



# LANGUAGE ACCESS

COMPLIANCE PROGRAM

Ensuring County Government Services for All

Language Access Compliance Program  
Annual Report Fiscal Year 2023

Submitted by Henry Jimenez  
Language Access Compliance Program Manager

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## LETTER FROM THE EXECUTIVE DIRECTOR OF THE OFFICE OF HUMAN RIGHTS

March 15, 2024

Dear County Council,

The Language Access Compliance Program, through the Prince George's County Office of Human Rights, ensures that all people have equitable access to County Government services in the language of their preference. This critical program, stood up through Council's legislation in 2017 (with amendments in 2020), began with the previous administration. When I joined the Office of Human Rights as Executive Director in December 2018, the agency had made a search for the right person to lead the development and implementation of the Language Access Compliance Program, but the selected candidate was unable to join the County as expected. Before reposting the position, we undertook an analysis of the legislative requirements matched with required job skills and rewrote the job description. The position was then reposted, and we began a robust search for the best candidate to bring effective Language Access to Prince George's County.

Program Director Henry Jimenez joined us in Fall 2019 and began developing the program, which included drafting standard operating procedures, policies, and best practices for County agencies to follow. The Language Access team grew in 2023 when Analucy Benavides joined as Language Access Program Analyst. Together, Mr. Jimenez and Ms. Benavides train County employees on the Language Access program and its requirements, provide tools for County agencies to successfully meet language needs, and offer their knowledge and support to County staff.

Over the last few years, I have been gratified by the enthusiastic response to language access services from residents as well as County employees, who are better able to meet the needs of those seeking County Government services. We recognize that language can be an unnecessary barrier to connection, to services, and to full participation in civic life. It is our pleasure to be part of a County that welcomes all people and provides opportunities for everyone to reach their full potential, to participate fully in all parts of society, and to be truly welcomed and at home.

I invite you to read the Language Access Compliance Program's report on Fiscal Year 2023 to learn about our efforts, areas of growth, points of success, and opportunities for further development.

*Renée Battle-Brooks*

Renée Battle-Brooks  
Executive Director

## DEMOGRAPHIC PROFILE OF PRINCE GEORGE'S COUNTY

This section provides the available data for Prince George's County's foreign-born populations. According to the US Census, close to 24% of the County's population were not born in the United States. The largest immigrant community is Latino, representing around 20% of the total County's population.

Prince George's County Foreign-Born Population*		
Total County Population	Total Foreign-Born Population	Percentage of Total Population
<b>966,689</b>	<b>232,005</b>	<b>24%</b>

Spanish is the most common non-English household language (17.32%). Languages such as French, Yoruba, Tagalog, and Hindi are also spoken by residents, underscoring the County's global connections and multicultural character.

Prince George's County Household Languages*		
<i>Top five non-English household languages</i>		
Language	Persons	% Population
English (Only)	649,573	71.75%
<b>Spanish</b>	<b>205,463</b>	<b>17.37%</b>
<b>French</b>	<b>20,682</b>	<b>2.13%</b>
<b>Yoruba</b>	<b>18,544</b>	<b>1.91%</b>
<b>Tagalog</b>	<b>7,768</b>	<b>0.8%</b>
<b>Hindi</b>	<b>6,857</b>	<b>0.7%</b>

The five top non-English languages spoken in the County are a clear reflection of the broad diversity that it offers and serve as a tool to paint the geopolitical map of its residents' places of origin. In descending order, the areas outside the United States from which people move to Prince George's County are Latin America, followed by the Caribbean, West and East Africa, and South Asia.

\*This information is taken from 2022 US Census data

(<https://data.census.gov/table/ACSDP1Y2022.DP05?q=Prince%20George%27s%20County,%20Maryland%20demographics>)

### Prince George's County Household Languages\*

#### *Other less common non-English household languages*

Language	Persons	% Population
<b>Amharic</b>	<b>4,734</b>	<b>0.48%</b>
<b>Mandarin</b>	<b>3,737</b>	<b>0.39%</b>
<b>Haitian Creole</b>	<b>2,607</b>	<b>0.27%</b>
<b>Vietnamese</b>	<b>1,870</b>	<b>0.19%</b>
<b>Arabic</b>	<b>1,124</b>	<b>0.12%</b>

Language access needs of Prince George’s County are constantly changing. This dynamic process can be attributed to various factors, including historical immigration patterns, globalization, world events, and recent economic shifts. The State of Maryland, with its proximity to major cities like Washington D.C. and Baltimore, has long been a hub for diverse communities and cultures. As new waves of immigrants arrive, they bring with them their native languages, contributing to the linguistic diversity of the region. Additionally, economic opportunities and educational initiatives often attract people from different linguistic backgrounds, further enriching the language landscape. This constant flux reflects the dynamic nature of society, where languages evolve and adapt over time, creating a vibrant and inclusive environment where cultural exchange thrives.

\*This information is taken from 2022 US Census data

(<https://data.census.gov/table/ACSDP1Y2022.DP05?q=Prince%20George%27s%20County,%20Maryland%20demographics>)

## THE LANGUAGE ACCESS COMPLIANCE PROGRAM

The Prince George's County Language Access Compliance Program (LACP) is a division within the Office of Human Rights (OHR). The LACP was created in accordance with the provisions of the Prince George's County Language Access for Public Services Act of 2017 (the Act), enacted to provide enhanced language access services to the residents of Prince George's County who cannot, or have limited capacity to, speak, read, or write in English. In 2020, the Act was amended to increase the compliance requirements and County entity accountability.

The program ensures that County entities deliver greater access to public services, programs, and activities to Prince George's County residents, workers, and visitors with Limited English Proficiency (LEP) or non-English Proficiency (NEP). The LACP maintains four areas of focus: compliance monitoring; investigation and enforcement; training and technical support; and education and community outreach to County residents.

