check

Can minors provide interpretation?

NO! Minors (under 18 years old) should never be asked or allowed to provide interpretation.

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Language Access Complaints

The Language Access Act provides for the filing of **Formal** and **Informal Complaints** by customers who are LEP/NEP.

- LA complaints can be filed in-person, over the phone, via email, or online using a multilingual form.
- OHR conducts a pre-investigation resolution process before assigning LA complaints for full investigation.
- Complaint forms are available on OHR's website in six (6) languages: https://ohr.dc.gov/page/LAportal/public

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Discussion:

1. Prior to today, did you know about the Language Access Act of 2004?
2. How does your organization provide language access to LEP/NEP members?
3. What are some challenges, if any, in providing language access?

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Outreach

The following slides provide examples of best practices to keep in mind when conducting linguistically appropriate outreach to the LEP/NEP community. This includes:

- Proper use of taglines
- Equitable registration processes
- Language Access resources at tabling events

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Vital Document Taglines

LANGUAGE ACCESS PROGRAM

DISTRICT OF COLUMBIA OFFICE OF HUMAN RIGHTS

Reference guide:
Multilingual Taglines Version 1

English – Amharic – Chinese – French – Korean – Spanish –Vietnamese

HELP IN YOUR LANGUAGE
If you need help in your language, please call _____ for free interpreter assistance.

AIDE LINGUISTIQUE
Si vous avez besoin d'aide en Français appelez-le _____ et l'assistance d'un interprète vous sera fournie gratuitement.

AYUDA EN SU IDIOMA
Si necesita ayuda en Español, por favor llame al _____ para proporcionarle un intérprete de manera gratuita.

GIÚP ĐỠ VỀ NGÔN NGỮ
Nếu quý vị cần giúp đỡ về tiếng Việt, xin gọi _____ để chúng tôi thu xếp có thông dịch viên đến giúp quý vị miễn phí.

LANGUAGE ACCESS PROGRAM

DISTRICT OF COLUMBIA OFFICE OF HUMAN RIGHTS

Reference guide:
Multilingual Taglines Version 2

English – Amharic – Chinese – French – Korean – Spanish –Vietnamese

IMPORTANT NOTICE
This document contains important information. If you need help or have any questions about this notice, please call _____. Tell the customer service representative the language you speak so you can be provided with an interpreter at no cost to you. Thank you.

AVIS IMPORTANT

AVISO IMPORTANTE

THÔNG BÁO QUAN TRỌNG

Vital documents should be available for languages that hit the 3% of 500 threshold.

Version 1:
"If you need help in your language, please call _____ for free interpreter assistance."

Version 2:
"This document contains important information. If you need help or have any questions about this notice, please call _____. Tell the customer service representative the language you speak so you can be provided with an interpreter at no cost to you. Thank you."

Outreach

Proper use of a tagline with a translated outreach material

1. **When creating flyers or other outreach collateral ensure that you incorporate the LA taglines.**
2. **For English only flyers you should include the tagline in ALL languages.**
3. **For language specific flyers you can simply include the targeted language tagline.**

The tagline is still necessary to inform LEP/NEPs about how to arrange language support for the event.

Outreach

Example of equitable access during an event registration process:

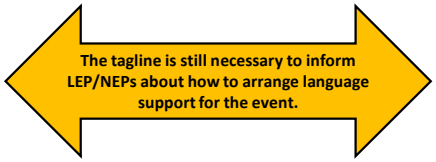
Let's Talk About It: Public Health Communications

Join DC Health on Monday, January 2, 2023, at 11:00AM for a live conversation about Public Health Communications with Dr. Kimberly Henderson, DC Health's Director of Communications and Community Relations.

Zoom link to be provided closer to the event date. We will also be broadcasting the event on Facebook Live.

To request a reasonable accommodation or interpretation, please email (insert email contact) or call (###) ###-#### at least 5 business days before the event date.

1. **Provide LEP/NEP customers with one or two ways to contact the agency should they require LA services.**
2. **Inform customers how many days in advance notice they need to provide to accommodate their request.**
3. **If applicable, notify customers where the event is to be held (i.e., in person, virtual platform).**



Hablemos de Salud: Comunicaciones de Salud Pública

Únase al Departamento de Salud del Distrito de Columbia (DC Health) el lunes 2 de enero de 2023 a las 11:00AM para una conversación en vivo sobre las Comunicaciones en Salud Pública con la Dra. Kimberly Henderson, Directora de Comunicaciones y Relaciones Comunitarias de DC Health.

El enlace de Zoom se facilitará cuando se acerque la fecha del evento. También transmitiremos el evento por Facebook Live.

Para solicitar una acomodación razonable o interpretación, envíe un correo electrónico a (insertar contacto de correo electrónico) o llame al (###) ###-#### al menos 5 días laborables antes de la fecha del evento.

