

# WHEN A PLAN COMES TOGETHER

Asian Americans



Pacific Islanders

## SECTION 5: LANGUAGE ACCESS COMPLIANCE TRAINING

79% OF AGENCIES WILL PROVIDE TRAINING OF FRONTLINE STAFF IN 2015

89% OF AGENCIES PROVIDE TRAINING ON LEP/NEPS

61% OF AGENCIES PROVIDE TRAININGS TO PUBLIC CONTACT POSITIONS

6% OF AGENCIES PROVIDE TRAINING TO VOLUNTEERS

72% OF AGENCIES PROVIDE TRAINING TO ALL STAFF

50% OF AGENCIES PROVIDE TRAINING TO BILINGUAL POSITIONS

22% OF AGENCIES PROVIDE TRAINING TO SEASONAL EMPLOYEES

94% OF AGENCIES PROVIDE TRAINING TO SENIOR MANAGEMENT

67% OF AGENCIES PROVIDE TRAINING TO NEW HIRES

11% OF AGENCIES PROVIDE TRAINING TO OTHER EMPLOYEES

83% OF AGENCIES WILL PROVIDE TRAINING OF FRONTLINE STAFF IN 2016

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

LEARN MORE ABOUT OAPIA'S LANGUAGE ACCESS PROGRAM BY VISITING [WWW.APIA.DC.GOV](http://WWW.APIA.DC.GOV) OR CONTACT NEEL SAXENA AT [NEEL.SAXENA@DC.GOV](mailto:NEEL.SAXENA@DC.GOV)



DC Mayor's Office on Asian and Pacific Islander Affairs