### **Language Access Compliance Monitoring**

During FY2023, the LACP provided oversight to seventeen County entities, and added an additional five entities at the end of April, to ensure they achieved and remained in compliance with the regulations and responsibilities of the Act. County entities achieve compliance by ensuring that all entities' points of contact with the public meet the language access standards. Those standards include ensuring interpretation and translation of vital documents are provided and that signage on language access availability is visible in public-facing areas of the office; collecting and reporting quarterly data on LEP/NEP encounters; training frontline employees on language access; and conducting community outreach to LEP/NEP communities.

### **Investigation and Enforcement**

The LACP investigates public complaints regarding language access violations at County Government entities, and when necessary, issues written findings on noncompliance for failures to provide proper language access services, imposes corrective actions, and offers additional training to help staff meet language access needs and expectations.

### **Training and Technical Support**

The LACP provides training and technical support to County employees and assigned Language Access Compliance Program Coordinators (LACPCs) to ensure they obtain the necessary knowledge management tools and skills to bring their agencies into compliance with the Act. It also provides training and technical support to service providers receiving funding from County Government entities to provide direct services to the community on behalf of said entities.

### **Education and Community Outreach**

The LACP works closely with community-based organizations, churches, community stakeholders, and advocates to conduct education and community outreach, ensuring that Prince George's County LEP/NEP residents, workers, and visitors are aware of their language access

rights and their ability to receive services from County Government entities in their language of preference.



## LANGUAGE ACCESS COMPLIANCE PROGRAM COVERED ENTITIES AND ENTITY COORDINATORS

<b>Entity</b>	<b>Coordinator</b>
Board of License Commissioners	Patricia Bell
Department of Corrections	Myrna Petors
Department of the Environment	Karen Gooden
Department of Family Services	Jermoni Dowd
Department of Health	Anea Jordan
Department of Housing and Community Development	Adedamola George
Department of Permitting, Inspections, and Enforcement	Avis Thomas-Lester
Department of Public Works and Transportation	Maleika Matthews Jessica Bell Eboni Crenshaw
Department of Social Services	Christy Lewis
FSC First	Wilma Pearson
Fire and Emergency Management Services	Joel Moodie
Housing Authority	Nicole Garrett
Office of Central Services	Marion Brown-Flamer
Office of Community Relations	Angel Perez Irizarry
Office of Finance	Karen Gainey
Office of Human Resources Management	Julia Bradley Gitana Stewart
Office of Human Rights	Henry Jimenez Analucy Benavides
Office of Inspector General	Rocquel Broady
Office of Law	Laura Novello
Office of State's Attorney	Debra Arrington
Office of the Sheriff	Sergeant Armagan Patrick
Police Department	Major Anthony Cline



## LANGUAGE ACCESS COMPLIANCE PROGRAM ACCOMPLISHMENTS

The Office of Human Rights' Language Access Compliance Program was rolled out in three phases:

- Phase One: Fiscal Year 2021 — Program development
- Phase Two: Fiscal Years 2021 through 2023 — Implementation, education, training, and technical support
- Phase Three: Fiscal Year 2024 — Enforcement

While some of this work predates FY2023, it is included below to capture more fully the scope of our efforts.

### **Phase One: Program Development**

1. February 2021 – The Language Access Compliance Standard Operating Procedure (SOP) was signed by the County's Chief Administrative Officer and the Executive Director of the Office of the Human Rights. The SOP provided detailed guidelines and instructions on the implementation of the program.
2. February 2021 – The Language Access Compliance Policy was signed by the County's Chief Administrative Officer and the Executive Director of the Office of Human Rights. The policy applies to all County Government entities, volunteers, service providers, contractors, and affiliates receiving Government funding from County agencies to provide direct services to the public on an agency's behalf. The policy described the requirements and responsibilities of the law.
3. April 2021 – A website was created for LACP on the Office of Human Rights' website.
4. July 2021 – A statement was developed describing the language access requirements and responsibilities for grantees or services providers receiving funding from County Government entities to provide direct services to the community. This ensures County grantees or providers are aware of their language access responsibilities.
5. April 2021 – LACP staff met with the Director and/or appointing authorities of seventeen County Government entities listed in the legislation to bring awareness about the Act and its requirements and responsibilities.
6. October 2021 – The online Language Access Compliance Training for County employees was developed in collaboration with the Office of Human Resources Management.
7. December 2021 – By the end of December 2021, 5,385 County employees were trained in language access compliance.

8. February 2022 through May 2022 – The LACP collaborated with the Office of Central Services (OCS) to put into place an interpretation and translation service contract for the County Government. A rider established to the Maryland Statewide Foreign Language Interpretation/Translation Services contract ensures County employees are able to use telephonic interpretation and document translation to better serve LEP/NEP individuals. That rider was finalized and signed by OCS in May 2022.
9. April 2022 – The LACP worked with Office of Information Technology (OIT) to ensure the County's new webpages were language accessible.
10. August 2022 – The Language Access Compliance Data Collection and Reporting System was developed in collaboration with OIT.



The screenshot shows the website for the Language Access Compliance Program. The header includes the program name, a 'Reports' button, and the user name 'Henry Jimenez' with a profile icon. Below the header is a navigation bar with six menu items: 'New Language Access Encounter', 'Search Language Access Submissions', 'Bilingual Staff Information', 'Document Translation / Agency Interpretation Request Forms', 'Language Access Training', and 'Outreach and Public Meeting'. Below the navigation bar is a paragraph of text describing the program's purpose and legal basis, followed by another paragraph detailing the program's areas of focus.

