

2014

... ENACTED BY THE COUNTY
... cited as the "Language Access

AUGUST 2014

2014: A LANGUAGE ODYSSEY

The District of Columbia
Office on Asian and Pacific Islander Affairs



DC Mayor's Office on Asian
and Pacific Islander Affairs

Mayor

Vincent C. Gray

Director

Soohyun "Julie" Koo

Author

Neel Saxena

Research Team

Neel Saxena, Yiyang Guo, Frank Huynh, KangEung Jung, Hillary Lee, Chau Ngo and Leesak Wang

Cover Design and Report Layout

Neel Saxena

Photos

Shutterstock | Les Talusan Photo

Copyright ©2014 Office on Asian and Pacific Islander Affairs

Suggested Citation

Mayor's Office on Asian and Pacific Islander Affairs (2014). A Language Odyssey. Washington, DC



POLISH

ARABIC

MANDARIN

BENGALI

PORTUGUESE

SPANISH

ENGLISH

HEBREW

RUSSIAN

CONTENTS

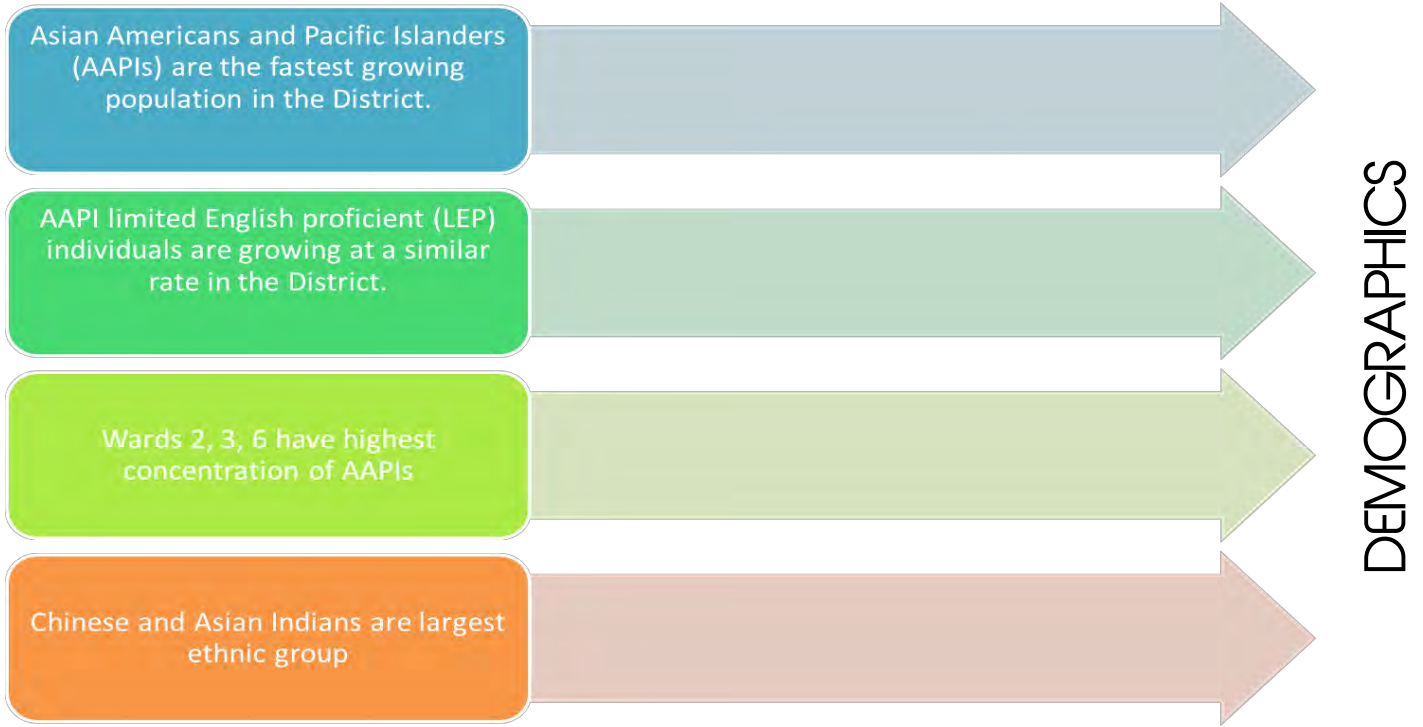
- ◇ Executive Summary
- ◇ Introduction
- ◇ Portrait of Asian American and Pacific Islanders in the District
- ◇ Asian American and Pacific Islanders and Language Access in the District
- ◇ Looking Forward
- ◇ Appendix



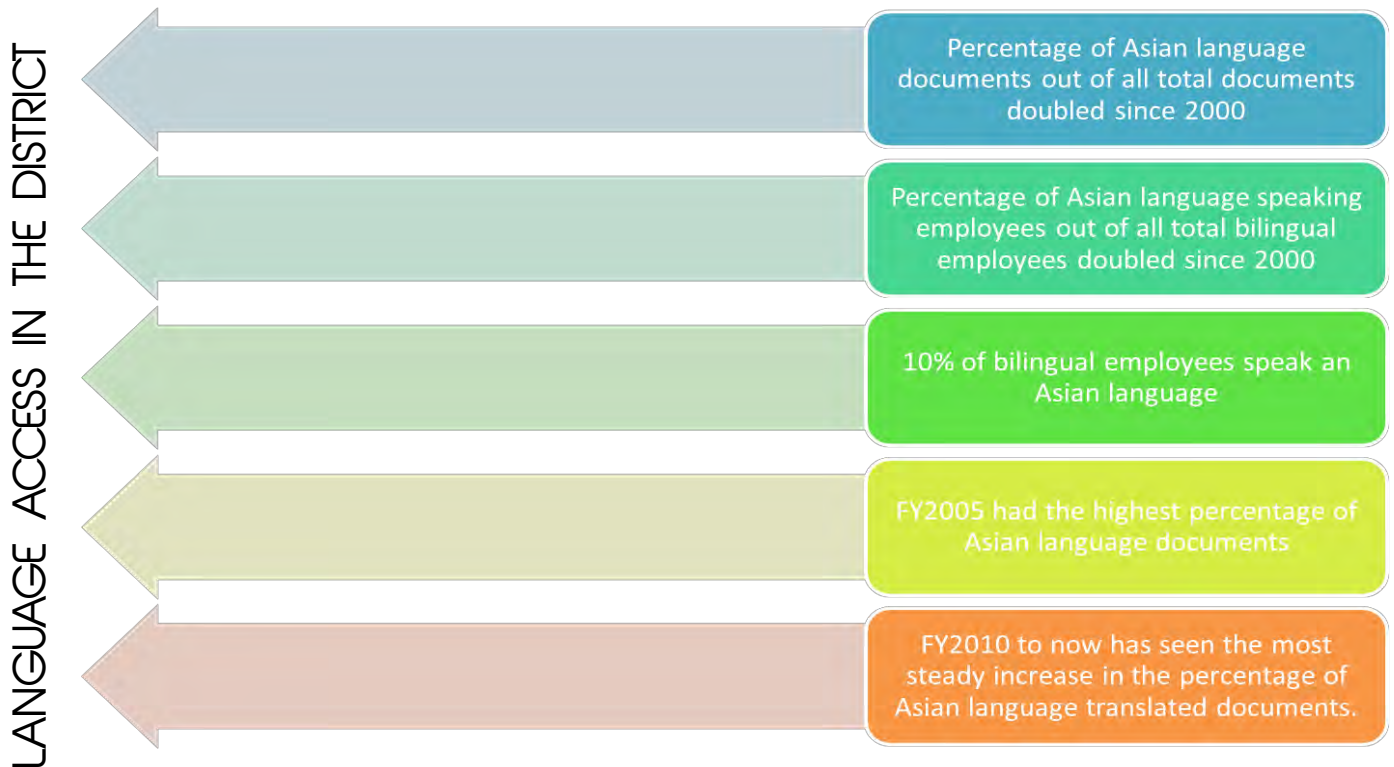
EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

