



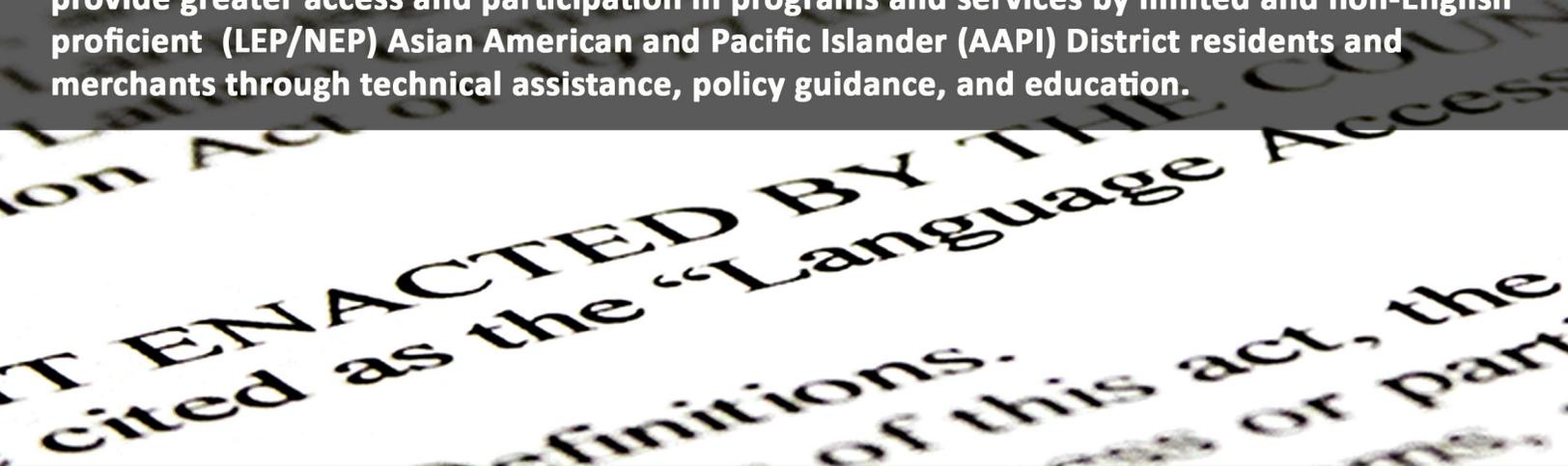
Muriel Bowser
Mayor



Office on Asian &
Pacific Islander Affairs

LANGUAGE ACCESS PROGRAM

The mission of OAPIA's Language Access Program is to help build District Agencies' capacity to provide greater access and participation in programs and services by limited and non-English proficient (LEP/NEP) Asian American and Pacific Islander (AAPI) District residents and merchants through technical assistance, policy guidance, and education.



OAPIA's Language Access Program Focus Areas



Data and Statistics

Increase data and statistics on AAPI populations to contribute to Agencies' understanding of LEP and NEP AAPI populations



Community Awareness

Increase community's awareness and understanding of District services and language support provided by the Agencies.



Cultural Competency

Increase the capacity of Agencies to provide culturally competent services to the AAPI community



Bilingual Hiring

Help to increase the number of bilingual candidates speaking Asian languages.



Frontline Centers

Increase capacity of customer service centers to better serve AAPI populations

For information and resources , contact OAPIA's Language Access Program Coordinator Neel Saxena at neel.saxena@dc.gov or online at <http://apia.dc.gov/service/aapi-language-access>