**Language Access Compliance Program** Reports Henry Jimenez

New Language Access Encounter Search Language Access Submissions Bilingual Staff Information Document Translation / Agency Interpretation Request Forms Language Access Training Outreach and Public Meeting

The Prince George's County Language Access Compliance Program (LACP) is a division within the Office of Human Rights (OHR) created by the Language Access for Public Services Act of 2017 - CB-62-2017 and the Language Access for Public Services Amendment of 2020 - CB-34-2020. These require that county agencies provide enhanced language access services to the residents of Prince George's County who cannot, or have limited capacity to, speak, read, or write English.

The language access program provides training, oversight, monitoring and investigation of Prince George's County Government's implementation and compliance with the law above. The LACP comprises three areas: compliance, monitoring, investigation and enforcement; policy guidance, training, and technical support to County agencies; and education and community outreach to County residents.

11. August 2022 – Debuted a video, in both English and Spanish, educating the County's limited English proficient (LEP) communities on language access resources, and how to access County services in their language of preference. The video, part of a Language Access Awareness Campaign, was a collaboration between the LACP and OIT.
12. April 2023 – The Language Access Compliance Data Collection and Reporting System was updated in collaboration with OIT to include new features such as: translation requests, interpretation requests, and interpretation equipment requests.
13. May 2023 – The LACP initiated training for frontline employees on the use of the Language Line and the updated Language Access Data Collection and Reporting System.

14. May 2023 – The LACP Language Line Bookmark tool was created to assist frontline employees and liaisons in accessing telephonic interpretation.

## HOW TO USE THE LANGUAGE LINE

- ### 1. Confirm The Language Needed

Ask your NEP or LEP customer their preferred language. Customers can use the I Speak Cards or the Language Identification Poster to identify their preferred language.

\*LEP- Limited English Proficient  
\*NEP- Non-English Proficient
- ### 2. Call The Language Line

Dial 1-800-367-9559  
CLIENT ID # \_\_\_\_\_
- ### 3. Follow The Prompts

PRESS

  - 1 - For Spanish
  - 2 - For all other languages, clearly state the language needed
  - 0 - If you don't know the language needed
- ### 4. Work With An Interpreter

Briefly tell the interpreter the nature of the call. Speak directly to the LEP/NEP customer rather than to the interpreter, and pause at the end of each complete thought.

### 3-Way-Call

Use the conference feature on your phone to connect with an interpreter.

If initiating the call, get the interpreter on the line first and then call the LEP/NEP customer.

If receiving a call, ask the caller to "please wait," and conference call the interpreter.



**LANGUAGE ACCESS**  
COMPLIANCE PROGRAM  
Ensuring County Government Services For All

15. May 2023 – The LACP onboarded an additional eleven agencies and three non-profit organizations to the program.

16. May 2023 – Seventeen County Government entities acquired the Language Line.

## **Phase Two: Implementation**

### **Language Access Compliance Training**

The LACP undertook a variety of initiatives to ensure County entity success at providing language access services to the public. Those efforts include:

- Working with the Office of Human Resources Management (OHRM) to develop the online Language Access Compliance Training for County Employees
- Developing the Language Access Compliance Training for Language Access Compliance Program Coordinators (LACPC)
- Developing and presenting Language Line Practice Training
- Working with OHRM to develop a user guide on navigating the Language Access Data Collection and Reporting System for County employees
- Developing a Language Access Compliance Training for Grantees

### **Language Access Compliance Program Materials**

The LACP conceptualized and developed materials to educate and inform about language access rights and responsibilities. From posters to wallet-sized language identification cards, the program materials ensure our County's robust language access program is known throughout the region. Language Access helps residents and others access the County Government services to which they are entitled and that enhance quality of life and community development. These materials were distributed to County entities, ensuring they are visible and accessible to both staff and residents. Some examples of those materials follow. The Language Access Compliance Program Video (English/Spanish) referenced above has been shared on social media, on the LACP website, and has been distributed to non-profits and other stakeholders.

## Language Access Know Your Rights Banner



### KNOW YOUR LANGUAGE ACCESS RIGHTS

**You have the right to ask for an interpreter and get help in your language for free. If your request is denied, call the Prince George's County Office of Human Rights (OHR) at 301-883-6170 to file a complaint.**

Tiene derecho a solicitar un intérprete y obtener ayuda en su idioma de forma gratuita. Si su solicitud es negada, llame a la Oficina de Derechos Humanos del Condado de Prince George (OHR) al 301-883-6170 para presentar una queja.

Vous avez le droit de requérir la présence d'un interprète et de recevoir l'aide dont vous avez besoin dans votre langue, à titre gratuit. Si votre demande est rejetée, contactez l'OHR (Office of Human Rights ou Bureau des Droits de l'Homme) du Comté de Prince George par téléphone au 301-883-6170 afin d'exposer votre requête.

O ni ẹto láti béèrè fún ògbilọ kí o sì gba iránlọwọ ní èdè rẹ lófẹ . Tí a bá fi ohun tí o béèrè dù o, pe Ofiisí fún Ẹto Omọniyàn ní Agbègbè Prínse George (OHR) ní 301-883-6170 láti fi ẹsùn sùń.

May karapatan ka na humingi ng tagasalin at makakuha ng libreng tulong sa iyong sariling wika. Kung ang iyong hinihingi ay tinanggihan, tumawag sa opisina ng Prince George's County of Office of Human Rights (OHR) sa 301-883-6170 para magharap ng reklamo.

