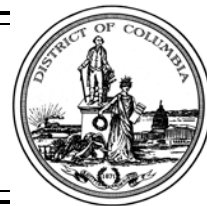

OFFICE OF ANITA BONDS
AT-LARGE COUNCILMEMBER
CHAIR, COMMITTEE ON HOUSING & COMMUNITY DEVELOPMENT



February 18, 2015

Jackie Reyes
Executive Director, Office on Latino Affairs
2000 14th Street NW, 2nd floor
Washington, DC 20009

Dear Ms. Reyes:

The annual performance hearing for the Office on Latino Affairs (OLA) is scheduled for **February 18, 2015, beginning at 11:00 AM in Room 120**. Office on Latino Affairs will be the 5th agency to testify. Agencies will testify following public testimony on the Commission under the purview of the agency. Please plan to arrive in time to listen to the entirety of the public testimony presented with respect to your agency.

To allow your agency as much time as possible to consider and respond, attached are pre-hearing questions. So that I may make effective use of your responses, please provide **four hard-copies** of your responses as well as an electronic version in Microsoft Word **on or by the close of February 12, 2015**.

If you feel that I could use additional information outside the scope of the attached questions, please feel free to include an additional written statement. If your office requires clarification of any of the attached questions, please contact the Committee Deputy, Nishant Keerikatte at (202) 724-8025 or nkeerikatte@dccouncil.us. Thank you in advance for your timely and comprehensive response.

Sincerely,

Anita Bonds
At-Large Councilmember
Chairperson, Committee on Housing and Community Development

Cc: Charon Hines, Director of the Mayor's Office of Community Affairs

Office on Latino Affairs (OLA)

Questions for Performance Oversight Hearing on Fiscal Year 2015

1. Please provide a complete, up-to-date organizational chart for each division within the agency including and, either attached or separately, an explanation of the roles and responsibilities for each division and subdivision.
 - a. Please include a list of the employees (name and title) for each subdivision and the number of vacant positions.
 - i. For a full list of Office on Latino Affairs (OLA) employees please refer to FY 2015- OLA Performance Hearing- Employee Position Listing, OLA Position Functional Statement and OLA Organizational Chart FY2015 attachments.
 - b. Please provide a narrative explanation of any organizational changes made during the previous year.
 - i. There were no organizational changes made.

2. Please provide a complete, up-to-date position listing for your agency, which includes the following information:
 - a. Title of position
 - b. Name of employee or statement that the position is vacant, unfunded, or proposed.
 - c. Date employee began in position
 - d. Salary and fringe benefits, including the specific grade, series, and step of position
 - e. Job status (continuing/term/temporary/contract)

| Posn Nbr | Title | Name | Emplid | Hire Date | Grade | Step | Reg/ Temp/ Term | Salary |
|----------|---------------------------------|-------------------------|----------|------------|-------|------|-----------------------|---------------|
| 00008217 | Language Access Monitor (Bil) | Mojica, Pedro Pablo | 00081831 | 7/28/2014 | 9 | 1 | Term | \$ 44,780.00 |
| 00037316 | Program Analyst | Forbes,Carlene M | 00033682 | 4/23/2012 | 11 | 3 | Reg | \$ 57,031.00 |
| 00037334 | Community Outreach Spec. (Bil) | Gutierrez,Ingrid A. | 00043764 | 1/12/2009 | 11 | 3 | Reg | \$ 57,031.00 |
| 00038175 | STAFF ASSISTANT | Salinas,Melinda | 00063493 | 10/29/2011 | 9 | 4 | Term | \$ 48,741.00 |
| 00039864 | Advocacy Language Access Coor | CASTILLO,CECILIA | 00032331 | 10/15/2011 | 12 | 5 | Reg | \$ 76,596.00 |
| 00040280 | Dep Director for Latino Affair | Salmeron,Josue E. | 00037383 | 8/4/2011 | 7 | 0 | Reg | \$ 64,375.00 |
| 00040774 | Dep Director for Latino Affair | (blank) | | (blank) | 7 | 0 | Reg | \$ 95,614.00 |
| 00040906 | Director of Latino Affairs | Reyes Yanes, Jakeline M | 00034343 | 11/23/2009 | E1 | 0 | Reg | \$ 105,000.00 |
| 00044395 | Community Outreach Spec (Bil) | (blank) | | (blank) | 9 | 4 | Term | \$ 44,478.00 |
| 00047796 | Public Affairs Specialist (Bil) | (blank) | | (blank) | 11 | 1 | Term | \$ 53,585.00 |

