

WHEN A PLAN COMES TOGETHER

Asian Americans



Pacific Islanders

Biennial Language Access Plans Summary

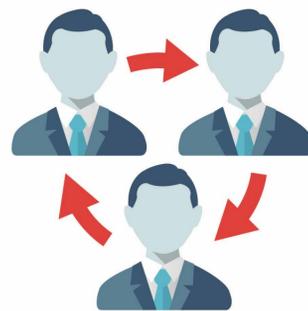
FY 2015 - 2016

ESTABLISHING A PLAN

The Language Access Act of 2004 states: *A covered entity with major public contact shall establish a language access plan, by regulation.* Each plan shall be established in consultation with the Language Access Director, the D.C. Language Access Coalition, the entity's language access coordinator, and agency directors that conduct outreach to limited or non-English proficient populations (LEP/NEP) Each language access plan is updated every 2 years and contains the following sections:



Section 1
Agency Information



Section 2
Understanding how
LEP/NEP
Individuals
Interact with Agencies



Section 3
Evaluation and
Assessment of
LEP/NEP
Customer Base



Section 4
Public Contact
Positions &
Bilingual Personnel



Section 5
Language
Access
Compliance
Training



Section 6
Outreach



Six Infographics will cover the agency's plans to provide greater access and participation in public services, programs, and activities for the Asian American and Pacific Islander residents of the District of Columbia with limited or no-English proficiency.

18 Agency Biennial Language Access Plans (BLAPs) were reviewed by the Office on Asian and Pacific Islander Affairs and feedback was provided to the Agencies with regards to the AAPI community. Data contained in these infographics was collected by OAPIA during this review process directly from the BLAP reports.