හිතපත් කැඳවීම සඳහා අයදුම් කිරීමට අවස්ථාවක් ලෙස ආපදා විද්වහන සේවාවේ සේවකයන් සඳහා: හිතපත් කැඳවීමේ සේවාවේ විධායක නිලධාරියාට (301-883-6170) විභාග කිරීමේ කාර්යාලයට (301-883-6170) දුරකථන කථනා කිරීමට සූදානම් වෙන්න.

Ou gen dwa pou mande pou yon entèprèt e pou jwenn èd nan lang pa w gratis. Si yo refize demand ou an, rele Biwo Dwa Moun nan Konte Prince George (OHR) nan 301-883-6170 pou depoze yon plent.

您有权利要求提供口译员，并免费获得用您所说话语提供的帮助。如果您的请求被拒绝，请联系乔治王子郡 (Prince George's County) 人权办公室 (OHR)，电话为301-883-6170，以提出投诉。

Una haki ya kuomba mkalimani na upate usaidizi katika lugha yako kila malipo. Ikiwa ombi lako litakataliwa, piga simu Ofisi ya Haki za Binadamu ya Kaunti ya Prince George (OHR) kwa 301-883-6170 ili kuwasilisha malalamishi.

귀하에게는 무료로 통역사를 요구하고, 모국어로 도움을 받을 권리가 있습니다. 이 요구가 거부될 시, 프린스 조지스 카운티(Prince George's County) 인권 사무국(OHR) 301-883-6170번으로 연락하여 불만을 제기해 주십시오.

आपको दृभाषिणी की माँग करने और अपनी भाषा में नशुलुक सहायता प्राप्त करने का अधिकार है। अगर आपकी माँग को अस्वीकार किया जाए, तो शिकायत दर्ज कराने के लिए कृपया Prince George's County Office of Human Rights (प्रिन्स जॉर्ज्स काउंटी के मानव अधिकार कार्यालय (OHR) को 301-883-6170 पर कॉल करें।



**Call OHR at 301-883-6170 today.**

This banner features the twelve most commonly spoken non-English languages in the County.

**Language Identification Poster**



**INTERPRETING SERVICES AVAILABLE**

Please indicate your language and we will call an interpreter.  
The service is free!

**Amharic**

አባክዎን ዳንቶዎን ያመልክቱና አኛ ለአስተርጓሚ አንደውላለን። አገልግሎቱ የሚሰጠው በገንዘብ ነው!

**Arabic**

يرجى تحديد لغتك ومن نمتصل بمتحدث فوري.  
الخدمة مجانية!

**Bengali**

অনুগ্রহ করে আপনার ভাষা নির্বাচন করুন এবং আমরা একজন দা-ভাষীকে ডাকবো। এই পরিষেবাটি বিনামূল্যে পাওয়া যাবে!

**Chinese**

请说明您的语言，我们将指派一名口译员。此服务免费!

**Farsi**

لطفاً زبان خود را انتخاب کنید! ما مترجم شفاهی رایجیم. این خدمت رایگان است!

**French**

Veillez indiquer votre langue et nous ferons appel à un interprète. Le service est gratuit !

**Haitian (Creole)**

Tanpri endike nou lang ou epi n ap rele yon entèprèt. Sèvis sa a gratis!

**Hindi**

कृपया अपनी भाषा दर्शाएँ और हम एक दुभाषि से मदद लेंगे. यह सेवा नशुल्क है!

**Igbo**

Biko gosi asụsụ gị, anyị ga akpọ onye ntugharị okwu. Ọrụ a bụ n'efu!

**Korean**

언어를 알려주시면 통역사를 불러드리겠습니다. 이 서비스는 무료입니다!

**Malayalam**

നയവായി നിങ്ങളുടെ ഭാഷ സൂചിപ്പിക്കുക, ഞങ്ങളുടെ ഒരു ദ്വഭാഷിയെ വിളിക്കും. സേവനം സൗജന്യമാണ്!

**Nepali**

कृपया आफ्नो भाषा संकेत गर्नुहोस् र हामी दोभाषेलाई कल गर्ने छौं। यो निःशुल्क छ!

**Samoan**

Faamolemole fa'ailoa mai lou gagana ma o le ā matou vili i se faamatala upu. O le auaunaga e o fo fua atu!

**Spanish**

Indique su idioma y llamaremos a un intérprete. ¡El servicio es gratis!

**Somali**

Fadlan tilmaan luqadaada waxaan u wici doonaa turjumaan. Adeeggu waa lacag la'aan!

**Swahili**

Tafadhali onyesha lugha yako na tutaita mkalimani. Huduma ni bure!

**Tagalog**

Pakilahad ang iyong wika at tatawag kami ng isang tagapagsalin. Libre ang serbisyo!

**Urdu**

براہ مہربانی اپنی زبان کی نشاندہی کریں، اور ہم ایک مترجم کو کال کریں گے۔ یہ سروس مفت ہے!

**Vietnamese**

Vui lòng cho biết ngôn ngữ của quý vị và chúng tôi sẽ gọi thông dịch viên. Dịch vụ miễn phí!

**Yoruba**

Jowo toka ede re, aa si pe olutumo ede tabi ogbufo. Ofe ni ise naa.



This poster features twenty-two non-English languages commonly spoken in Prince George's County.

## I Speak Cards



### Hablo español

**Necesito ayuda y tengo derecho a recibirla en mi idioma. Por favor proporcióneme un intérprete y anote preferencia de idioma en sus registros permanentes. Gracias.**

La ley del Condado de Prince George requiere que las agencias brinden información y asistencia en su idioma de forma gratuita. Si no recibe ayuda en su idioma, llame a la Oficina de Derechos Humanos del Condado al 301-883-6170.