- a. Please refer to attachment titled "Oversight Hearing" tab #2

Office on Latino Affairs (OLA)

3. Does the agency conduct annual performance evaluations of all its employees? Who conducts such evaluations? What steps are taken to ensure that all agency employees are meeting individual job requirements?
 - a. The office conducted mid- year performance evaluations for all the employees. The OLA Director and Deputy Director conduct the evaluations through one-on-one meeting with all staff members.
 - b. At the beginning of each fiscal year all OLA employees are responsible for creating Specific, Measurable, Attainable, Results-Oriented, and Time-bound (S.M.A.R.T) goals that are directly tied to programs, initiatives and/or activities that promote the agencies mission. Once the S.M.A.R.T. goals are finalized, OLA utilizes them as a tool to develop Key Performance Indicators (KPIs) that are program specific. KPI's are also utilized during the evaluation process to measure "successes". Finally, employees are responsible for developing their self-evaluation criteria for the mid-year and annual performance evaluation. At this time all employees individually meet with the director and the final evaluation is submitted into PeopleSoft.

4. Please list all employees detailed to or from your agency, if any. Please provide the reason for the detail, the detailed employee's date of detail, and the detailed employee's projected date of return.
 - a. OLA does not have any employees detailed to or from the agency.

5. Please provide the Committee with:
 - a. A list of all employees who receive cellphones, personal digital assistants, or similar communications devices at agency expense
 - i. Please refer to attachment FY 2014 Electronic Equipment Assignment Sheet.
 - b. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned
 - i. OLA does not own, lease or otherwise assign vehicles to/for employees.
 - c. A list of employee bonuses or special award pay granted in FY14 and FY15, to date
 - i. The OLA does not award employees with bonuses or any other special awards.
 - d. A list of travel expenses, arranged by employee
 - i. Roxana Olivas, Director:
 1. In FY 2014 had a total travel expense of \$1,243.82. The travel expenses were covered by Regional Alliance of Student and Professionals as a donation, for the director, to attend conference in

Office on Latino Affairs (OLA)

Mexico to support the Mayor's One Congregation One-Family Initiative. Please see attachment

- e. A list of the total overtime and workman's compensation payments paid in FY14 and FY15, to date.
 - i. The OLA does not pay overtime, all employees are salary based.

6. Please provide a chart showing your agency's approved budget and actual spending, by division, for FY14 and FY15, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures.
 - a. Please refer to attachment titled "Oversight Hearing" tab #6

7. Please list any reprogramming, in or out, which occurred in FY14 or FY15, to date. For each reprogramming, please list the total amount of the reprogramming, the original purposes for which the funds were dedicated, and the reprogrammed use of funds.
 - a. Please refer to attachment titled "Oversight Hearing" tab #7

8. Please provide a complete accounting for all intra-District transfers received by or transferred from the agency during FY14 or FY15, to date.
 - a. In FY 2014 the Mayor's Office on Latino Affairs had two projects funded by projects funded through intra-districts transfers: 1) \$195,575.00 from DOES for Youth Workforce Development for Latino/Immigrant youth; and 2) \$200,000.00 from DHS for Bilingual Health services outreach and enrollment. Expenditure reports for both projects are attached. In addition, \$36,535.97 was transferred from OLA to OCP for the Purchase Card, \$ 4,003 to DPW for Fleet services, \$2,908.23 to OCTO for Telecom services and \$7,000 to EOM Support Service.
 - b. In FY 15 thus far, \$7,000 has been transferred from OLA to EOM Support Services, \$20,100.91 to OCP for the Purchase Card and \$4,100 to DPW for Fleet Services
 - c. Please refer to attachment titled "Oversight Hearing" tab #8

9. Please identify any special purpose revenue accounts maintained by, used by, or available for use by your agency during FY14 or FY15, to date. For each account, please list the following:
 - a. The revenue source name and code
 - b. The source of funding
 - c. A description of the program that generates the funds.
 - d. The amount of funds generated by each source or program in FY14 and FY15, to date
 - e. Expenditures of funds, including the purpose of each expenditure, for FY14 and FY15, to date

Not applicable.