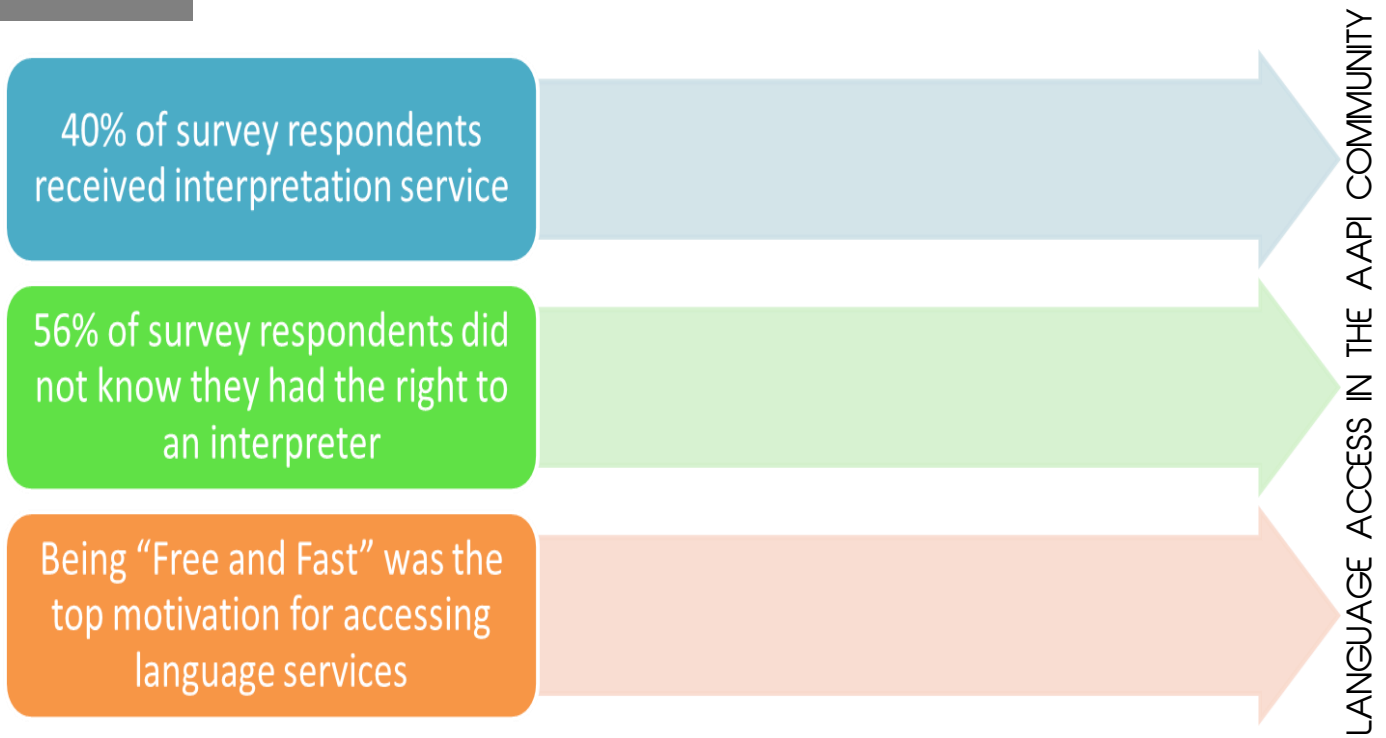
PART 1



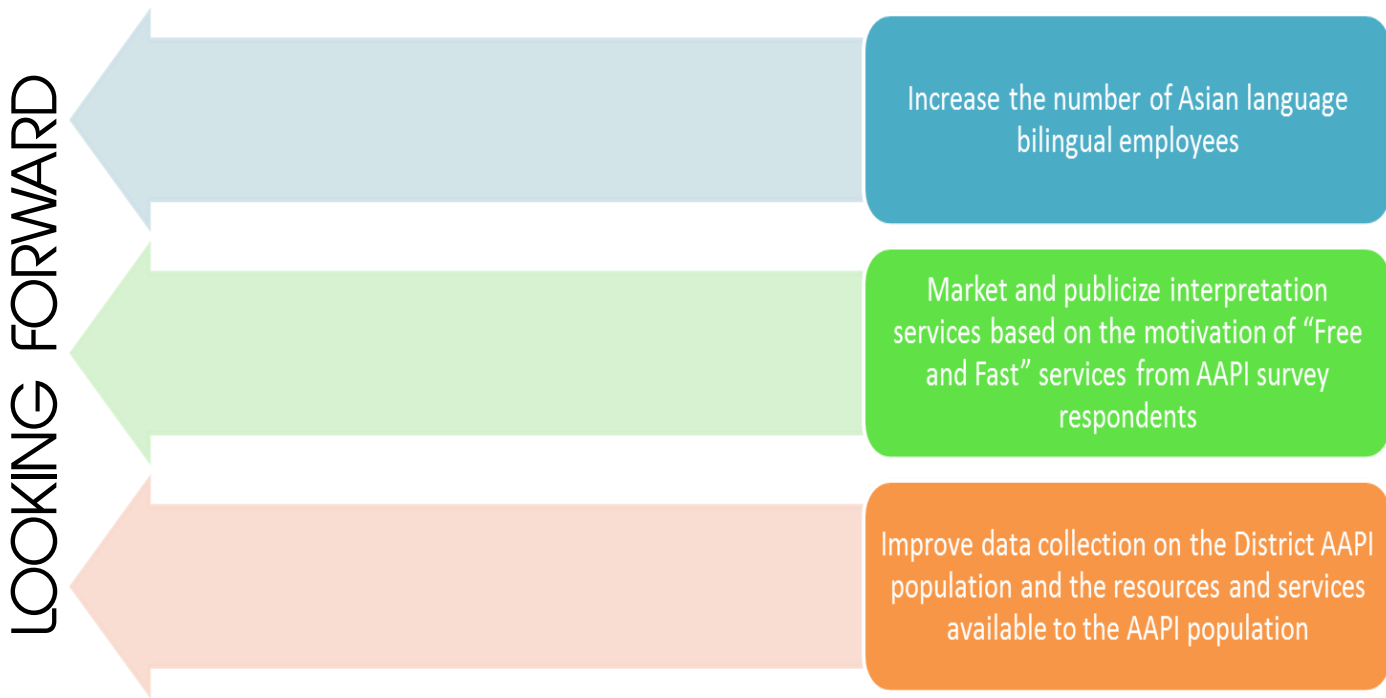
PART 2

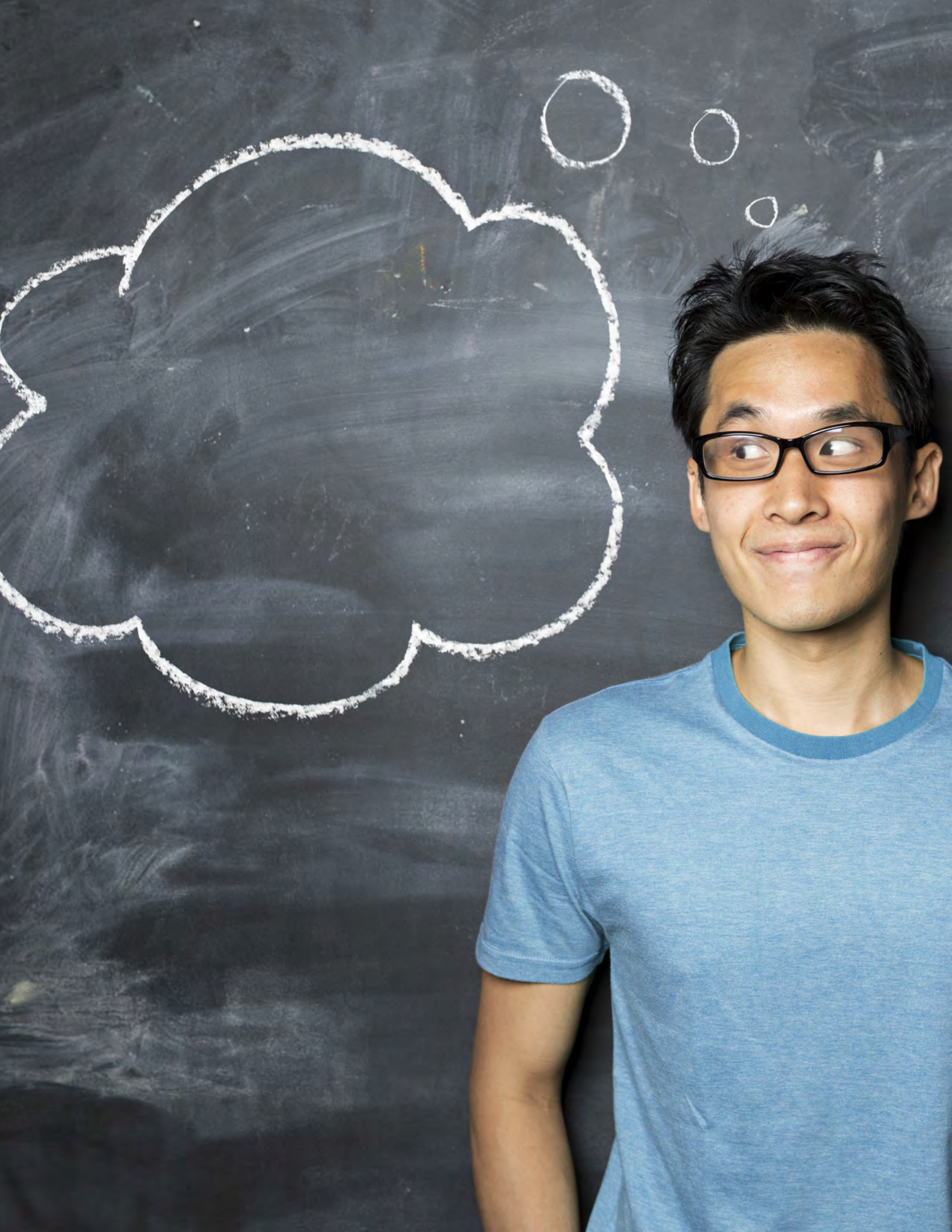


PART 3



PART 4





INTRODUCTION

INTRODUCTION



Language Access Act was groundbreaking legislation passed in 2004 to provide 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). Its origins in the District can be traced back to the 1970s and 1980s with the creation of the Office on Latino Affairs and the Office on Asian and Pacific Islander Affairs. One of the main reasons for the creation of these offices was to serve as a linkage between the District government and their respective community; inherently this meant language access. This report will look at the past, present and future of language access in the District of Columbia and how it's affected the Asian American and Pacific Islander (AAPI) community.

This report pulls data from multiple sources and is intended to continue and expand the conversation around language access in the AAPI community. The Mayor's Office on Asian and Pacific Islander Affairs (OAPIA) conducted its own research using in-language surveys and pulled data from various U.S. Census surveys.

The report will present four major areas of interest in an effort to paint a picture of the progress of language access

in the AAPI community and inform and educate policymakers, government employees, and advocates the effect the Act has had on the AAPI community. There four areas include:

- Demographic overview of the AAPI population focusing on the changes in the community, particularly looking at language to inform a conversation on who is the population being served.
- An exploration of the success of the Act using a proxy measure of bilingual documents and bilingual employees to gauge the trends since 2000 when language access first became an official policy in the District.
- A look at the perceptions of the AAPI community's motivations on using language access services to inform education and marketing campaigns in the future.
- Recommendations on areas of focus on the AAPI community and language access.

The purpose of this report is to highlight the issues affecting the AAPI community in the District around language access and bring to the forefront the effects on the AAPI population. This is a starting point for the next 10 years to learn from the past and to make improvement in the future to further ensure equal access for the AAPI community and all LEP/NEP populations in the District.

Data and Limitations

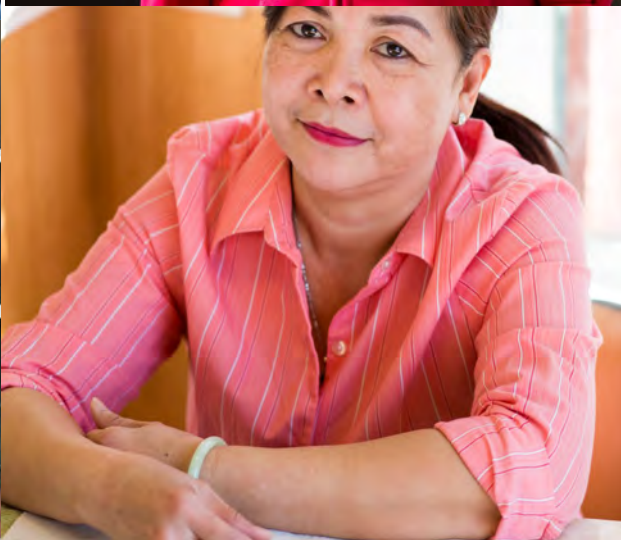
The external data in this report comes from the U.S. Census Bureau's decennial census survey and American Community Survey. Both of these surveys are products of the Bureau and provide the largest sample size of data for the AAPI District population. Although the limits are the result of the survey implementation which is conducted solely in English for Asian language speakers; In the case of the American Community Survey, the results are estimates over time. The data collected and synthesized by OAPIA is limited in its robust scientific testing from survey design to implementation. Furthermore, the time frame of the survey due to limited resources in staff results in non-seamless data collection timeframe.

Notes on Terminology

The standard term used in this report to describe the targeted population is Asian American and Pacific Islander (AAPI), which for the purposes of data collection only includes Asian American groups from 200 to present date; the Pacific Islander population was not reported due to small sample size.

Acknowledgements

OAPIA was for extremely fortunate to have multi-talented team to support this report. The individuals who conducted the survey were Frank Huynh, KangEung Jung, and Hillary Lee, Chau Ngo, . The individuals who helped with data collection were: Yiyang Guo, Hillary Lee, and Issac Wang.



PORTRAIT OF
ASIAN AMERICANS
AND PACIFIC
ISLANDERS IN THE
DISTRICT

PORTRAIT OF AAPIS IN THE DISTRICT

Asian Americans and Pacific Islanders are the most diverse and the fastest growing racial group in the United States, making up six percent of the population. In the District of Columbia, this trend holds true, as the AAPI population grew by 44% over a twelve year period from 2000 to 2012. This section will highlight the changing population going all the way back to the 1980s when OAPIA was created to looking at how the District is today for AAPIs.

The AAPI population remains the most diverse population in the District, representing over 25 countries and island nations and over 1000 languages. The most recent data from the 2012 American Community Survey puts the AAPI population at 4.5% of the entire District's population, with the largest ethnic groups being Asian Indian, Chinese, Filipino, Korean, and Vietnamese. Just over 50% of AAPIs are foreign born and 16% are considered LEP. The District's AAPI population is nearly 60% female and over the age of 18, with most being working age adults. AAPIs in the District have an income of a little under \$50,000, and experience a poverty rate of 13.1%. Nearly three quarters of the population are in the labor force, 90% have beyond a college education, and 8% do not have health insurance.

This data provides a high level perspective of the population, however, in order to truly understand the AAPI population, it is important to look at the ethnic groups to get a full portrait of AAPIs in the District and the trends to see where the population has been and where it is going. In following pages there are year by year profiles of the population, and the changes and trends are outlined after the individual years are highlighted.

The trend from 1980 to 2012 indicate extraordinary increases to the population at a rate of 323%. The time period where there was the fastest growth was the twenty year period between 1980 and 2000. The LEP population also grew at a similarly fast rate. The major ethnic groups at the top remained the same with Chinese and Asian Indian representing the largest groups for most years. Some, like the Vietnamese, saw great fluctuations in the population with a rise from the 1980s to 2000s to a decrease rate of growth towards the early part of the 21st century. The Chinese and Vietnamese population consistently had the highest percentages of LEP individuals with the highest percentages of LEPs coming with the most recent 2012 data. The Thai population also had the highest percentage of LEPs, however, the small size of the population correlates to number of individuals.

The data provides a high level of context to the data collected by OAPIA. This secondary data is an excellent starting point in the conversation about the AAPI LEP community. The data concerning the AAPI population's rate of growth indicated great lasting effects on the District, especially the equivalent growth rate of AAPI LEPs, which necessitates the continue need for and potential expansion of language services to the AAPI community..