[www.princegeorgescountymd.gov/1528/Human-Relations-Commission](http://www.princegeorgescountymd.gov/1528/Human-Relations-Commission)



### I Speak Spanish

**I need assistance and have the right to receive assistance in my spoken language. Please provide me with an interpreter and note my spoken language in your permanent records. Thank you.**

Prince George's County law requires that agencies provide you with information and assistance in your language for free. If you do not receive help in your language, please call the County's Office of Human Rights at 301-883-6170.

[www.princegeorgescountymd.gov/1528/Human-Relations-Commission](http://www.princegeorgescountymd.gov/1528/Human-Relations-Commission)



### Je parle français

**J'ai besoin d'aide et j'ai le droit d'être aidé(e) dans ma langue. Veuillez me permettre de bénéficier de l'aide d'un interprète et indiquer dans vos dossiers, de manière permanente, la langue dans laquelle je m'exprime. Merci.**

Les lois du Comté de Prince George stipulent que les agences doivent vous fournir les informations et l'aide dont vous avez besoin dans votre langue, à titre gratuit. Si aucune aide n'est proposée dans votre langue, veuillez contacter l'Office of Human Rights du Comté par téléphone au 301-883-6170.

[www.princegeorgescountymd.gov/1528/Human-Relations-Commission](http://www.princegeorgescountymd.gov/1528/Human-Relations-Commission)



### I Speak French

**I need assistance and have the right to receive assistance in my spoken language. Please provide me with an interpreter and note my spoken language in your permanent records. Thank you.**

Prince George's County law requires that agencies provide you with information and assistance in your language for free. If you do not receive help in your language, please call the County's Office of Human Rights at 301-883-6170.

[www.princegeorgescountymd.gov/1528/Human-Relations-Commission](http://www.princegeorgescountymd.gov/1528/Human-Relations-Commission)

Available in the twelve most commonly spoken non-English languages in the County, I Speak Cards allow individuals to communicate the language in which they'd like to receive assistance.

# Language Access Compliance Program Brochure

English

The LACP is a division within the Office of Human Rights (OHR) created by the Language Access for Public Services Act of 2017. It requires that county entities provide enhanced language access services to the residents of Prince George's County who cannot, or have limited capacity to, speak, read, or write English.

These are the Prince George's County Government Entities named under the Language Access for Public Services Act of 2017:

- Department of Health
- Department of Social Services
- Department of Family Services
- Department of Housing and Community Development Housing Authority
- Office of Human Resources Management
- Police Department
- Department of Corrections
- Fire Department
- Office of Central Services
- Department of Public Works and Transportation
- Department of Permitting, Inspection, and Enforcement
- Office of Finance
- Office of Law
- Office of Community Relations
- Office of Human Rights
- Department of Environment
- County Council

Prince George's County law requires that County government entities provide services to county residents in the language of their preference.

## Do you not feel comfortable communicating in English?

You can be served in your language of preference. This may be by:

- Telephonic interpretation**  
Telephone interpretation in your language of preference.
- Oral interpretation by a bilingual employee**  
Oral interpretation by using bilingual employees if available, if not, you will be helped by an interpreter over the phone.
- Written document translation**  
Document translation, if you need to read information or complete a form related to the service you are seeking, you can request that document be translated into your language of preference.

## Do you need to contact a county government entity in person or over the phone and you don't speak English?

Here are some of the ways you can meet your language needs:

1. Tell the County government employee the language in which you would like to be served and you will be assisted by an over-the-phone or in-person interpreter.



If you do not receive assistance in your preferred language and would like to submit a complaint, please contact:

Prince George's County Office of Human Rights  
301-883-6170 or OHRStaff@co.pg.md.us

For more information about the Language Access Compliance Program please visit our website at: [www.princegeorgescountymd.gov/1628/Human-Rights](http://www.princegeorgescountymd.gov/1628/Human-Rights)



**LANGUAGE ACCESS**  
COMPLIANCE PROGRAM  
Ensuring County Government Services for All



2. Look for the "I Speak Cards" located at the entity front desk and select your language of preference and hand it to the employee.

The I Speak Cards says, in both English and the language of preference, "I speak [non-English language]. I need assistance and have the right to receive assistance in my spoken language. Please provide me with an interpreter and note my spoken language in your permanent records. Thank you."



3. Look for the Language Identification Poster at the entity front desk and point out the language in which you prefer to be helped.

Look for this poster in the reception's customer service desks, including the top twenty most common languages spoken in Prince George's County.

4. The Language Access Rights Banner: County government entities display this banner in some of their service centers, providing awareness that interpretation services are available.

The Language Access Rights Banner states: "You have the right to ask for an interpreter and get help in your language for free. If your request is denied, call the Prince George's County Office of Human Rights (OHR) at 301-883-6170 to file a complaint."



Language Access Compliance Program Brochures, available in the twelve most commonly spoken languages in Prince George's County, have been distributed to County entities, non-profits, faith-based organizations, local municipalities, and community groups.



## Language Interpretation Waiver

### FREE INTERPRETER SERVICE WAIVER

Spanish/ English

I, \_\_\_\_\_, acknowledged that \_\_\_\_\_ has informed me, of  
(Client Name) (Entity Name)  
 my right to a qualified and certified interpreter at no charge, as required by the Prince George's County Language Access for Public Services Act 2017. Through signing below, I accept that I have declined this service and have chosen to rely on someone I have identified for interpretation assistance. I recognize that this person has not been identified or vetted by \_\_\_\_\_ and that \_\_\_\_\_ is not  
(Entity Name) (Entity Name)  
 responsible for the delivery of these services nor does it have any liability whatsoever that may arise from these services. I also understand that this waiver applies only to this instance. If I require \_\_\_\_\_ interpreter assistance in the future, I will directly notify the agency to request this  
(Entity Name)  
 service.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### RENUNCIA AL SERVICIO DE INTERPRETACIÓN GRATUITA