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10. Please provide a list of all projects for which your agency currently has capital funds available. Please include the following:

- a. A description of each project
- b. The amount of capital funds available for each project
- c. A status report on each project, including a timeframe for completion
- d. Planned remaining spending on the project

Not applicable.

11. Please provide a complete accounting of all federal grants received for FY14 and FY15, to date.

Not applicable.

12. What steps have been taken during FY15 to reduce agency energy use?

Not applicable. Agency energy use is limited to office lighting and workstations.

13. Please identify any legislative requirements that the agency lacks sufficient resources to properly implement.

Not applicable.

14. Please list all regulations for which the agency is responsible for oversight or implementation. Please list by chapter and subject heading, including the date of the most recent revision.

Not applicable.

15. Please list each new program implemented by the agency during FY14 and FY15 to date. For each initiative please provide:

- a. A description of the initiative
- b. The funding required to implement to the initiative
- c. Any documented results of the initiative

Not applicable.

16. Please provide a list of all studies, research papers, and analyses (“studies”) the agency requested, prepared, or contracted for during FY14 and FY15. Please state the status and purpose of each study.

- a. The Office on Latino Affairs contracted a CBE to gather research on the Latino business community in wards 1 and 4. This research project supplied quality data and trends that will enable the Office on Latino Affairs (OLA) to provide recommendations to relevant DC government agencies and foundations to improve access to resources among Latino business owners in the district.

Office on Latino Affairs (OLA)

- b. The Office on Latino Affairs partner with The George Washington University Center for Equity and Excellence in Education to better understand the Latino student graduation success and risk of dropout in the District of Columbia.
17. Please explain the impact on your agency of any legislation passed at the federal level during FY14 and FY15, to date that significantly affect agency operations. If regulations the shared responsibility of multiple agencies, please note.

Not applicable.

18. Please provide a list of all MOUs in place during FY15.
- i. FY 2015- MOU BETWEEN DHS ESA OLA \$200,000.00-pending transfer
 - ii. FY 2015- MOU BETWEEN DOES SYEP and OLA \$195,575.00-pending transfers
 - iii. EOM Support Service \$7,000.00
 - iv. Fleet Share \$4,000.00

19. Please list each contract, procurement, lease, and grant (“contract”) awarded, entered into, extended and option years exercised, by your agency during FY14 and FY15, to date. For each contract, please provide the following information, where applicable:

- a. The name of the contracting party
- b. The nature of the contract, including the end product or service
- c. The dollar amount of the contract, including budgeted amount and actually spent
- d. The term of the contract
- e. Whether the contract was competitively bid or not
- f. The name of the agency’s contract monitor and the results of any monitoring activity
- g. Funding source

See Attachment

20. Please list and describe any ongoing investigations, audits, or reports on your agency or any employee of your agency, or any investigations, studies, audits, or reports on your agency or any employee of your agency that were completed during FY14 or FY15, to date.

Not applicable.

21. Please identify all recommendations identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during the previous 3 years. Please provide an update on what actions have been taken to address these recommendations.

Not applicable.

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22. Please identify all electronic databases maintained by your agency, including the following:

- a. A detailed description of the information tracked within each system
- b. The age of the system and any discussion of substantial upgrades that have been made or are planned to the system.
- c. Whether the public can be granted access to all or part of each system.

Not applicable.

23. What has the agency done in the past year to make the activities of the agency more transparent to the public? In addition, please identify ways in which the activities of the agency and information retained by the agency could be made more transparent.

Not applicable.

24. Please identify any statutory or regulatory impediments to your agency's operations.

Not applicable.

25. How does the agency solicit feedback from customers? Please describe.

The Office on Latino Affairs has a variety of tactics to solicit feedback from its customer and or constituents. These tactics vary by department and they are as followed:

OLA, through its Language Access monitoring, was able to proactively identify areas of improvement at DC government agencies named under the Language Access Act by conducting one-to-one meetings and establishing relationships with frontline employees at Latino LEP and NEP-serving community-based organizations (CBOs).

The Outreach department solicits feedback from customers by administering satisfaction surveys during OLA sponsored events. The surveys inquire about the quality of events' content, venue, presentation, and ask for suggestions about future initiatives the Latino community would like to participate in according to their needs. FY14 satisfaction survey show positive results of events organized by OLA outreach team, a total of 599 surveys were conducted which reflects the feedback from attendees at different events such as CPR training, Food Distribution, Legal Advise Clinic for Small Business, flu vaccination, job fair, among others. 90% of event participants reported a satisfactory experience at events implemented by OLA. Satisfaction surveys continue to be administered on a regular basis during all current OLA sponsored events.