1980 District AAPI Population



AAPI: 6,883 | 1%

Male: 47%

Female: 53%

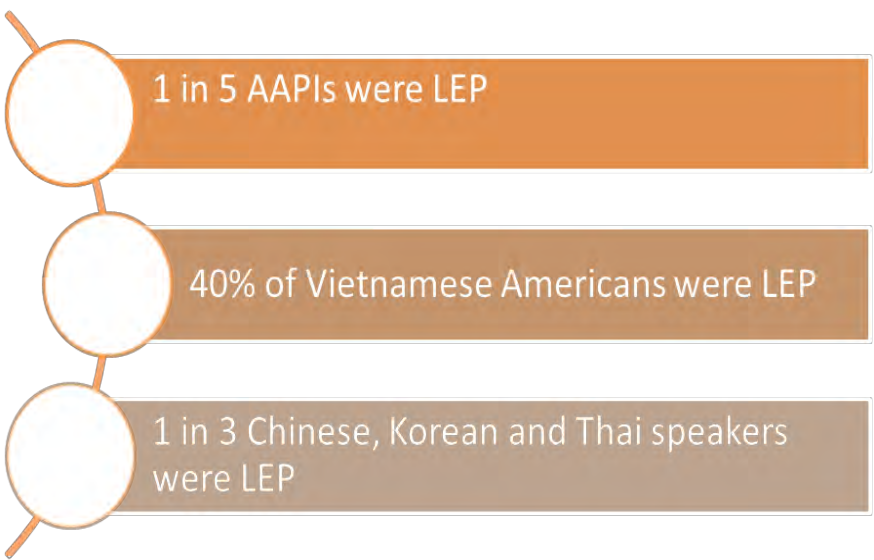
Median Age: 33

Foreign Born From Asia: 5,828

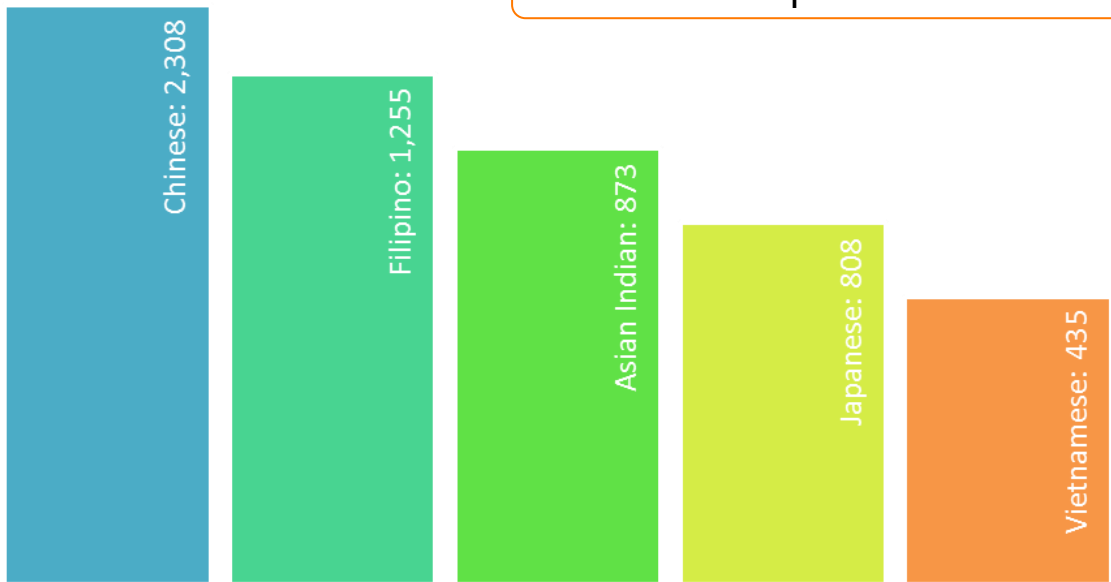
Education: 77% High School Graduate

Labor Force: 72%

Poverty: 24% Individuals | 10% Families



Top AAPI Ethnic Groups



1990 District AAPI Population



AAPI Population: 11,214 | 2%

Male: 46%

Female: 54%

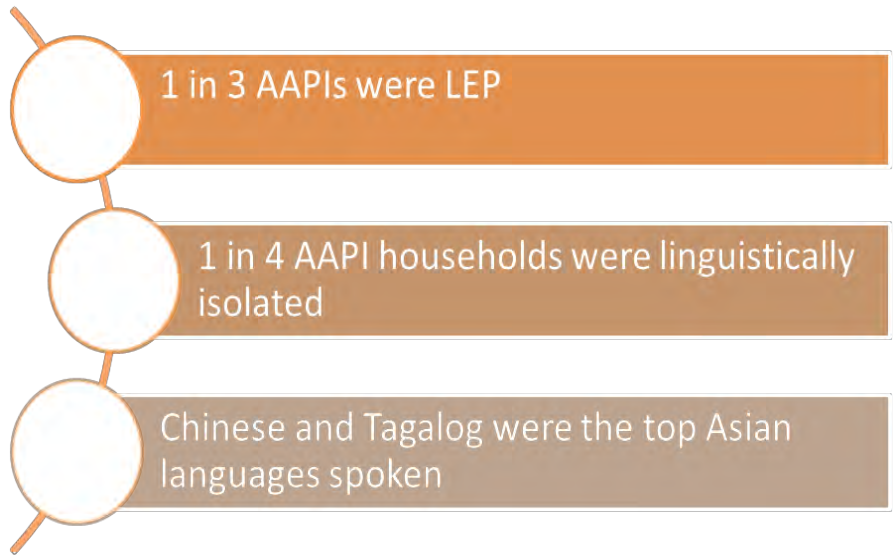
Median Age: 31

Foreign Born From Asia: 9,760

Education: 14% High School Graduate

Labor Force: 72%

Poverty: 18% Individuals | 7% Families



Top AAPI Ethnic Groups



2000 District AAPI Population



AAPI Population: 17,956 | 3%

Male: 44%

Female: 56%

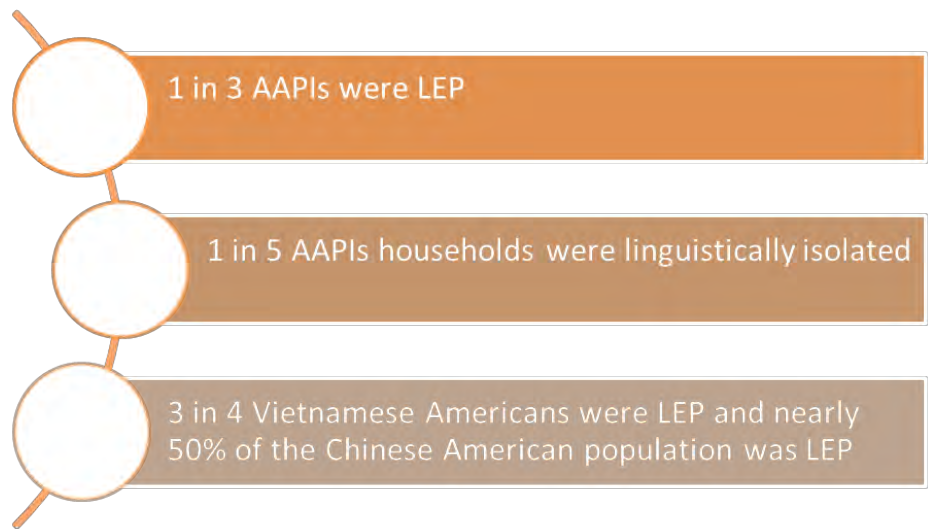
Median Age: 30

Foreign Born from Asia: 14,758

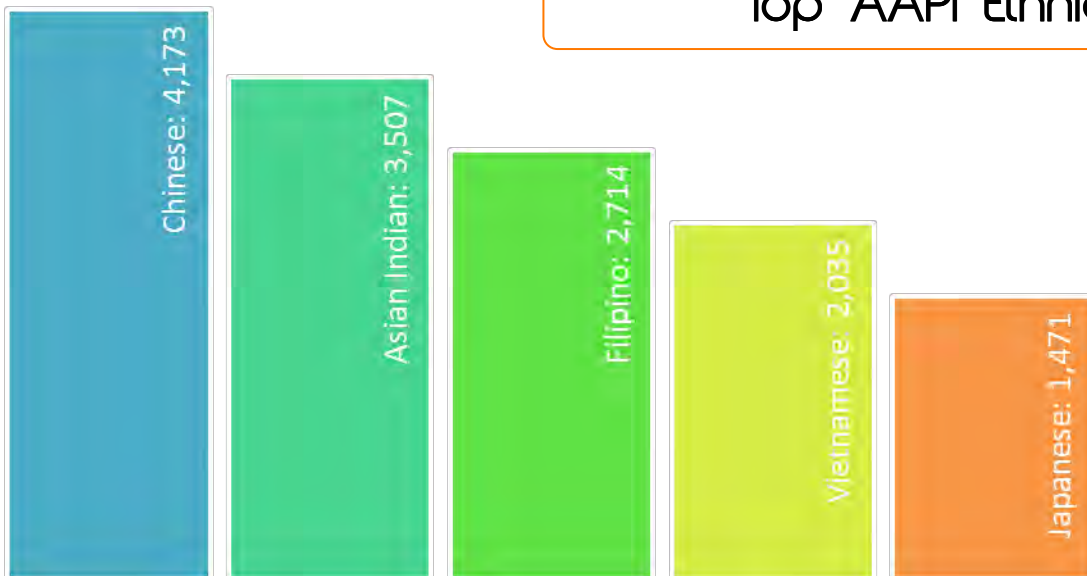
Education: 82% High School Graduate

Labor Force: 70%

Poverty: 22% Individuals | 17% Families



Top AAPI Ethnic Groups



2010 District AAPI Population



AAPI Population: 26,857 | 4.5%

Male: 42%