Yo, \_\_\_\_\_, reconozco que \_\_\_\_\_ me han informado sobre mi derecho  
(Nombre del cliente) (Nombre de la entidad)  
 a un intérprete calificado y certificado gratuitamente, según lo exige la ley del Acta de Acceso al Idioma Para Servicios Públicos del Condado de Prince George de 2017. Al firmar a continuación acepto que he rechazado este servicio y he decidido confiar en alguien que he identificado para ayudarme con la interpretación. Reconozco que esta persona no ha sido identificada o evaluada por \_\_\_\_\_ y  
(Nombre de la entidad)  
 que \_\_\_\_\_ no es responsable de la asistencia, ni tiene responsabilidad alguna que pueda surgir de estos servicios. También entiendo que esta acción solo aplicará por esta instancia. Si necesito la asistencia de un intérprete de \_\_\_\_\_ en el futuro, yo notificaré a la agencia directamente.  
(Nombre de la entidad)

\_\_\_\_\_  
Nombre

\_\_\_\_\_  
Firma

\_\_\_\_\_  
Fecha



This waiver, translated into the twelve most commonly spoken non-English languages in the County, is provided to LEP/NEP individuals who chose not to use a County-provided interpreter when accessing County Government services and instead to use a companion interpreter of their choosing.

## **Language Access Technical Support**

The LACP trained 5,385 County employees on Language Access Compliance via online training during the program's initial roll out. This training, which is mandatory for all County employees to take every two years, will be required again in Fiscal Year 2024.

During Fiscal Year 2023, LACP ensured ongoing training of all appointed LACPCs, including training on the use of the new Language Access Data Collection and Reporting System, which both debuted and had an update this fiscal year. The LACP also provided information on the County's new contract for language access services to all LACPCs; conducted two site visits each to sixteen County entities to meet with appointing authorities and provide information about the language access services contract, the data collection and reporting system, and deliver language access materials; and continued to provide ongoing language access technical support to LACPCs and County employees.

## **Education and Community Outreach**

The LACP continued its effort at educating the public about their language access rights to County Government services. Those efforts include:

- Placing Spanish-language ads in El Tiempo Latino newspaper and website regarding OHR services
- Participating in three Facebook Live events on El Tiempo Latino's platform to promote the language access program and OHR services
- Distributing the Spanish Language Access Compliance Program Brochure to the County's Latino Affairs Liaison and the Office of Community Relations, Casa de Maryland, Norberto Martinez, and the Langley Park Community Center
- Participating in the Prince George's County Community Connections Radio Show to discuss the County's Language Access Compliance Program.

### **Phase Three: Enforcement**

This phase initiated on July 1<sup>st</sup>, 2023, which is part of Fiscal Year 2024. More information will be available in the report for Fiscal Year 2024.

## COMPLIANCE RATING METHODOLOGY

To measure compliance in a non-subjective matter that is fair and equitable, the LACP created a rubric that measures compliance on a scale of 0 to 100, outlining different compliance areas as required by the legislation. This rubric can be broken down into four main categories: Language Access Compliance Program Tools and Account Set-up; Language Access Compliance Program Coordinators' Roles and Responsibilities; Data Collection and Reporting; and Language Access Compliance Program Complaints and/or Violations.

The **Language Access Compliance Program Tools and Account Set-up** section is worth 20% of the total score. This area measures the foundation of Language Access through account set-ups and the appointment of a LACP coordinator.

- The acquisition of a telephonic language interpretation account is essential to the program as it provides on-demand interpreters for community members who speak limited or no English. Worth 5% of the score, entities receive the points when they've successfully established an account.
- The telephonic interpretation serves as a connector between service providers in Government and the community. As part of the acquisition of a language line, all County employees are required to complete training to better understand the service and best practices for its use. The successful completion of the Language Line training is worth 5% and all points are achieved by completing the trainings.
- The program requires all vital documents to be translated into Spanish, as Spanish is currently the only language that meets the number of speakers threshold required by the legislation (5% of individuals served or encountered, or likely to be served or encountered, by an entity, or 10,000 individuals, whichever is fewer). However, all entities must also provide translation in other languages upon request. This section is worth 5%.
- The appointment of a Language Access Compliance Program Coordinator is the most crucial element in the preliminary process of an entity's compliance journey. The LACP is appointed by the entity's Director or appointing authority. This ensures direct contact with leadership, creating easy access and streamlined communications, and accounts for the remaining 5% scoring in this section.

The **Language Access Compliance Program Coordinators' Roles and Responsibilities**, accounting for 25% of the total grade, outlines the initial tasks that all LACPCs must complete, as stated in the legislation. The area of focus is on initial trainings and the implementation of an entity-wide Language Access policy, following the template provided by the LACP. The Language Access Coordinator must:

- Complete an onboarding training for the Language Access Program (7%)
- Complete Language Access Compliance Assessment (7%)
- Create a Language Access Plan for their entity (5.5%)
- Complete and sign their entity's Language Access Compliance Policy (5.5%)

Once the foundation for the Language Access Program has been established and a coordinator has been appointed and trained, the next steps are **Data Collection and Reporting**. All entities and

their respective coordinators are responsible for collecting and inputting their data in the Language Access Data Collection and Reporting System (LADCRS) and that will be 25% of the final score.