The Grants department solicits feedback through the implementation of a customer's satisfaction survey provided to random clients of selected grantee organizations.

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The Public Relations department disseminates information on events, health awareness and public services provided by DC government agencies and local CBO's via email, twitter, text message and Facebook. Any feedback provided by constituents through any of those mediums is immediately forwarded the appropriate department within the Mayor's Office on Latino Affairs for follow up as necessary.

a. What has the agency learned from this feedback?

The proactive feedback collected from the one-to-one meetings and establishing relationships with frontline employees at LEP/NEP-serving community-based organizations have helped OLA to focus its attention on those DC government agencies that seemed to be encountering the most challenges when complying with the expectations of the Language Access Law. OLA's Language Access program also met with the Language Access Coordinators of these prioritized agencies to present preliminary findings collected from the meetings with the CBOs' employees, and to schedule visits to their sites to interview employees in Public Contact Positions (PCPs).

During FY 2014, The top 11 agencies identified as encountering the most challenges to implement the LA Law were the following: Department of Human Services (DHS), Department of Consumer and Regulatory Affairs (DCRA), District of Columbia Public Schools (DCPS), Department of Motor and Vehicles (DMV), Department of Health (DOH), Department of Behavioral Health (DBH), Metropolitan Police Department (MPD), District of Columbia Housing Authority (DCHA), Department of Employment Services (DOES), Office on Tax and Revenue (OTR), and Department on Disabilities Services (DDS).

i. Detailed Findings:

From December 2013 to May 2014 of FY2014, the Language Access program conducted a total of one hundred- seven (107) face-to-face interviews with frontline employees across fifty-four (54) Latino LEP/NEP serving DC non-profits. The four main areas of improvements identify by non-profit interviewees were: 1). lack of bilingual staff, 2). poor customer services by frontline employees (e.g. discrimination, difficulties providing language services), 3). the need for more translated documents and information, and 4). navigation of the office and its services.

OLA's Language Access program also met with the Language Access Coordinators of these prioritized agencies to present preliminary findings collected from the meetings

Office on Latino Affairs (OLA)

with the CBOs' employees, and to schedule visits to their sites to interview employees in Public Contact Positions (PCPs). Thus, from July to September of FY2014, OLA conducted interviews with fifty-three (53) frontline employees and twenty-six (26) site visits at sixteen (16) service centers across five prioritized DC government agencies named under the LA Act (DCPS, DCRA, DDS, OTR and DOH). The recommendations most supported from DC government employees overlapped with the areas of improvement identified as most needed by non-profit employees interviewed during the first three quarters of FY2014 (December 2013 to May 2014). Specifically, OLA's feedback from interviews with DC Government employees identified five key areas of improvement at different government agencies, in order to be in compliance with the Act: (1). Hire more bilingual frontline staff and create more certified bilingual positions; (2). Provide all frontline employees with more Language Access trainings, infrastructure and resources; (3). Prioritize new translations for legally binding forms, mailed notices requiring an immediate response and overall service/resource guides; (4)Translate and post more multilingual signage, with quality controls mechanism for new signage; and (5). Promote available services and resources through more multilingual outreach.

The feedback acquired from OLA sponsored event participants by the Outreach department has helped in learning about the most effective venues, models and topics when it comes to community events and initiatives.

The feedback OLA has received has helped the agency learn that event participants prefer venues that are spacious and closer to their residence. Venues with bilingual staff are also preferred over venues that do not offer bilingual personnel.

Satisfaction surveys also show that constituents enjoy shorter rather than longer events and workshops, where there are interactive activities available for them to engage in. For example, events that include small group work where participants have a chance to introduce each other and can express their opinions and concerns, or fairs where participants can interact with service providers and get to know and play with their equipment (like a fire truck from the Fire Department, for instance), are preferred over events or informational sessions that focus on a lecture-type model. Satisfaction surveys also indicate that events that include childcare for participant's children are preferred over the ones that do not.

The feedback acquired from satisfaction surveys also shows that when it comes to initiatives for the Latino community in DC, they express they would like to attend more events related to immigration, domestic violence, chronic disease health prevention, education and smart financing education.