Female: 58%

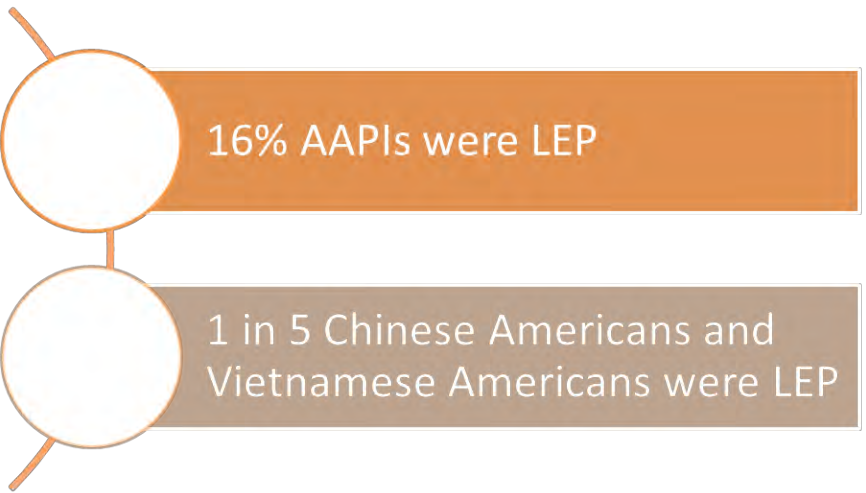
Median Age: 30

Foreign Born From Asia: 12,182

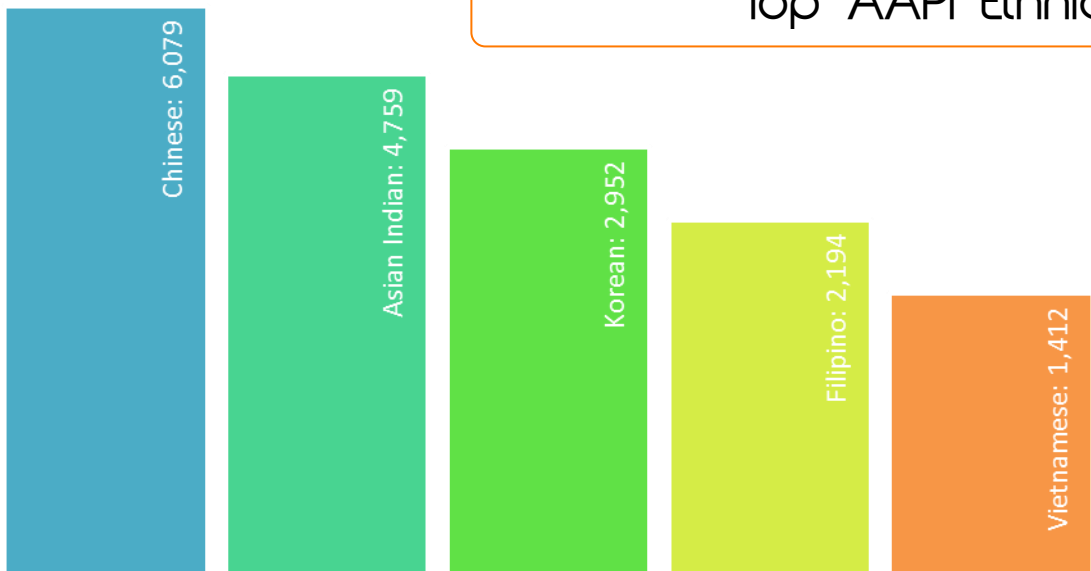
Education: 94% High School Graduate

Labor Force: 73%

Poverty: 16% Individuals | 10% Families



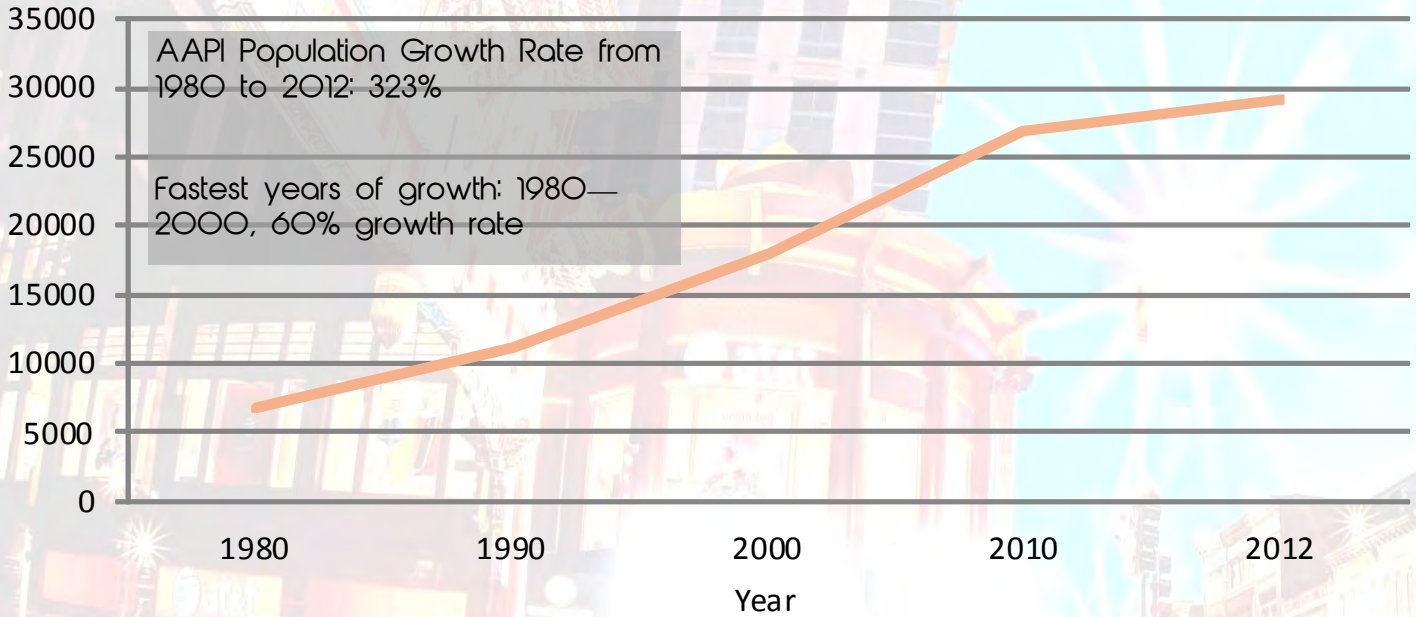
Top AAPI Ethnic Groups



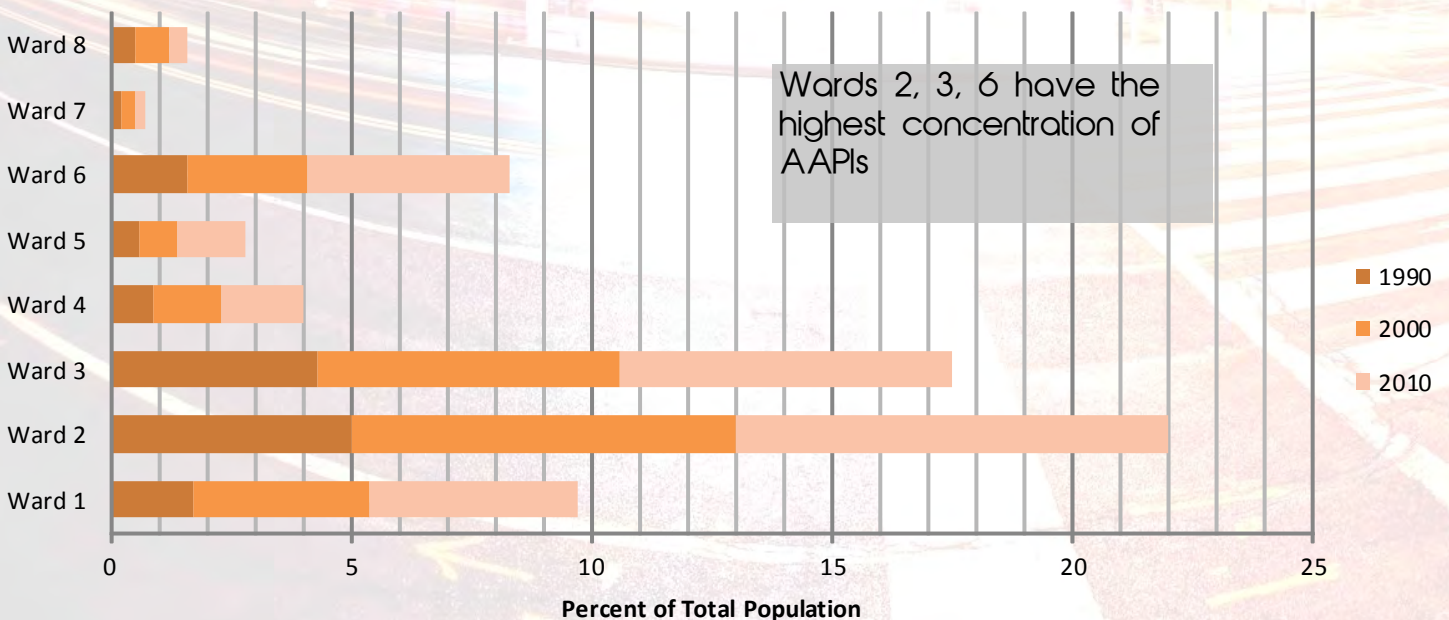
AAPI TRENDS

The AAPI population in the District is the fastest growing population and the figures below will provide some trends for this population over the past 45 years. The following pages will illustrate trends within the population.

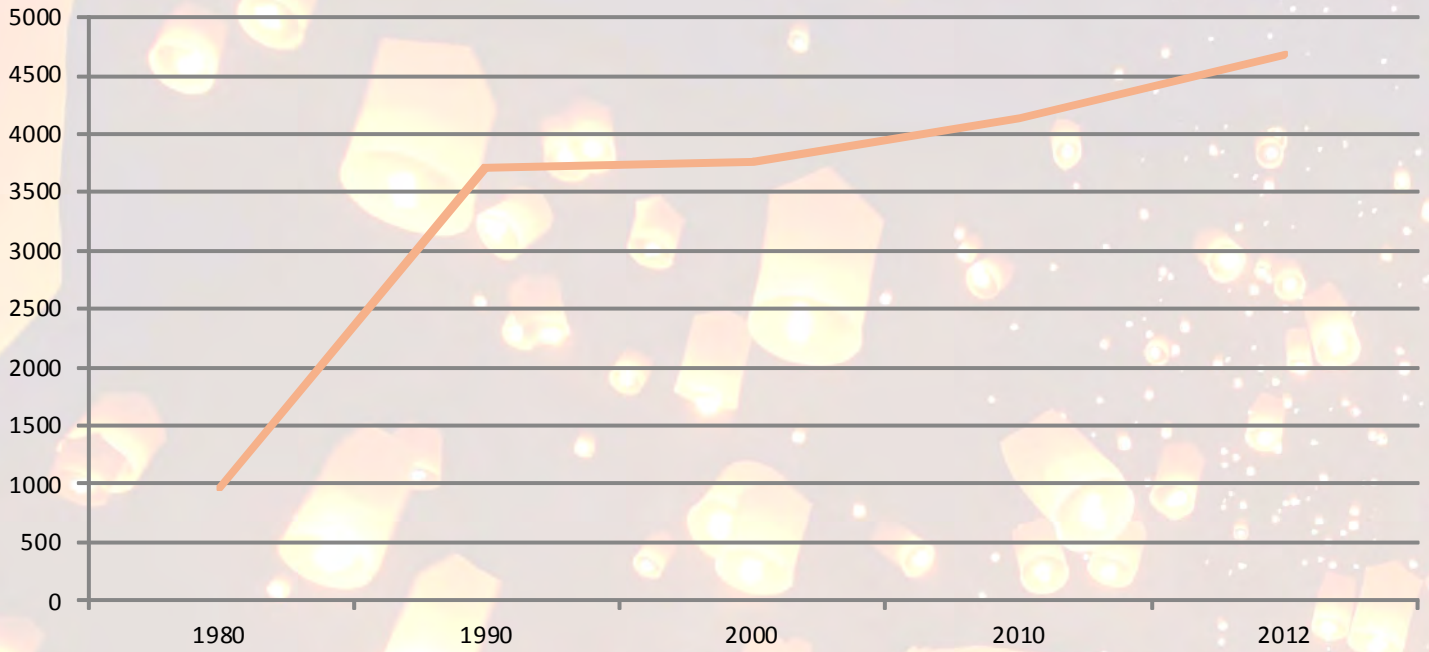
Population of AAPI District Residents from 1980 to 2012



Percentage of AAPI District Residents by Ward from 1990 to 2010



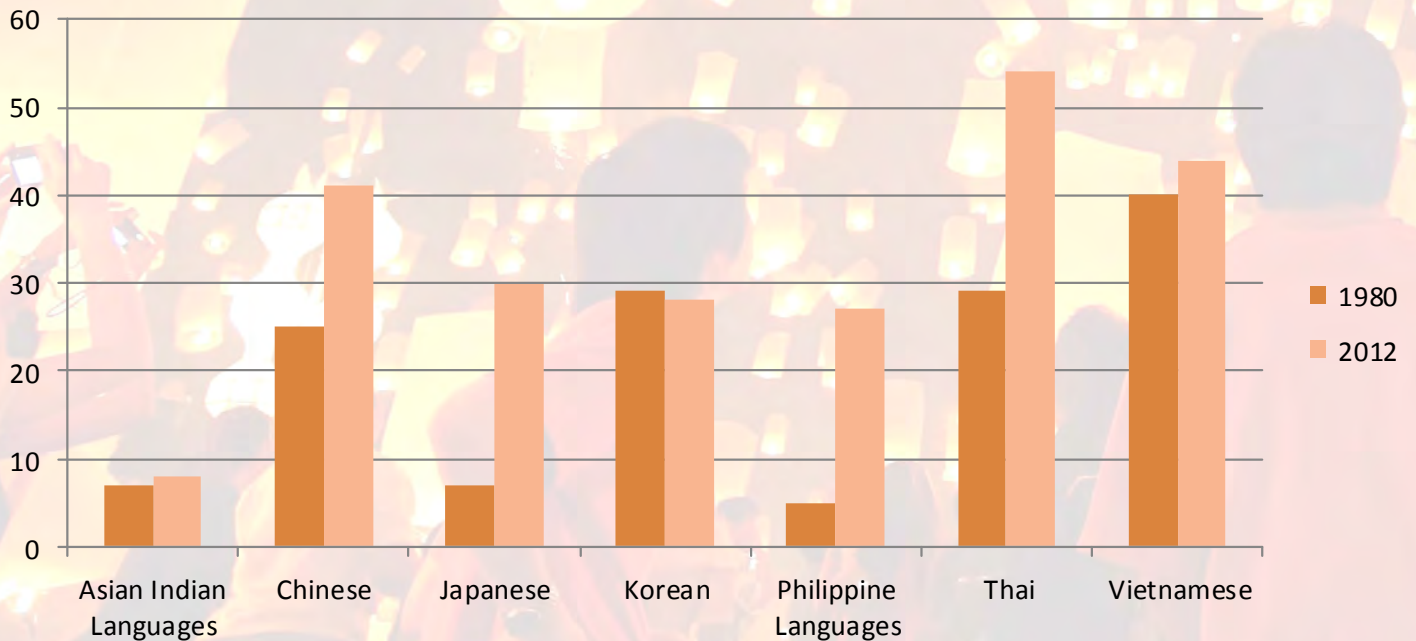
AAPI LEP District Residents from 1980 to 2012



Chinese, Japanese, and Thai had largest LEP increases

Number of AAPI LEPs rose by 379% from 1980 to 2012

Percentage of AAPI LEP by Language Group — 1980 and 2012



to be best in
point of view.