The LADCRS is available on the County intranet to all County employees. Some of requirement for reporting that are assigned to the LACPCs are:

- Identifying bilingual staff (5.5%)
- Completing the LADCRS training and onboarding (7%)
- Reporting Language Access encounters and document translation and interpretation requests on the LADCRS (7%)
- Conducting outreach to LEP and NEP Communities (5.5%)

**Language Access Compliance Program Complaints and/or Violations**, the final area measured, is heaviest weighted at 30% of the final score. Although many entities are in the development phase and enforcement has not begun, the Language Access Compliance team recognizes that complaints and violations can occur at any point of the process. The LACP team's goal is to work together with all County Government entities and LEP/NEP community members to improve access to Government services and reduce the language barriers within the diverse communities of Prince George's County. The metrics used to score Language Access Complaints and Violations are:

- Public complaints against the entity for Language Access non-compliance (10%)
- Accessibility of translated documents in service centers and on the County website (10%)
- Displaying Language Access signage (10%)

## SCORECARDS FOR COUNTY GOVERNMENT ENTITIES

The Language Access Compliance Program provides each agency a score every fiscal year on their Language Access compliance using the below form. In the following pages, you will find, in alphabetical order, the Fiscal Year 2023 LACP scorecards for seventeen County entities. At the end of April 2023, those agencies successfully completed the LACP enrollment. Afterwards, an additional six agencies were onboarded to the Language Access Compliance Program. Those were: the Board of License Commissioners, the Office of the State’s Attorney, the Office of the Inspector General, the Office of the Sheriff, and the Prince George’s County Council. These six agencies did not receive a scorecard for Fiscal Year 2023 as they were at the beginning of their compliance journey. They will receive a score in Fiscal Year 2024.

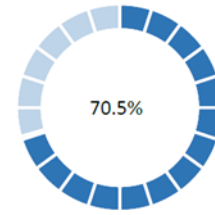


This form is to be completed by LACP's Program Director for every covered agency at the end of every fiscal year.

Instructions: Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving full points in the enforcement area that is not applicable.

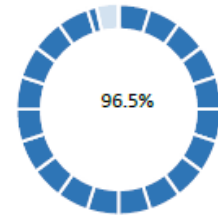
GOVERNMENT ENTITY:		FISCAL YEAR:	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	
<b>Section Total</b>		<b>20</b>	
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete onboarding training for LACPC	Has the LACP Coordinator completed OHR training	7	
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	
<b>Section Total</b>		<b>25</b>	
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	
<b>Section Total</b>		<b>25</b>	
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	
<b>Section Total</b>		<b>30</b>	
<b>Total</b>		<b>100</b>	

## Department of Corrections



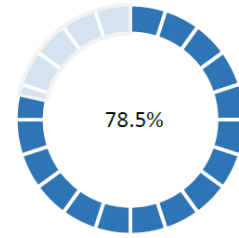
GOVERNMENT ENTITY: DEPARTMENT OF CORRECTIONS		FISCAL YEAR: 2023	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	2.5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>16</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	0
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>7</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>70.5</b>

## Department of the Environment



GOVERNMENT ENTITY: DEPARTMENT OF THE ENVIRONMENT		FISCAL YEAR: 2023	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	7
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>96.5</b>

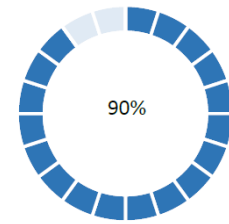
## Department of Family Services



GOVERNMENT ENTITY: <b>DEPARTMENT OF FAMILY SERVICES</b>		FISCAL YEAR: <b>2023</b>	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	0
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>7</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>78.5</b>

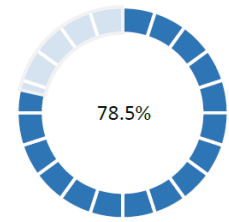


**Department of Health**



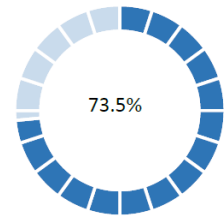
GOVERNMENT ENTITY: DEPARTMENT OF HEALTH		FISCAL YEAR: 2023	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	7
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	7
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>27</b>
<b>Total</b>		<b>100</b>	<b>90</b>

## Department of Housing and Community Development



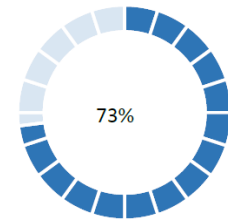
GOVERNMENT ENTITY: DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT		FISCAL YEAR: 2023	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	0
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>7</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>78.5</b>

## Department of Permitting, Inspections, and Enforcement



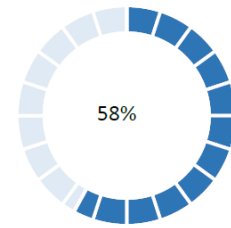
GOVERNMENT ENTITY: DEPARTMENT OF PERMITTING INSPECTIONS AND ENFORCEMENT		FISCAL YEAR: 2023	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	0
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>13.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	0
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>7</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>30</b>
<b>Total</b>		<b>100</b>	<b>73.5</b>

**Department of Public Works and Transportation**



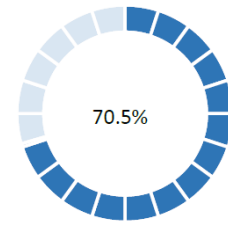
GOVERNMENT ENTITY: DEPARTMENT OF PUBLIC WORKS AND TRANSPORTATION		FISCAL YEAR: 2023	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	0
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>7</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>73</b>

## Department of Social Services



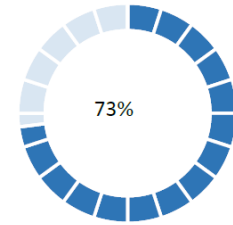
GOVERNMENT ENTITY: DEPARTMENT OF SOCIAL SERVICES		FISCAL YEAR: 2023	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	2.5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>16</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	0
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	0
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>7</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	0
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>7</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>58</b>