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The information acquired through Grants reflected that while clients are satisfied with the services, additional funding is needed and space is limited so the clients served far outweigh the capacity of many of our grantees.

Our Public Relations reported that our community responds most to Facebook and Text messages. For instances of inclement weather such as severe snow threats, text messages, social media are the best ways for Public Relations to quickly disseminate helpful information to our community.

- b. How has the agency changed its practices as a result of such feedback?

All feedback collected from CBOs and government agencies helps the Language Access program to systematically pinpoint specific DC government agencies needing technical support, their potential areas of improvement, and to provide concrete recommendations on how DC government agencies may improve their services for Spanish speaking residents of the District of Columbia with limited or no-English proficiency. This new approach affords OLA the opportunity to identify patterns and issues as they were being encountered by individuals helping Latino LEP/NEP constituents navigate government services, and permits us to intervene and support DC government agencies with specific technical support. During FY2014, the Language Access program also started to help with the development of bilingual Signage. In partnership with the DHS' Language Access Coordinator, OLA helped with the creation of bilingual signage at the Taylor Street Customer Service Center. This successful project is now being replicated at the DOH's Division of Vital records at the Department of Health. This project will continue in FY2015 with the production of materials, and posting of a poster campaign in Spanish informing the public on how to use the Language Access card to receive services in their language of preference.

OLA has also taken constituents' feedback into consideration in every new initiative, making sure that event topics proposed by constituents are addressed, utilizing venue styles where participant satisfaction has been more successful, and generating partnerships that bring the best content and resources for DC Latino residents.

The Grants department continuously tries to expand services by offering workshops in conjunction with the grantee organizations, intra agency departments, and through numerous webinars. Additionally, it has partnered with non-profits not funded by OLA, other government agencies, and private companies.

Initially public relations utilized social media and emails to share information with the community. This year we have worked with the Office of the Chief Technology Officer

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to gain the ability to send text messages to our community. Thus far, we have had great success.

26. Did the agency staff participate in any ethics training in FY14 and FY15, to date?
 - a. All of OLA's employees completed their ethics training in FY 2014. All employees are scheduled for refresher course in FY2015.
27. Please provide, as an attachment, a copy of the Office's FY15 performance plan as submitted to the Office of the City Administrator and indicate whether you are on track to meet those measures.
 - a. See attachment.
 - b. OLA is on track to meet all goals.
28. What are your top five priorities for the agency? Please provide a detailed explanation for how the agency expects to achieve or work toward these priorities in FY15 and FY16.
 1. Identification of additional funding source to have greater impact on educational outcomes for Latino Children and Youth.
 2. Facilitate greater access to economic development resources among DC Latino-owned Business
 3. Assist Latinos in acquiring workforce skills that help them succeed in and foster the growth of the new economy in the District.
 4. Coordinate a Latino Community Summit to identify and solicit feedback on issues affecting the Latino Community, and develop a strategic plan to address them. Top issues include Affordable Housing, Education, Public Safety, and Economic Development.
 5. Continue to make strong investments in community development programs, through our grants program.
29. Please provide a detailed update on the each of the issue areas where an OLA staff member acts as a liaison to (i.e. education, health and human services, small business assistance, environment, mental health, employment, safety, and housing).

Grants Program:

OLA currently has two major grants in which it funds non-profit organizations serving the DC Latino resident. There are: the community development and the health grant. The community development grant provides funding for programs serving the youth, educational, workforce development, housing, legal assistance, immigration, adult literacy, the elderly, homelessness, abuse women, displaced youth, LGBT needs, etc. The community health grant offers health services utilizing conventional health education, holistic and nutrition.

Language Access:

The Language Access program Coordinator acts as a primary liaison between the Office of Human Rights, the Language Access coordinators of the 40 agencies currently covered under the DC Language Access Act, and between the Director and District agencies'

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Language Access Program Coordinators. It works together with the Office on Asian Pacific Islander Affairs and the Office on African Affairs.

The Language Access program Monitor works closely with community service organizations to obtain feedback and information to identify areas of improvement useful to better access resources, services, and programs provided by those DC Government agencies named under the Language Access act.