Language [ˈlæŋ
for communica
words or expre
The manner o



AAPIS AND LANGUAGE ACCESS IN DC

AAPIS AND LANGUAGE ACCESS IN DC

2000 to 2004

ASIAN PACIFIC ISLANDER INITIATIVE

The Language Access Act of 2004 was a groundbreaking legislation that changed the way District government communicated and interacted with limited- and non-English proficient populations. Prior to the passage of the Act, there was a Mayoral order that established the Asian Pacific Islander (API) initiative. In 2000, Mayor Anthony Williams requested the Office of Personnel to conduct a survey on 14 District government agencies on their ability to provide services to the Asian American and Pacific Islander (AAPI) community in the District and to gauge the capacity of these agencies to serve diverse populations. The agencies who participated in the survey included:

Office of Aging	Department of Consumer and Regulatory Affairs
Department of Employment Services	Fire & Emergency Management Services
Department of Human Services	Department of Motor Vehicles
Department of Parks & Recreation	Office of Personnel
DC Metropolitan Police	Department of Public Works
DC Public Library	Office of Tax & Revenue
Department of Health	Department of Housing and Community Development

The results of the survey showed that many of these agencies failed to provide equal access to LEP residents and merchants. Most agencies had built their Spanish language capacity with information through Spanish and Spanish-speaking bilingual staff. This did not hold true for Asian language speakers; their needs were not being adequately met. Some detailed results of the survey included: less than 2% of District's workforce was AAPI; most basic information about the District's services was not available in Asian languages; and there were few bilingual frontline AAPI employees. The survey also identified Chinese, Korean, and Vietnamese as the most requested languages for information after English and Spanish. Due to the lack of capacity of District agencies to provide these language accommodations, Asian language speaking residents and merchants were not able to access or participate in government services and programs. In addition to this survey, the Mayor's Office on Asian and Pacific Islander Affairs hosted a community town hall and the Mayor's Citizen Summit that further demonstrated the need for equal access by AAPI LEP residents and merchants. The results were a wake up call to the District as the residents were becoming more culturally, economically, and racially diverse, and there was a need to increase their capacity to ensure equal access. The API initiative mandated that agencies develop action plans on how they would meet the needs of the Asian American and Pacific Islander community.

Agency Action plan to include a plan...

Translate information into Vietnamese and Chinese for residents and businesses and safety information into Korean.

Develop and implement cultural awareness trainings for frontline employees.

Diversify the agency workforce with targeted recruiting and increasing bilingual abilities of frontline staff.



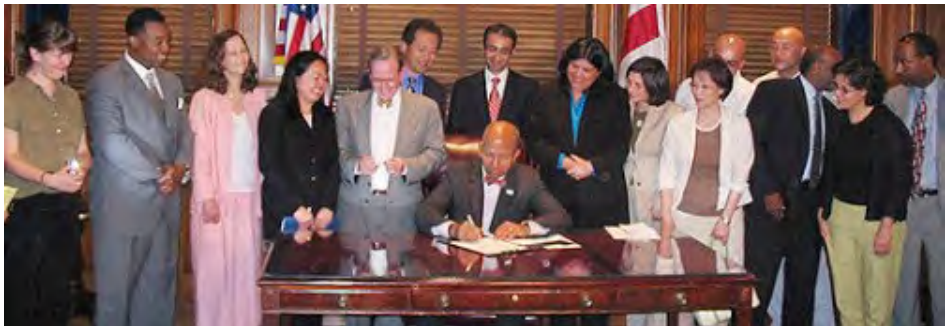
Outreach to the AAPI community in the District to provide information on relevant programs and services.

Engage in partnerships with community-based organizations which the agency may subgrant funds to work together and to provide services to LEP individuals

Send a contact person from the agency to work with OAPIA on LEP issues and report progress to the community.

OAPIA spearheaded the Mayor’s API initiative and coordinated with those agencies in developing and implementing each agency’s action plans which covered five objectives as areas for improvement: information translation, diversifying workforce, employee multicultural training, community outreach, and community partnerships. Implementation status was reported to the Mayor and then to the community periodically. The first meeting found agencies seeking guidance and support on how to develop their plans and identify the roles the coordinators would be playing in the initiative. The major community concerns that came out of that first quarterly meeting were: the lack of targeted outreach; lack of data, especially in the areas of health and human services programs; and lack of visible progress in the AAPI community. Additionally, in that first quarterly meeting the template for reporting was created which would require agencies to provide measurable results to each of the objectives outlined in their Agency Action Plan.

For the next four years, OAPIA continued to work with agencies until the passage of the Act in 2004. In 2000 there were 14 agencies who participated in the program and in 2004, there were a total of 17 agencies OAPIA worked with on the API initiative. In the final report submitted to the Mayor, OAPIA indicated 89% of the agencies were in compliance, a great improvement from 2000.



LANGUAGE ACCESS ACT

On April 21, 2004 Mayor Williams signed the Language Access Act and thus codified a groundbreaking piece of legislation in the District, one of only a handful in the country at the time. The law was a result of the commitment by the District government to ensure full participation of the diverse populations and efforts from the community and the constituent offices, OAPIA and the Office on Latino Affairs, to ensure equal access to government programs and services by LEP/NEP residents and merchants. The first to pass such a law was Oakland, CA, followed by San Francisco, and a few years later Philadelphia and Minneapolis followed suit. The District's law was unique compared to those other jurisdictions, as it named the Language Access Coalition, a diverse group of community organizations who advocated on behalf of and provided direct services to LEP/NEP residents and merchants, in the Act. The legal momentum for language access at the federal level was already building as the District's population was changing. Federally, the two major legal documents to support the Act were Title VI of the 1964 Civil Rights Act and Executive Order 13166 that provided the legal background and a push in passing the act:

Title VI of the 1964 Civil Rights Act

No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be activity receiving federal financial assistance.

To provide greater access and participation in public services, programs, and activities for residents of the District of Columbia with limited or no English proficiency.

- DC Language Access Act

Executive Order 13166

On August 2000, this order "Improving Access to Services for Persons with Limited English Proficiency" was issued and directed federal agencies to:

- Publish guidance on how their recipients can provide access to LEP persons.
- Improve the language accessibility of their own programs.
- Break down language barriers by implementing consistent standards of language assistance across federal agencies and amongst all recipients of federal financial assistance.

Judicially, the Supreme Court's decision of *Lau v. Nichols* said one type of national origin discrimination is discrimination based on one's inability to speak, read, write or understand English, which was the contributing factor in making Title VI relevant to language access. With this legal backing, the District government's commitment, and the advocacy from community groups, the passage of language access legislation was inevitable. The passage not only signified a statutory change to District law but also a programmatic change on how language access would be implemented with District agencies. The implementation of the Act and language access was centralized and now falls under the purview of the Office of Human Rights (OHR), which was responsible to coordination and supervision of District government programs, departments, and services in complying with the provisions of the Act:

1. That District government programs, departments, and services assess the need for, and offer, oral language services;

2. Agencies provide written translations of documents into any non-English language spoken by a limited or non-English proficient population that constitutes 3% or 500 individuals, whichever is less, of the population served or encountered, or likely to be served or encountered; and
3. That District government programs, departments, and services with major public contact establish and implement a language access plan and designate a language access coordinator;

The Act listed 26 District agencies who had major public contact and thus were required to develop a plan and were phased in compliance with the Act. The Act, rooted heavily in data collection, provided guidance on oral and written language services and additional requirements for the 26 named agencies. The requirements for reporting under the Act were similar to the ones developed by OAPIA for the API Initiative.

API Initiative Reporting Objectives	Language Access Act Reporting Objectives
Translated Materials	The types of oral language services that the entity will provide and how the determination was reached;
Personnel activities for bilingual hires	The titles of translated documents that the entity will provide and how the determination was reached;
Bilingual Capabilities of frontline staff	The number of public contact positions in the entity and the number of bilingual employees in public contact positions;
Cultural Awareness Trainings	An evaluation and assessment of the adequacy of the services to be provided; and
Community Based Organization partnerships	A description of the funding and budgetary sources upon which the covered entity intends to rely to implement its language access plan.

With the centralization of oversight of the Act, the role of OAPIA changed to a consultative body and was formalized through a Memorandum of Understanding (MOU) with the Office of Human Rights. The MOU was set up to assist in the transition from the API Initiative to the implementation of the Act. This included helping to evaluate the baseline assessments; language access plans; planning and monitoring meetings; and reviewing quarterly and annual reports. Once the transition was complete, the focus of the MOU also changed and set the groundwork for how OAPIA built its language access program (LAP). The mission of the LAP in OAPIA is to help ensure District agencies provide programs and services to Asian language speaking limited- and non-English proficient individuals at a high level through technical assistance, advocacy, and education. OAPIA also set forth five objectives it strives to meet:

Increase information and data on AAPI populations to contribute to District agencies' understanding of limited- and non-English proficient Asian language speaking populations:

- Increase community understanding of District services through expanded outreach efforts on language access;
- Increase capacity of District Agencies to provide culturally and linguistically competent services to AAPI community with cultural competency resources;
- Increase the number of bilingual candidates and/or employees speaking Asian languages in District government through information dissemination; and
- Improve capacity of District customer service centers to better serve AAPI populations through assessments and recommendations.

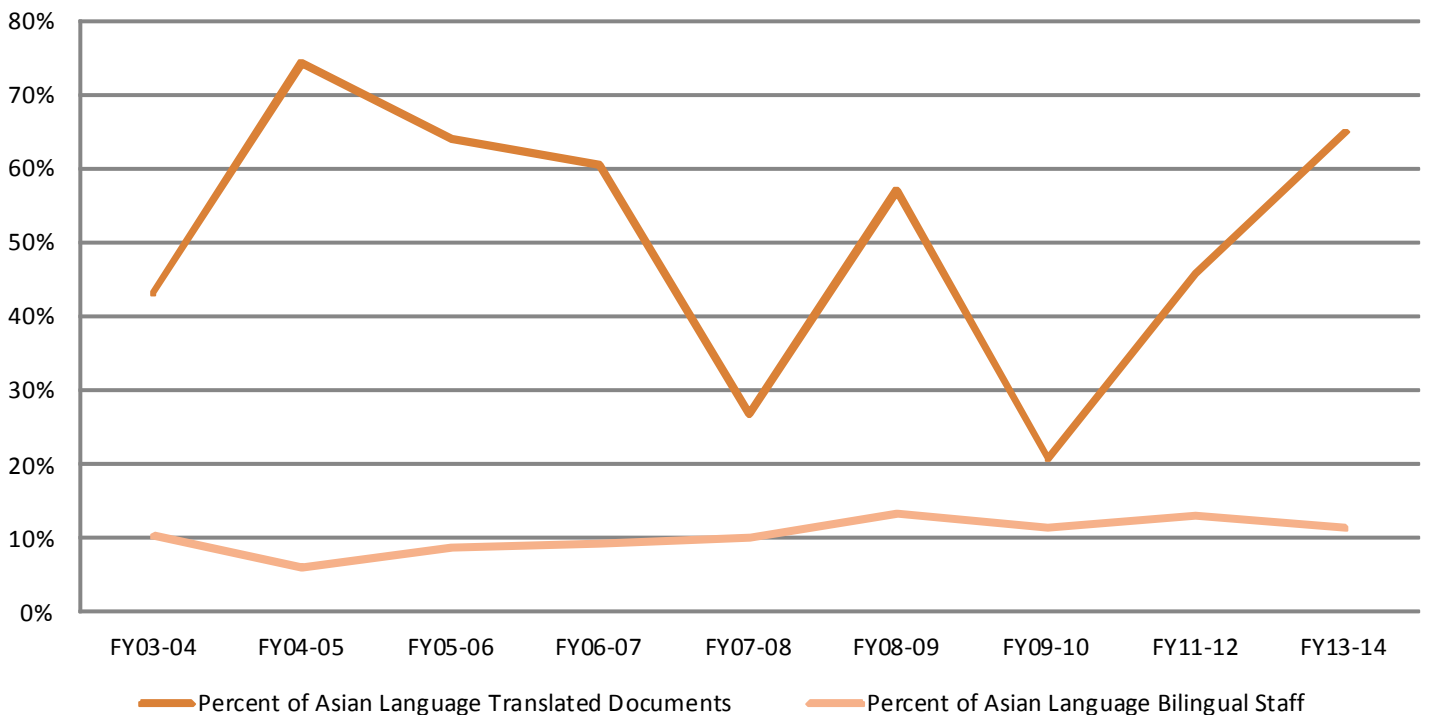
2004 to 2014

LANGUAGE ACCESS ACT AND DISTRICT AAPIS

At OAPIA the effect the Language Access Act had on the District's AAPIs is noticeable on a daily basis; the Act allows them to understand many documents clearer and interact with the District agencies more effectively. Measuring this effect on the AAPI population is difficult to quantify through one measure, but would need a whole host of measures both quantitative and qualitative. This report will look at the effect of language access on AAPIs through the lens of efforts by the District government with the assumptions that these efforts were accomplished and have an impact on the AAPI population. This will be accomplished by looking at trends to see where the District started and where the District is going. This section is intended to be a starting point to inform future research to get a true sense of the effect the Act is having on the AAPI population.