Note: If you are advertising that language access services can be provided at the event then the registration should also be made available in all applicable languages.

Outreach

Providing Language Access resources when tabling at events.

When tabling events make sure to have the Language Identification Poster in a visible location and, when possible, any translated materials readily available.

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Discussion:

1. How is your organizing reaching out to LEP/NEP populations?
2. What are challenges or successes in reaching out to LEP/NEP populations?

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Resources

Overview of available Language Access recourses.

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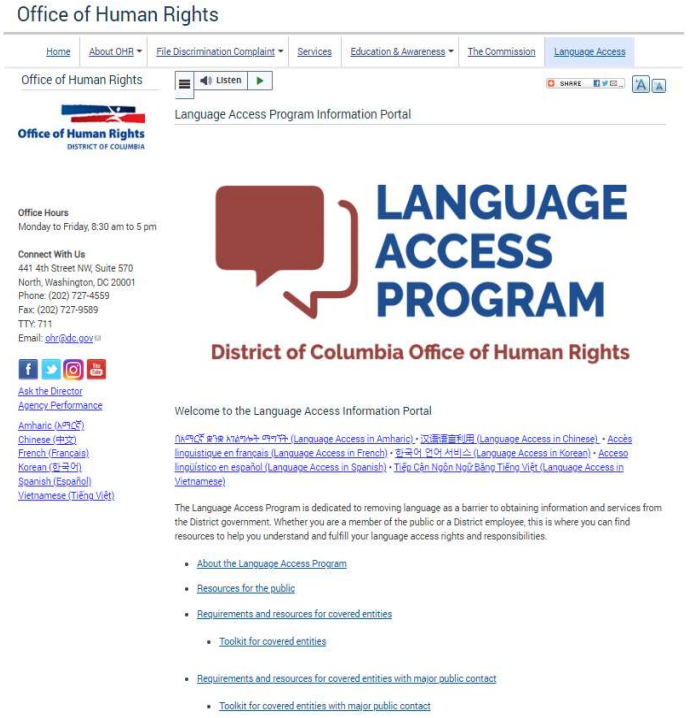
Resources

OHR Language Access Portal:

OHR has produced a series of tools at http://ohr.dc.gov. Resources include:

- Vendor details & contact information
- Downloadable signage & forms
- Helpful guides for Language Line
- Best-practice for data collection & reporting
- Policy templates
- Regulation text

If you need to access a DC Health resource or document, contact the DC Health Language Access Team.



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Resources

Community Affairs Agencies

Mayor's Office on Latino Affairs

(202) 671-2825 | ola.dc.gov

Mayor's Office on Asian And Pacific Islander Affairs

(202) 727-3120 | apia.dc.gov

Mayor's Office on African Affairs

(202) 727-5634 | oaa.dc.gov

DC Language Access Coalition

(202) 470-6835 | dclaccoordinator@gmail.com

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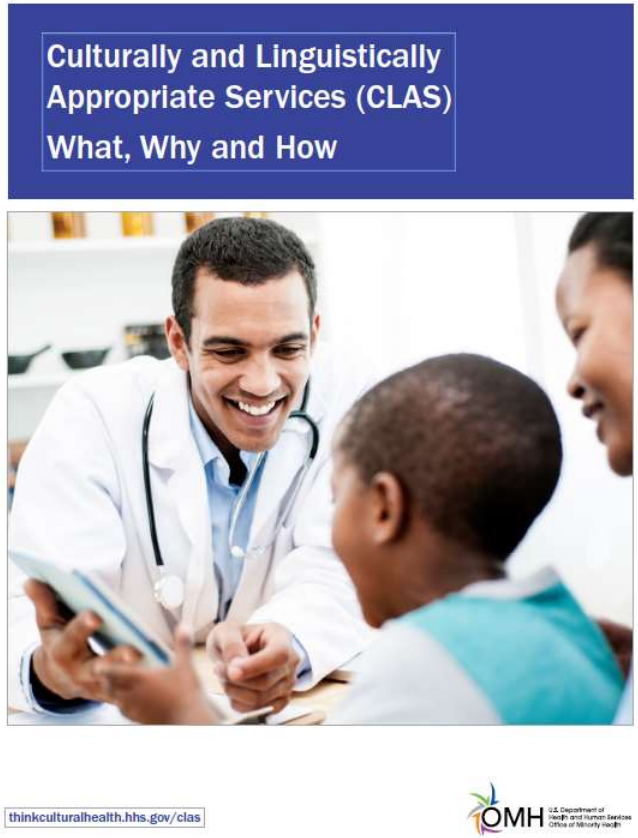
Resources

National Standards for Culturally and Linguistically Appropriate Services (CLAS)

To learn more about CLAS Standards visit:

thinkculturalhealth.hhs.gov



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For more information on the District's COVID-19 response, visit **coronavirus.dc.gov**