Outreach activities:

Employment and Workforce Development Fair – FY 2014

In an effort to continue to assist DC Latino residents in preparing for and finding employment, the Mayor's Office on Latino Affairs (OLA) hosted an Employment and Workforce Development Fair that connected members of the DC Latino Community with different educational/employment opportunities. Constituents were able to apply for employment opportunities on the spot as well as talk to public and private agencies currently seeking employees in diverse areas, such as hospitality, building maintenance, construction, and public transit, among others. Workforce Development agencies were also present to provide information on job readiness resources, GED training, vocational school options, and many other employment growth opportunities for participants. 188 DC Residents attended this event.

Public and Consumer Safety Event Ward 1 – FY 2014

The Mayor's Office on Latino Affairs (OLA) is committed to providing important information to DC Latino community members so they are prepared to make empowered choices. Public safety is one of the main concerns when it comes to our community's wellbeing. In an effort to offer information and resources to our community, OLA worked together with Central Union Mission, the Federal Trade Commission, the Metropolitan Police Department, Ayuda, the Equal Rights Center and CARECEN to implement a Public Safety event on April 23, which included a panel where experts educated participants about the different –and most current- public safety concerns and resources in our community. Topics included sexual assault, robbery, domestic violence, wage theft and fraud/scams to the immigrant community, as well as a resource fair with information about public safety issues and assistance available in the District. 63 DC Residents attended this event.

Economic Development:

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The Right Choice Campaign: The District of Columbia Municipal Regulation Title 9, Chapter 17 adopted on April 25, 2014 which prohibit the sale of synthetic drugs in the District of Columbia. The Mayor's Office on Latino Affairs Outreach team joined the Department of Regulatory Affairs, Department of Health and the Metropolitan Police Department to conduct outreach on The Right Choice Campaign to Latino business owners. OLA conducted a massive social media outreach, door to door outreach in main business corridors, Columbia Road, Mt. Pleasant, 14th Street Corridor and some of Georgia Avenue and wards 5 businesses. As a result of our efforts, 10 Latino business owners pledge to The Right Choice Campaign. OLA had an opportunity to educate business owners about synthetic drugs, the consequences of selling and promoting synthetic drug paraphernalia as well as the health impact on our community. OLA will continue working on this initiative in the FY15.

The Mayor's Office on Latino Affairs is committed to provide access to technical assistance to business owners, during FY14 OLA facilitated and organized information session for small Latino business owners, such as:

- Small Business Clinic, business owners had an opportunity to consult one an attorney from the DC Bar Probono.
- Negotiating a Small Business Commercial Lease,
- ACA information Session, OLA and the Greater Washington Hispanic Chamber joined efforts to inform Latino business owners of the new Affordable Care Act through various information sessions.

Education

Cardozo EC - International Academy: In the past two years OLA has been providing support to Cardozo EC administration, with the increase number of ELL population in FY14, OLA has been working closely with the Associate Director of the International Academy assessing needs and identify resources to provide services and programs for ELL population such us: book drive, flu vaccination, eye vision screening, free eyeglasses for students, leadership program, college bound program, parent engagement, legal advised, this initiative will enable new comers to adapt and navigate the system.

Health

Flu Vaccination, OLA outreach focus on providing access to free flu vaccination to underinsured or uninsured constituents. During the FY14 we were able to provide 414 vaccinations through multiple mobile clinics. OLA will continue to pledge to flu prevention and maintain Latino constituents informed.

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Massive distribution of Hypothermia Alert and Flu Vaccination Bulletin, as part of our commitment to inform Latino constituents, OLA outreach conducted massive information campaign in this two health related issues. The intention of the “Bulletin Informativo” is to provide pertinent information to prevent and raise awareness to avoid chronic diseases.

Monthly Food Distribution, According to DC Department of Health Community Health Needs Assessment, “poor nutrition is a major risk factor for disease and disability in the District and in the US.” Therefore the Mayor’s Office on Latino Affairs continues facilitating access to food items from the Capital Area Food Bank, the food is distributed through the collaboration of Andromeda Transcultural Health Center in ward 4 and faith based organization La Luz del Mundo Church in ward 5. During the FY14 OLA hosted 2 food distributions per month providing essential food items to over 200 families.

Condom Distribution, The Mayor’s office on Latino Affairs is committed to assist the Department of Health in the Rubber Revolution campaign by promoting the use of condoms and distributing condoms among DC Latino residents. “Consistent and correct use of the male latex condom reduces the risk of sexually transmitted disease (STD) and human immunodeficiency virus (HIV) transmission Condoms remain highly effective in preventing HIV transmission.” DOH website – OLA distributed over 15,000 condoms among organization serving Latinos and as well promoting and distributing to constituents in various events.