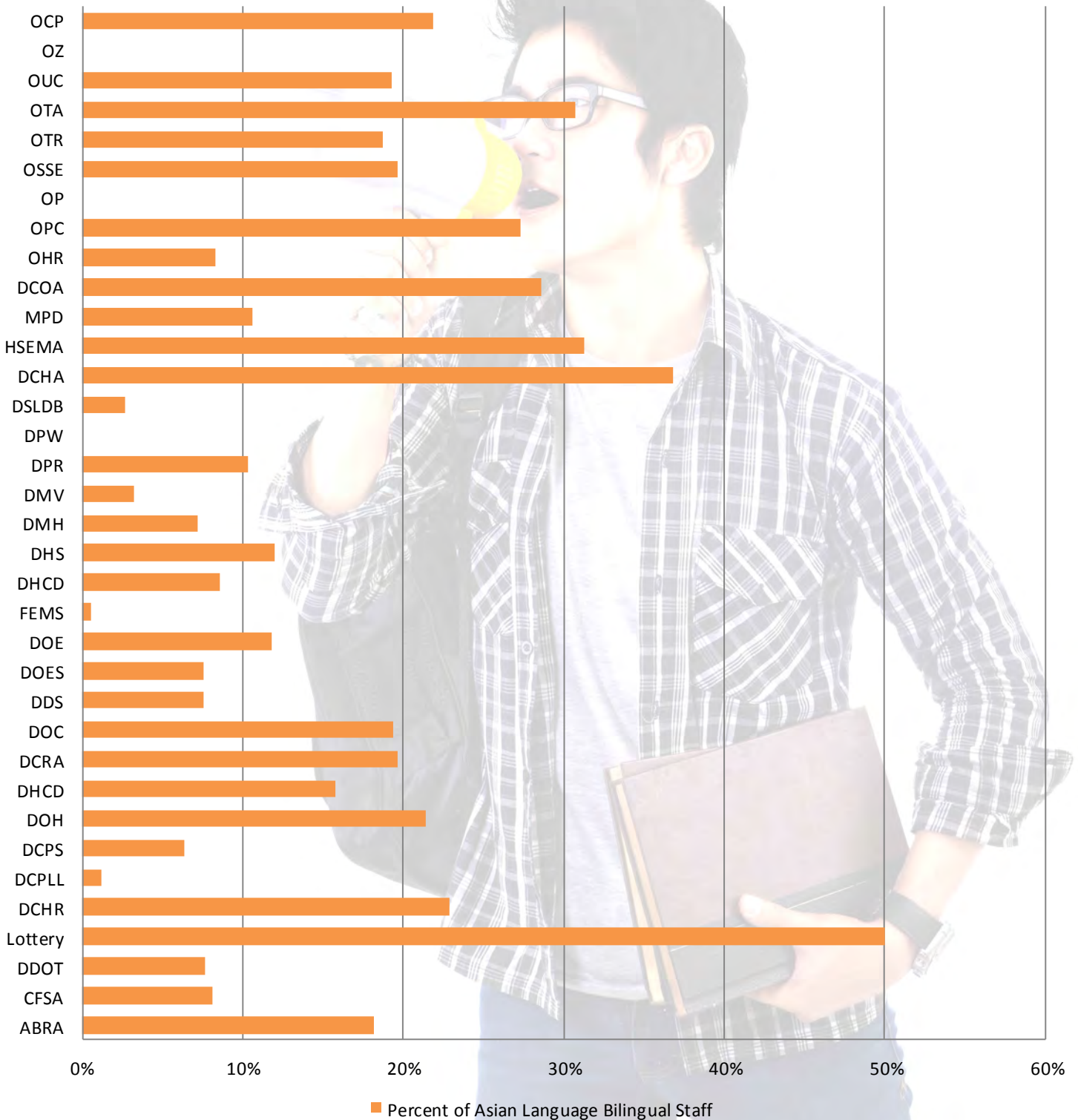
Two proxy measures are used to look at the Act's effect on the AAPI population: the number of bilingual employees and translated documents. OAPIA used data self-reported by District agencies to illustrate where language access began and where it is today. OAPIA first looked at the percentage of Asian language translated documents by Agencies from FY2004 to FY2014. The data suggests that the percentage of Asian language documents is on the rise over the past few fiscal years. Although, there is no consistent trend over the past 10 years, there was a steady increase in the beginning period and oscillation in the middle, followed by a steady increase over the past few fiscal years. According to the available data, Asian language documents represent about 45% of the total number of documents translated by District agencies. The highest share of Asian language translated documents was in FY2005 where Asian language translations accounted for 75% of all translations that fiscal year. This trend greatly differs from the trends in the percentage of Asian language bilingual employees. This percentage has remained around 10 percent with only slight fluctuations up or down.

Percentage of Asian Language Documents and Bilingual Staff from FY2004 to FY2014



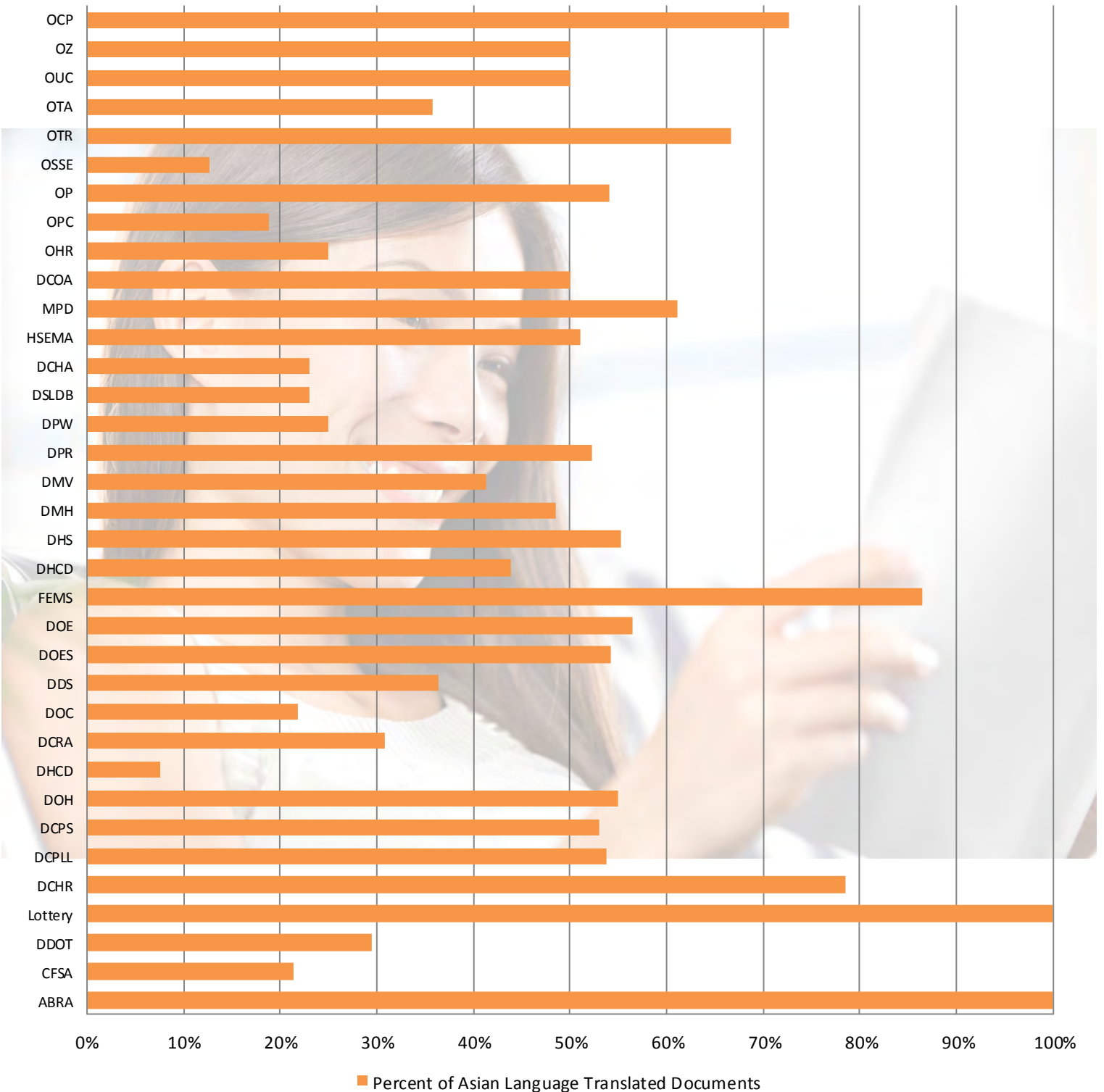
In looking at Agency data we see a few District agencies that stand out with the highest percentage of Asian language staff including; DC Lottery had half of its bilingual staff speaking an Asian language. Many of the District agencies hover around the 30% mark for Asian language bilingual staff.

