

Office of the People's Counsel

BIENNIAL LANGUAGE ACCESS PLAN (BLAP)

PURPOSE:

The purpose of this plan is to establish and provide greater access and participation in public services, programs and activities for residents of the District of Columbia with limited or no-English proficiency that access services and information through the Office of the People's Counsel. "Access and participate" means to be informed of, participate in, and benefit from public services, programs, and activities offered by the Office of the People's Counsel at a level equal to English proficient individuals. Removing language barriers is critical to achieving access to needed services. In accordance with Section 5(a)(2) of the Language Access Act of 2004, each Language Access Plan (LAP) shall be updated on a biennial basis or every two years. The BLAP will be reported to and is subject to the review of the Mayor and City Administrator.

DUE DATE:

May 25, 2007

SUBMIT TO:

D.C. Office of Human Rights
Language Access Program
441 4th Street, N.W.
Suite 570 North
Washington, D.C. 20001

PREPARED BY:

Name

DERRY STEWART KING

Signature

Position Title

ASSOCIATE PEOPLE'S COUNSEL

Date

05.24.07

Objective 1: To collect and update unduplicated data by "language spoken/used" and need by September 30, 2008 in order to assess the effectiveness of OPC's programs and services for LEP populations served. Collected data shall be used for planning, budgeting, and implementation purposes of current and future BLAPs when providing language assistance, as well as for adjustment purposes at the end of each fiscal year.

Tasks	2007 Quarter Due				2008 Quarter Due				Status Include the following: <ul style="list-style-type: none"> • Date(s) of completed tasks; • Date(s) of additional progress, tasks, events not identified within your Agency's BLAP; • Results of all completed tasks; • Reasons for lacking progress in any task implementation; • Solutions to remedy the delay; • Specific expected completion date(s); • Funding amounts for completed tasks (where applicable).
	1	2	3	4	1	2	3	4	
Continue to collect utility consumer complaint information in the Consumer Information Database (CID). (This is an ongoing task vital to operations of this Office. This complies with our mandate as District of Columbia utility ratepayers' advocate).	X	X	X	X	X	X	X	X	
Universal Tasks:									
1.1 Collect and update unduplicated data on the # of LEP/NEP clients served per quarter and languages spoken by said clients.	X	X	X	X	X	X	X	X	
Agency Specific Tasks:									
Continue to collect consumer complaint information in the Consumer Information Database (CID). (This is an ongoing task vital to operations within this Office. This complies with our mandate as District of Columbia utility ratepayers' advocate).	X	X	X	X	X	X	X	X	

Objective 2: To translate agency vital documents into the LEP languages largely served by OPC by September 30, 2008.

Task(s)	2007 Quarter Due				2008 Quarter Due				Status Include the following: <ul style="list-style-type: none"> • Date(s) of completed tasks; • Date(s) of additional progress, tasks, events not identified within your Agency's BLAP; • Results of all completed tasks; • Reasons for lacking progress in any task implementation; • Solutions to remedy the delay; • Specific expected completion date(s); • Funding amounts for completed tasks (where applicable).
	1	2	3	4	1	2	3	4	
Universal Tasks:									
2.1 Develop, revise, and/or translate contents of OPC's archive of vital documents (complete corresponding matrix for this Objective).		X				X			
2.2 Develop, update, translate and maintain OPC's glossary of terms.		X				X			
Agency Specific Tasks:									
Submitted vital documents to OHR for translation as of February 12, 2007		X				X			

Objective 3: To provide oral language services and diversify OPC's bilingual workforce by September 30, 2008.

Task(s)	2007 Quarterly Due				2008 Quarterly Due				Status Include the following: <ul style="list-style-type: none"> • Date(s) of completed tasks; • Date(s) of additional progress, tasks, events not identified within your Agency's BLAP; • Results of all completed tasks; • Reasons for lacking progress in any task implementation; • Solutions to remedy the delay; • Specific expected completion date(s); • Funding amounts for completed tasks (where applicable).
	1	2	3	4	1	2	3	4	
Universal Tasks:									
3.1 Provide oral interpretations to LEP/NEP populations. (See above).	X	X	X	X	X	X	X	X	
3.2 Assess bilingual staffing capacity within each agency division. N/A									
3.3 Conduct recruitment activities for bilingual staff. N/A									
3.4 Update bilingual employee matrix twice a year (complete corresponding matrix for this Objective). N/A									
Agency Specific Tasks:									
OPC's Hispanic Outreach Coordinator will continue her outreach to Spanish-speaking community organizations.	X	X	X	X	X	X	X	X	X

Objective 4: To provide language access-related trainings, as well as linguistic and cultural competency trainings to Agency staff (mandatory for PCPs) by [insert date].

Task(s)	2005 Quarter Due				2006 Quarter Due				Status Include the following: <ul style="list-style-type: none"> • Date(s) of completed tasks; • Date(s) of additional progress, tasks, events not identified within your Agency's BLAP; • Results of all completed tasks; • Reasons for lacking progress in any task implementation; • Solutions to remedy the delay; • Specific expected completion date(s); • Funding amounts for completed tasks (where applicable).
	1	2	3	4	1	2	3	4	
Universal Tasks:									
4.1 Conduct a minimum of one cultural competency-related training session per fiscal year to ALL agency staff that fill a public contact position (complete corresponding matrix for this Objective).			X				X		
4.2 Train agency staff (mandatory for those who fill a public contact position) on Language Line or other telephonic interpretation services and usage (complete corresponding matrix for this Objective).			X				X		
4.3 Train ALL agency staff on OPC language assistance activities/resources (complete corresponding matrix for this Objective).			X				X		
Agency Specific Tasks:									

Objective 5: To conduct outreach activities that target LEP populations served or encountered by [Agency Name] by [insert date] on services and programs offered by [Agency's Name].

Task(s)	2005 Quarter Due				2006 Quarter Due				Status Include the following: <ul style="list-style-type: none"> • Date(s) of completed tasks; • Date(s) of additional progress, tasks, events not identified within your Agency's BLAP; • Results of all completed tasks; • Reasons for lacking progress in any task implementation; • Solutions to remedy the delay; • Specific expected completion date(s); • Funding sources of completed tasks (where applicable).
	1	2	3	4	1	2	3	4	
Universal Tasks:									
5.1 Conduct outreach activities to each LEP/NEP community [Agency Name] serves that meet their "3% or 500 individuals" threshold.			X	X			X	X	
5.2 Conduct a minimum of one (1) public meeting per fiscal year within this BLAP period.	X	X	X	X	X	X	X	X	
Agency Specific Tasks:									
OPC will continue it's ongoing utility consumer outreach and education program.	X	X	X	X	X	X	X	X	