OLA outreach participated as part of the advisory task force in government initiatives, providing input on relevant cultural competency for the following initiatives:

- DC Community Resilience
- Age Friendly DC
- Vulnerable Population

Seniors (Casa Iris), The Mayor’s Office on Latino Affairs is committed to improve the quality of life of Latino Seniors in the District of Columbia, in FY14 OLA focused on Casa Iris residents, an assisting home for 35 seniors, in age range of 70 to 90 years old. Through various collaborations with The National Hispanic Council on Aging, Providence Hospital, Seabury, CityBlossoms, Echohermanas, the Hispanic Institute for Blind Prevention and the Capital Area Food Bank, OLA was able to serve as a liaison among senior residents through programs such as:

- Road to Wellness, 3 information session to prevent and manage diabetes.
- Tour to senior wellness center, encourage seniors to attend the ward 1 wellness center.
- Organized monthly outings to museums

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- Transportation, assisted to request transportation services for collective outings.
- Wisdom Garden, a sustainable garden enable seniors to utilize outdoor space to gather, share knowledge and learn about nutrition values of seasonal crops and how to best harvest and take care of them.
- Eye vision screening, OLA offered eye vision screenings and free glasses.
- Flu Vaccination
- Food distribution, hosted a monthly food distribution

30. Please provide a list of all current OLA vacancies and the anticipated timeline to fill the vacancies.

OLA currently has two vacancies that will be filled no later than March 2015.

31. Please describe the training and informational sessions you provide and/or coordinate for the OLA? What is the frequency of these sessions?

The Language Access and Outreach programs consistently provide information on language access to DC government employees, Community Based Organizations, university and other educational organizations, and to members of the general public. The Language Access program Coordinator and Monitor also inform representatives from DC agencies named under the law about their language access responsibilities and proactively provides technical support to assist their implementation of the law. The Language Access program in coordination with the grants program also conducts webinars on language access to inform OLA grantees on their role and responsibilities in providing equal access to their resources and services when serving LEP/NEP residents of the District. These webinars are conducted annually, while the information sessions are provided on a needed basis.

Heath

LiveStrong Cultural Sensitive training, The DC Cancer Consortium and Livestrong Foundation in collaboration with the Mayor's Office on Latino Affairs (OLA) provided a FREE cultural appropriate training for health promoters. The LIVESTRONG® Promotores program is a professional training program to provide Promotores the skills and knowledge to serve and connect cancer survivors and their loved ones to cancer-related resources and support. A total of 14 health promoters attended the training. According to the DC Department of health, cancer is the leading cost of death among Hispanics.

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Road to Wellness, In collaboration with Providence Hospital, the Mayor's Office on Latino Affairs provided 3 information session to prevent and manage diabetes among seniors.

Wisdom Garden, a creation of a sustainable garden at a senior home to encourage seniors to utilize outdoor space to gather, share knowledge and learn about nutrition values of seasonal crops and how to best harvest and take care of them. OLA provided 3 bilingual workshops to complement the Wisdom Garden project, which include:

- Growing Winter Crops
- Healing with Kitchen Herbs
- Create Garden Art

Flu vaccination The Mayor's Office on Latino Affairs provided information webinar to OLA's grantees on the 2014-2015 flu season Health experts provided information about flu myths and facts, as well as how to organize vaccination events in their community / agency in collaboration with OLA.

Economic Development

The Mayor's Office on Latino Affairs is committed to provide access to technical assistance to business owners, during FY14 OLA facilitated and organized information session for small Latino business owners, such as:

- Small Business Clinic, business owners had an opportunity to consult one an attorney from the DC Bar Probono.
- Negotiating a Small Business Commercial Lease,
- ACA information Session, OLA and the Greater Washington Hispanic Chamber joined efforts to inform Latino business owners of the new Affordable Care Act through various information sessions.

Education

My School DC - The Mayor's Office on Latino Affairs in collaboration with My School DC, provided a series of information session to constituents and 2 webinars to OLA's grantees on the new school lottery.