Percentage of Bilingual Asian Language Staff out of all Agency Bilingual Staff

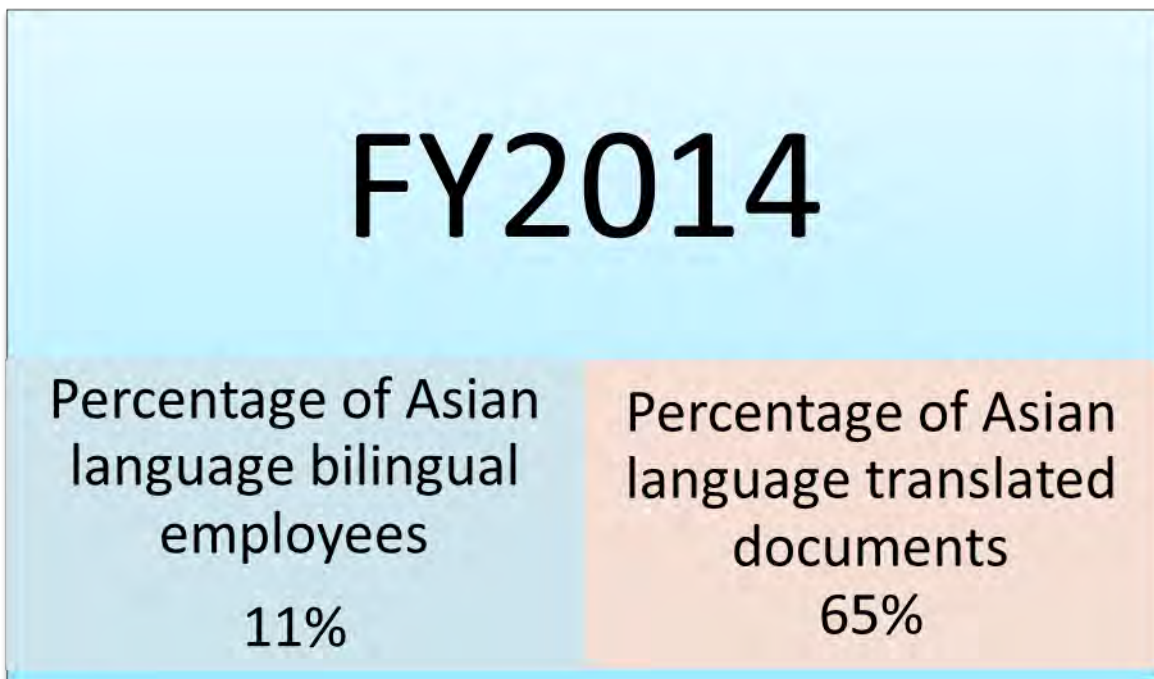
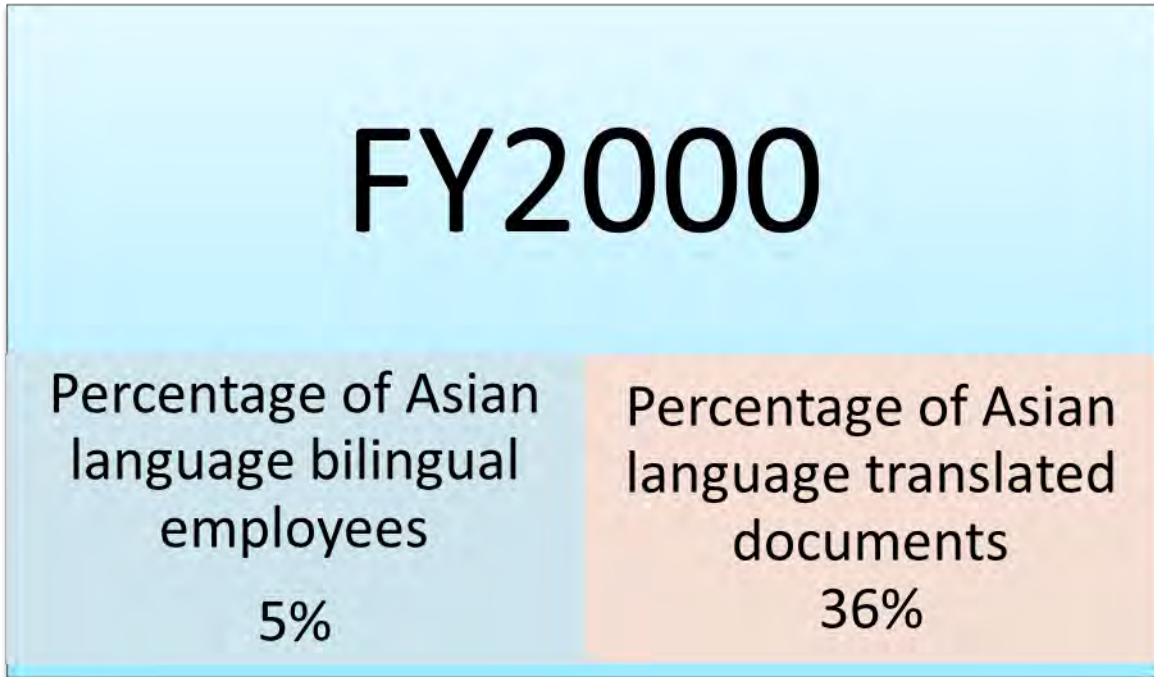


The data here indicates two agencies whose translated documents are only in Asian languages: Lottery and Alcoholic Beverage Regulation Administration (ABRA). All District government agencies have translated at least a few documents in the Asian languages, which demonstrates a commitment to language access.

Percentage of Asian Language Translated Documents out of Total Translated Documents



In looking at the District in 2000 and now the data from the initial survey conducted in 2000 on translated and bilingual employees was compared to the most recent data. OAPIA looked at the Asian language statistics to see if there were any changes over time. It was immediately noticeable that both the percentage of translated documents and employees doubled from the API Initiative in 2000 to the present day in 2014.



LANGUAGE ACCESS SURVEY

The Language Access survey (LAS) was an OAPIA initiative started in 2009 to obtain information from the AAPI LEP community. The goals of the survey were to: gauge the level of language services provided to AAPI LEP persons; understand the motivations of the AAPI LEP community in accessing language services; and promote these same services. The survey in 2009 eventually became a pilot program due to the complexities in designing and implementing in-language surveys.

The LAS focused on Asian language groups in the District of Columbia and was intended to be a multilingual survey. In the planning process of the questions and survey delivery, OAPIA leaned on years of outreach experience to decide the best method of implementation of such a survey. The face-to-face survey mode on an individual level with a minimal number of questions was the best suited method. In 2009, the duration from designing the survey to completing the data collection was three months. Two staff from OAPIA worked on the survey implementation on a daily basis and the three volunteers worked approximately two days per week on average.

The LAS in 2009 collected 118 samples from the targeted AAPI LEP population in the District of Columbia. Approximately 40 percent of the surveys were administered at three venues: the Asian Senior Center in Chinatown, the Chinatown Community Service Center and the Chinatown Cultural Center. All three locations held activities such as free lunches, free immigration service classes and English classes, or seasonal celebrations. The remaining 60 percent of the surveys were completed individually, with one respondent a time. During the collection process, surveyors also promoted the District's Language Access Act. If the respondent indicated he or she did not know about the law, the surveyors would provide the respondent an in-language *Know Your Rights card* with simple facts of the law and how they could seek help. Each respondent received a pen as a token for taking the survey. For added assistance, OAPIA's address and phone number were printed on each pen. The results from the survey did not prove fruitful however, OAPIA learned many lessons when conducting the survey in the District, some of the challenges faced included:

- Translation to target language (Asian language) from source language (English) would technically be accurate on paper but not be understood when delivered orally;
- The availability of bilingual individuals with a high level of language sophistication was difficult to access without budgetary impacts; and
- Sample size and sampling needed to be collected during a broader timeframe due to unfunded nature of the project.

Understanding the limitations of the survey mechanism and methodology, OAPIA sought to implement the survey in a targeted manner by conducting a language focused survey, starting with the Chinese community in 2011. The survey contained two parts: baseline demographic questions and output questions. These same questions were applied to the Korean and Vietnamese community from 2011 to 2014. Once the questions were finalized and using lessons learned from 2009, the surveys were all conducted one-on-one. The demographics of the respondents would serve as a comparison to other surveys conducted on the District's AAPI population.

- 83% are District residents
- 88% rate English ability average or below
- 56% are over 61 years old
- 38% make more than \$50,000
- 50% are college graduates
- 41% have been in the US more than 20 years



General Chinese Respondent Characteristics



General Korean Respondent Characteristics

- 81% are not District residents
- 83% rate English ability average or below
- 60% are over 45 years old
- 38% make more than \$50,000
- 50% are college graduates
- 77% have been in the US more than 10 years

- 100% are District residents
- 79% rate English ability average or below
- 65% are over 55 years old
- 77% make under \$50,000
- 48% completed high school
- 48% have been in the US more than 20 years



General Vietnamese Respondent Characteristics

The demographics showed a different story when compared to the U.S. Census data, this can be explained due to sample size and other data related factors, but the underlying themes can be extracted to provide as a base image with characteristics. The two other areas the survey looked at was experiences with and information on language access and how to increase or improve that interaction. The Vietnamese survey was the latest to be conducted. The overall experience with District agencies was that they did not receive any interpretation; this closely matched to the percentage of people who did not know they had the right to an interpreter. A majority of individuals relied on family members to provide interpretation. When a follow up was required, District agencies provided in-language support for a majority of the follow up cases. Finally, the main motivation for the Vietnamese was that the services were free.

The Korean survey had differing results in a few areas and many of the respondents choose not to answer the detailed questions about the District agencies. The Vietnamese most neither received any type of interpretation nor did they know about the right to an interpreter. What differed the most in the findings, from the Vietnamese population, is that the Korean community learned about the Act through government employees. Another difference was the motivation to use services heavily leaned to the service being fast.

The Chinese population unlike the Vietnamese and Korean communities yielded data with a lower percentage of not receiving interpretation. From the interviews, it was noted that most Chinese speaking residents indicated OAPIA facilitated the interpretation services, which is why the percentage of not receiving services is lower than the other two language groups. Most who received these services did so through telephonic methods. Similar to other groups many of the Chinese language speaking residents did not know about the Act.

Overall the main points that can be pulled out are: 4 out of 10 Asian language speakers received interpretation, however most did not know about their right to an interpreter. Furthermore, while the Asian language communities have similar motivations to use the services, they do not know that it's available and free.



Vietnamese American Community (52 surveys)

52% contacted a District agency in the last two years

33% received type of interpretation service from that District agency

75% indicated a relative or friend assisted in providing the interpretation

47% indicated the service they received was helpful

60% indicated they had a follow up to the initial inquiry

67% indicated that follow up was done in their language

62% did not know they had the right to an interpreter when they visited an District agency

35% who did know they had the right to an interpreter, learned through word of mouth or flyers and brochures

MOTIVATION TO USE LANGUAGE SERVICES



Korean American Community (48 surveys)

50% contacted a District agency in the last two years

24% received interpretation service from that District agency

66% did not know they had the right to an interpreter when they visited a District agency

34% who did know they had the right to an interpreter, learned from a District government employee

MOTIVATION TO USE LANGUAGE SERVICES



Chinese American Community (108 surveys)

41% contacted a District agency in the last two years

64% received interpretation service from that District agency

57% indicated they received telephonic interpretation

57% indicated the service they received was helpful

40% did not know they have the right to an interpreter when they visited a District agency

MOTIVATION TO USE LANGUAGE SERVICES





LOOKING FORWARD

LOOKING FORWARD

Asian Americans and Pacific Islanders continue to migrate domestically and from abroad into the District at a high rate of arrival. The diversity of this population is often celebrated, and achievements in numerous industries have been made throughout the years. Just recently the District government had its highest number of District AAPI appointees in the cabinet. There has been much success from the days of the API initiative and over the past ten years. It is important that this momentum and success continue and the research conducted and information gathered continue to guide and shape the way the District government develops policy and programming. The following are suggestions based on the information contained in this report as well as OAPIA's 30 years experience in language access:

- 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. A one size fits all approach to the Asian community and other language groups may result in some efficiencies but does not equally result in effectiveness. After 10 years of marketing tactics and utilizing similar messaging, it is important to examine the methods in order to expand the messaging and explore new strategies to inform and educate the AAPI population about language services.
- Improve data collection on the AAPI population and the resources and services available to the AAPI population. One of the limitations of this report was the lack of quality data about the community to provide the best portrait of AAPIs in the District and incomplete or poorly tracked data on the AAPI population. Refocusing the efforts around data collection is important to the future success of language access in the District as the AAPI population continues to grow.
- Improve the consistency of translation and interpretation in AAPI languages by increasing the quality control requirements and testing for AAPI translated documents and interpretation. OAPIA conducts many efforts of quality review every year for District agencies and finds extremely inconsistent quality, with the most egregious error being the use of machine translation for documents.