## Fire and Emergency Medical Services



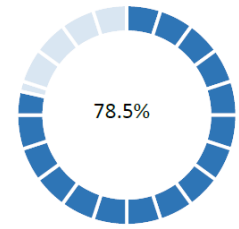
GOVERNMENT ENTITY:		FISCAL YEAR:	
FIRE/EMS		2023	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	2.5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>16</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	0
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>7</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>70.5</b>

## Housing Authority



GOVERNMENT ENTITY:		FISCAL YEAR:	
HOUSING AUTHORITY		2023	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	0
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>7</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>73</b>

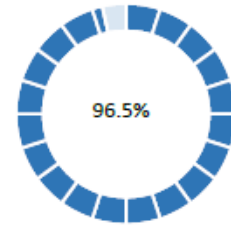
**Office of Central Services**



GOVERNMENT ENTITY: OFFICE OF CENTRAL SERVICES		FISCAL YEAR: 2023	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	0
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>7</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>78.5</b>

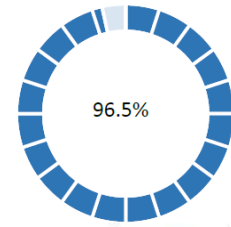


## Office of Community Relations



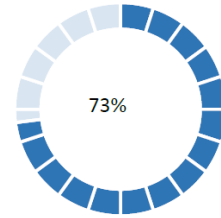
GOVERNMENT ENTITY:		OFFICE OF COMMUNITY RELATIONS		FISCAL YEAR:		2023	
Compliance Enforcement Area	Description	Total Points	Score				
<b>Language Line</b>							
Acquire Language Line	Has the entity acquired Language line services?	5	5				
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5				
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5				
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5				
<b>Section Total</b>		<b>20</b>	<b>18.5</b>				
<b>LACP's Coordinator Duties &amp; Responsibilities</b>							
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7				
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7				
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5				
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	5.5				
<b>Section Total</b>		<b>25</b>	<b>25</b>				
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>							
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5				
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7				
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	7				
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	5.5				
<b>Section Total</b>		<b>25</b>	<b>25</b>				
<b>Language Access Compliance Violations &amp; complaints</b>							
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10				
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8				
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10				
<b>Section Total</b>		<b>30</b>	<b>28</b>				
<b>Total</b>		<b>100</b>	<b>96.5</b>				

**Office of Finance**



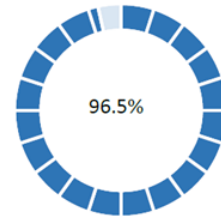
GOVERNMENT ENTITY: <b>OFFICE OF FINANCE</b>		FISCAL YEAR: <b>2023</b>	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	7
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>96.5</b>

## Office of Human Resources Management



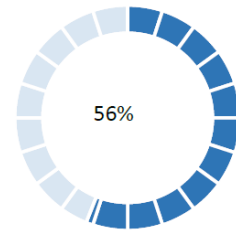
GOVERNMENT ENTITY: OFFICE OF HUMAN RESOURCE MANAGEMENT		FISCAL YEAR: 2023	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	0
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>7</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>73</b>

**Office of Human Rights**



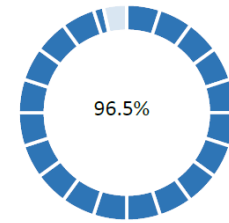
GOVERNMENT ENTITY:		FISCAL YEAR:	
<b>OFFICE OF HUMAN RIGHTS</b>		<b>2023</b>	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	7
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>96.5</b>

## Office of Law



GOVERNMENT ENTITY: OFFICE OF LAW		FISCAL YEAR: 2023	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	0
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	0
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>8.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	0
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	0
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>12.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	0
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>7</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>56</b>

## Police Department



GOVERNMENT ENTITY: <b>POLICE DEPARTMENT</b>		FISCAL YEAR: <b>2023</b>	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>20</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	7
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	5.5
<b>Section Total</b>		<b>25</b>	
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	
<b>Total</b>		<b>100</b>	<b>96.5</b>

## NUMBER OF LANGUAGE ACCESS ENCOUNTERS PER ENTITY

Entity	Number of Encounters
Department of Corrections	0
Department of the Environment	163
Department of Family Services	1
Department of Health	219
Department of Housing and Community Development	0
Department of Permitting, Inspections, and Enforcement	0
Department of Public Works and Transportation	0
Department of Social Services	0
Fire and Emergency Management Services	2
Housing Authority	0
Office of Central Services	13
Office of Community Relations	9,272
Office of Finance	209
Office of Human Resources Management	10
Office of Human Rights	131
Office of Law	0
Police Department	124

## LOOKING TOWARDS THE FUTURE

The Language Access Compliance Program stands as a vital tool the County has put in place to facilitate interactions between Government employees, contractors, grantees, and the community, regardless of their countries of origin and consequent diverse native languages. By ensuring linguistic accessibility, this program not only fosters inclusivity but enhances transparency, efficiency, and effectiveness in delivering services to all residents. It underscores the County's commitment to equity and equal access to opportunities, ultimately promoting stronger community engagement and trust. As Prince George's County continues to embrace diversity, the Language Access Compliance Program remains an indispensable step in building a more cohesive and equitable society for all.

Looking ahead, the Language Access Compliance Program holds great promise for the County. As the County evolves and its population continues growing and diversifying, the program is poised to adapt and expand, ensuring even greater inclusivity and accessibility for all residents. Through ongoing evaluation, collaboration, and innovation, we anticipate the program will continue to set new standards for language access in Government services, serving as a model for other jurisdictions. By nurturing a culture of linguistic equity and responsiveness, Prince George's County is not only meeting the needs of its diverse community but also setting a foundation for a more inclusive and vibrant future.