32. Please provide a list of types and dates of training/information sessions for the OLA you have planned for FY15.

Grants Program:

- March 2015, informational training on grantees progress and any pressing issues to be discuss.
- Mayor Marion Barry Summer Youth Employment Program training in April 2015
- Overview training for RFA 2016
- On-going technical assistance training of the application used by OLA for reporting (QUICKBASE)
- Continuous Reporting training assistance

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Outreach:

- Flu Vaccination clinics and Information
- My School DC Information Session
- Synthetic Drug Community Conversation & Information Session
- Foam Ban information & outreach to business owners.
- Language Access Rights

Language Access:

During FY2015, the Language Access and Advocacy program will be working closely with the Office on Asian Pacific Islanders Affairs, Office on African Affairs, and the Office of Human Rights to help and provide Language Access information to the five new agencies that have been designated as major public contact in FY2014. These five agencies include the following: Department of General Services; Department of Health Care Finance, DC Public Charter Schools, Office of Administrative Hearings, and Office of Attorney General—Child Support Services Division. The types of information and support will be determined in consultation with the Office of Human Rights, and will include technical support in the areas of data collection, oral language services, limited quality control of translated vital documents, agency training and outreach, and feedback on the agencies Biennial Language Access Plans.

The Language Access program will also continue providing agency-tailored technical support and information in the form of production and distribution of materials and resources to prioritized LA Agencies identified by the Language Access Monitor as having the most challenges to implement the LA Law.

33. In what areas (e.g. financial training, procedural training, etc.) do you think the OLA needs the most assistance with?
- a. OLA needs assistance with Budget Restoration to reflect current Latino Population and to better serve the growing Latino Community.
 - b. Restoration of three FTEs to provide technical assistance and constituent services to meet the greater demand for services.

Commission on Latino Community Development

34. Has the Commission on Latino Community Development been active? If so, when was the last meeting?
- a. Yes, the last meeting was held on January 28, 2015 ---at OLA's office.
35. In what capacity has the Commission worked with OLA?
- a. The Commission has worked with OLA through testifying at the performance and budget hearings in 2014. The commission also has attended events that were held

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by OLA or where OLA was acknowledged for their work in the community.

36. How has the Commission helped enhance the capacity of government agencies and other organizations to secure resources?
- a. The Commission has been supportive and engaged with the Director of OLA and other agency heads to serve the DC Latino community including the previous mayor's efforts. We have been able to secure agency support and resources in these top three areas:
 - i. Language Access
 - ii. Driver's license
 - iii. LGBTQ community

37. What are your top five priorities for the Commission? Please provide a detailed explanation for how the Commission expects to achieve or work toward these priorities in FY15 and FY16.

In order to improve the lives of those in the Latino community through advocating for the following issues with the Office on Latino Affairs and other DC government agencies:

1. Economic growth and development: We plan to work with the Deputy Mayor on these issues and Director Ana Harvey to expand economic opportunities for DC Latinos and promote economic independence. We also want to promote Latinos to be hired in the DC government. We also want to help with conducting outreach to encourage more Latino youth to be applying for the summer employment programs.
 2. Access to health care and insurance- We will work the DC Health Exchange and OLA grantees that are health providers to encourage the Latino community enroll in insurance.
 3. Human rights- We plan to work with the Office on Human Rights Director Monica Palacio to be advocates to any human rights violations in the Latino community.
 4. Driver License process- We will work Director Reyes and the Department of Motor Vehicles to ensure a smoother and culturally process for Latinos and other immigrants. We also will encourage that the Department of Motor Vehicles hire more bilingual staff to help Latinos understand the process.
 5. Education- To ensure that language access is available to Latinos that have children in DC Public Schools. To be advocates for Latino families that need culturally competent services in local schools.
38. Please provide a list of all current Commission on Latino Community Development vacancies and what is the anticipated timeline to fill the vacancies.
- a. We currently have five open spots and we are currently working with Boards and Commissions to fill those vacancies as soon as possible.
39. Please describe the training and informational sessions you provide and/or coordinate for the Commission on Latino Community Development? When are these sessions scheduled in FY15?

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- a. We would like to have informational sessions on the above mentioned priorities and other topics that are relevant for our work. These sessions will be scheduled on availability of government agencies.
40. In what areas (e.g. financial training, procedural training, etc.) do you think the Commission on Latino Community Development need the most assistance with?
- a. We would like to receive trainings on procedural training and on the bylaws.
41. What countries does the membership of the Commission include?
- a. The Commissioners represent the United States, Mexico, El Salvador and Colombia.