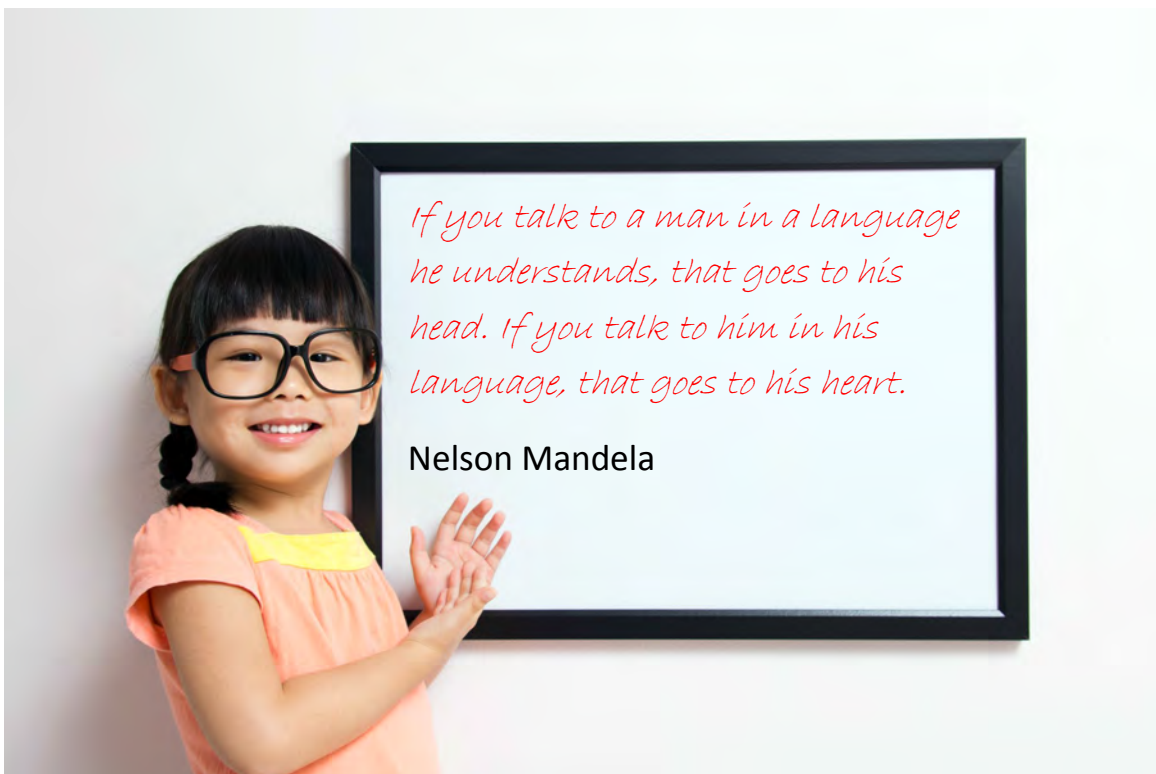


- Increase availability of trainings through technology to District employees. The various trainings that are given in person should be supplemented with online training or webinar modes as refreshers to initial trainings to allow District employees to receive training in an regular interval or as needed basis.
- Simplify reporting mechanism to reduce time in creating reports and improve ability to monitor the reports. Currently the reports contain significant amounts of text; the recommendation would be to move to an electronic format for reporting that relies on setting and meeting quantitative targets.

OAPIA is excited for the next ten years and will continue to improve the lives of AAPIs in the District by advocating for increased and improved language services. OAPIA will continue to provide District agencies the tools and information needed to engage the AAPI community and support the District government in providing policy and program guidance to ensure equal access for all. This report is the start



of a conversation about where the District has been and where the District will go; OAPIA will work towards expanding this conversation to how the District will get there by looking at unique and new solutions to existing issues.





APPENDIX

1. English Language Survey
2. Vietnamese Language Survey
3. Korean Language Survey
4. Chinese Language Survey

Language Access Survey 2014

Office on Asian & Pacific Islander Affairs

441 4th Street NW, Suite 721N
Washington, DC 20001



1. Are you a Washington, DC resident?

- Yes No

2. What language are you most comfortable speaking, writing, and listening to?

3. How would you assess your English abilities?

- Very Good Good Average Poor Very Poor

4. When were you born?

- Before 1950 1951-1960 1961-1970
 1971-1980 After 1980

5. What is your annual income?

- Less than 10,000 10,000 – 24,000 24,001 – 50,000
 More than 50,000 N/A

6. What is your educational background?

- Less than high school High school or equivalent
 College Graduate school / Professional training (eg. Medical school)

7. How many years have you been in the United States?

- Less than 3 years 3 - 10 years 10 - 20 years More than 20 years

8. Have you ever contacted a DC government Agency in the last two years?

- Yes No

9. Did you receive any type of interpretation service from that Agency?

- Yes No

10. Who helped you interpret at that agency? Pick more than one if applicable

- By phone By a staff working there By text on paper
 By your relative Other: _____

11. Was the service you received helpful?

- Very helpful Somewhat helpful Not helpful at all Don't know

12. If the transaction required a follow up by the agency, was the follow up successfully conducted?

- Yes No

13. If so, was it in your language?

- Yes No

14. Do you know the law in DC gives you the right to an interpreter when you visit an Agency?

- Yes No

15. If so, from where did you hear about this information?

- Family & friends / Word of mouth Internet
 Flyers & brochures from the government Knew it when you visited the agency
 Other: _____

16. What would motivate you to use this service?

- Free Good Quality Efficient / Fast
 If the service was offered by phone, text, and/or staff
 Other: _____

17. What would make the service better?



1. Ông/Bà có sống hay làm việc tại Washington, D.C. không?
 Có Không
2. Ngôn ngữ nào là ngôn ngữ ông bà dung nhiều nhất?

3. Trình độ tiếng Anh của ông/bà như thế nào?
 Rất tốt Tốt Trung bình Kém Rất kém
4. Ông/Bà sinh năm nào?
 Trước năm 1950 Từ năm 1951-1960 Từ năm 1961-1970
 Từ năm 1971-1980 Sau năm 1980
5. Tổng cộng tiền lương cả gia đình ông/bà kiếm được mỗi năm khoảng bao nhiêu?
 Ít hơn 10,000 Từ 10,000 – 24,000 Từ 24,001 – 50,000
 Hơn 50,000 Không ứng dụng
6. Trình độ học vấn cao nhất của ông/bà là gì?
 Dưới lớp 12 Trung học Đại học / Cử nhân Cao học
7. Ông/Bà đã ở Hoa Kỳ khoảng bao lâu rồi?
 Ít hơn 3 năm Từ 3 năm – 10 năm Từ 10 năm – 20 năm Nhiều hơn 20 năm
8. Trong 2 năm qua, ông/bà đã liên lạc với văn phòng hay tổ chức nào của chính phủ DC chưa?
 Có Không
- 9a. Nếu có, ông/bà đã từng sử dụng dịch vụ thông dịch từ các cơ quan chính phủ chưa?
Xin bỏ câu 9b và tiếp tục trả lời câu 10.
 Có Không
- 9b. Nếu không, ai là người thông dịch cho ông/bà . Xin bỏ câu 10-13 và tiếp tục trả lời câu 14.

10. Ông/Bà được thông dịch bằng cách nào:

- Qua điện thoại Qua một nhân viên làm việc ở văn phòng Bằng việc viết ra giấy
 Qua người thân Qua cách khác. Xin nói rõ: _____

11. Ông/Bà cảm thấy dịch vụ thông dịch trên có hữu ích không?

- Rất hữu ích Hữu ích Không hữu ích Không biết

12. Nếu cần tiếp tục liên lạc và làm việc thêm với ông/bà, văn phòng hay cơ quan đó có liên lạc với ông/bà một cách thành công không?

- Có Không

13. Nếu có, họ có liên lạc với ông/bà bằng tiếng Việt không?

- Có Không

14. Ông/Bà có biết rằng luật phát DC bắt buộc các cơ quan chính phủ phải cung cấp dịch vụ thông dịch nếu ông/bà cần không?

- Có Không

15. Ông/Bà biết đến điều luật này bằng cách nào?

- Từ gia đình và bạn bè/truyền miệng Từ mạng lưới internet
 Từ tờ rơi do chính phủ phát Quý vị được nghe biết khi đến cơ quan đó
 Qua một phương tiện khác. Xin nói rõ: _____

16. Nếu dịch vụ này được phổ biến, xin cho biết điều nào ông/bà quan tâm nhất?

- Miễn phí Chất lượng dịch vụ tốt Hiệu quả/Nhanh chóng
 Dịch vụ bằng telephone, chữ viết, hoặc nhân viên cơ sở
 Qua một phương tiện khác. Xin nói rõ: _____

17. Điều gì sẽ làm dịch vụ này tốt hơn?

DC 거주민 이십니까? (예/아니요)

어떤 언어가 말하고, 쓰고, 그리고 듣는게 가장 편하십니까?

자신의 영어구사력을 어떻게 평가 하십니까?

- () 아주 잘함
- () 잘함
- () 보통
- () 못함
- () 아주 못함

언제 태어 나셨습니까?

- () 1950 전에
- () 1950 - 1960
- () 1961 - 1970
- () 1971 - 1980
- () 1981 - 1993

연 수입이 무엇입니까?

- () 24,000 미만
- () 24,000 - 50,000
- () 50,000 - 70,000
- () 70,000 이상
- () 적용되지 않음

교육 배경은 무엇입니까?

- () 고등학교 미졸
- () 고등학교 졸업 또는 동일
- () 대학교 재학
- () 대학교 졸업
- () 대학원 재학 또는 직업 훈련중
- () 대학원 졸업 또는 직업 훈련중 (예. 의대)

미국에 얼마동안 계셨습니까?

- () 3년 미만
- () 4 - 10 년
- () 11 - 20 년
- () 20년 이상

지난 2년 동안 DC 정부기관 (예. DMV) 을 사용하신적이 있 습니까? (예/아니요)

만약 "아니요" 를 선택하셨으면 13번 문항으로 가십시오

그 정부기관에서 통역 서비스를 받으셨습니까? (예/아니요)

만약 "아니요"를 선택하셨으면 13번 문항으로 가십시오

어떻게 통역 서비스를 받으셨습니까? 답을 모두 고르십시오

요

- () 전화
- () 근무자
- () 인쇄물
- () 친인척

서비스가 도움이 되었습니까?

- () 아주 많은 도움이 됨
- () 도움이 됨
- () 아무런 도움이 안 됨
- () 모름

업무처리가 한 번에 되지 않아 다시 관공서를 찾으셨을때 귀하의 업무가 순조롭게 진행 되었습니까? (예/아니요) 업무 중 귀하의 언어를 사용 하였습니까? (예/아니요)

DC 법 중에 귀하께서 정부기관을 방문할때 통역사 사용 권 한이 있다는 사실을 알고 계셨습니까? (예/아니요)

어떻게 이런 법이 있다는 사실을 알게 되셨습니까?

- () 식구, 친구, 또는 소문
- () 인터넷
- () 출판물
- () 정부기관의 직원이 알려줘서
- () 텔레비전, 라디오, 또는 광고

다음에 DC 정부기관을 들릴 기회가 있다면 귀하는 통역 서 비스를 받으실 겁니까? (예/아니요) 만약 "아니요" 를 선택 하셨으면 아래의 어떤 점이 통역 서비스를 사용 하는데 도움을 줄것 같습니까?

- () 무료
- () 쉽게 찾을수 있으면
- () 좋은 서비스 품질
- () 빠른 서비스
- () 전화, 문자, 또는 직원 말고 다른 서비스 매체

어떻게 통역 서비스의 품질을 높일수 있을것 같습니까? (개 방적 질문, 공간이 더 필요하시면 뒷면에 적으십시오)

华盛顿特区亚太事务办公室语言服务问卷调查

请问您是华盛顿特区的居民吗？

(是/否)

您用哪种语言更方便？(英语/中文)

您的英文如何？

- 非常好
- 还行
- 一般
- 不好
- 很不好

请问您哪年出生呢？

- 1950年前
- 1950到1960年
- 1960到1970年
- 1970到1980年
- 1980到1993年

请问您的年收入在以下哪个范围内？

- 一万以下
- 一万到两万四千
- 两万四千到五万
- 五万以上
- 不便回答/没有收入

请问您的教育程度属于以下哪种？

- 高中以下
- 高中毕业，或者同等学历
- 本科毕业
- 研究生学历，或者同等程度的职业培训：例如医学院，律师

请问您在美国多久了？

- 三年以下
- 三年—十年
- 10年—20年
- 多于20年

您最近两年是否去过任何华盛顿特区政府部门(包括医院，DMV)？

(是/否) (回答是，至第9题；否，至第13题)

您去的政府部门是否给您提供了翻译服务？(是/否) (是，至第10题；否，至第13题)

在此部门，谁帮您翻译的？(可多选)

- 电话翻译员
- 办公室里的翻译员
- 看翻译好的纸张文件
- 您的亲友

这些翻译服务有帮助吗？

- 非常有帮助
- 有帮助
- 没有帮助
- 不知道

您需要的服务政府部门跟进了吗？(是/否) 如果是，是否提供了翻译服务？(是/否)

您是否知道您有权利要求华盛顿特区政府提供翻译服务？(是/否， 回答是，至第下题；回答否，至第15题)

您是从以下哪个途径知道您有要求翻译服务的权利？

- 亲戚朋友
- 网上
- 政府宣传资料
- 办事当天
- 其他

因为以下哪个因素，您会使用翻译服务(可多选)：

- 免费
- 服务质量
- 程序简单
- 方式多样(翻译员，电话，或中英文对照等)

若您还有其他建议，请写在下方。谢谢！

OFFICE ON ASIAN AND PACIFIC ISLANDER AFFAIRS

441 4th Street, NW, Suite 721N

Washington, DC 20001

For further information, please visit

www.apia.dc.gov

Please email your questions to

Neel Saxena | neel.saxena@dc.gov