

The Language Access Act provides greater access and participation in public services, programs, and activities for residents of the District of Columbia with limited or no English proficiency (LEP/NEP). FY2014 marked the 10 year anniversary of the Act providing access to Asian Americans and Pacific Islanders (AAPIs).

THE MISSION OF OAPIA'S LANGUAGE ACCESS PROGRAM IS TO HELP ENSURE DISTRICT AGENCIES PROVIDE PROGRAMS AND SERVICES TO LIMITED AND NON-ENGLISH PROFICIENT AAPI INDIVIDUALS AT A HIGH LEVEL THROUGH TECHNICAL ASSISTANCE, POLICY GUIDANCE, AND EDUCATION.

ASIAN AMERICANS & LANGUAGE ACCESS IN WASHINGTON, DC

fy2000 TO fy2014

5%



11%

120% increase in percent of asian language bilingual employees

36%



65%

81% increase in percent of asian language translated documents

ABOUT ASIAN AMERICAN LEPs/NEPs and Language Access*

*results from language access survey conducted between 2009 and 2014

64% RECEIVED INTERPRETATION
60% KNEW THEY HAVE THE RIGHT TO AN INTERPRETER

24% RECEIVED INTERPRETATION
34% LEARNED OF LANGUAGE SERVICES FROM DISTRICT EMPLOYEE

33% RECEIVED INTERPRETATION
67% RECEIVED FOLLOW UP IN LANGUAGE
35% LEARNED OF LANGUAGE SERVICES THROUGH WORD OF MOUTH

中文
Chinese

한국어
Korean

tiếng Việt
Vietnamese

36% Fast
35% Delivery
10% Quality

59% Free
28% Easy access
10% Free

37% Free
13% Quality
13% Fast

MOTIVATIONS
to use language services

Looking FORWARD the next 10 years

Increase the number of Asian language bilingual employees hired to conduct work in the frontline.

Market and publicize the Language Access Act based on the intended population target.

Improve data collection on the AAPI population and the resources and services available to the AAPI population.

Improve the consistency of translation and interpretation in AAPI languages by increasing the quality control requirements.

Increase availability of trainings through technology for District employees.

Simplify reporting mechanism to reduce time in creating reports and improve ability to monitor the reports.

LEARN MORE ABOUT OAPIA'S LANGUAGE ACCESS PROGRAM BY VISITING WWW.APIA.DC.GOV OR CONTACT NEEL SAXENA AT NEEL.SAXENA@DC.GOV

