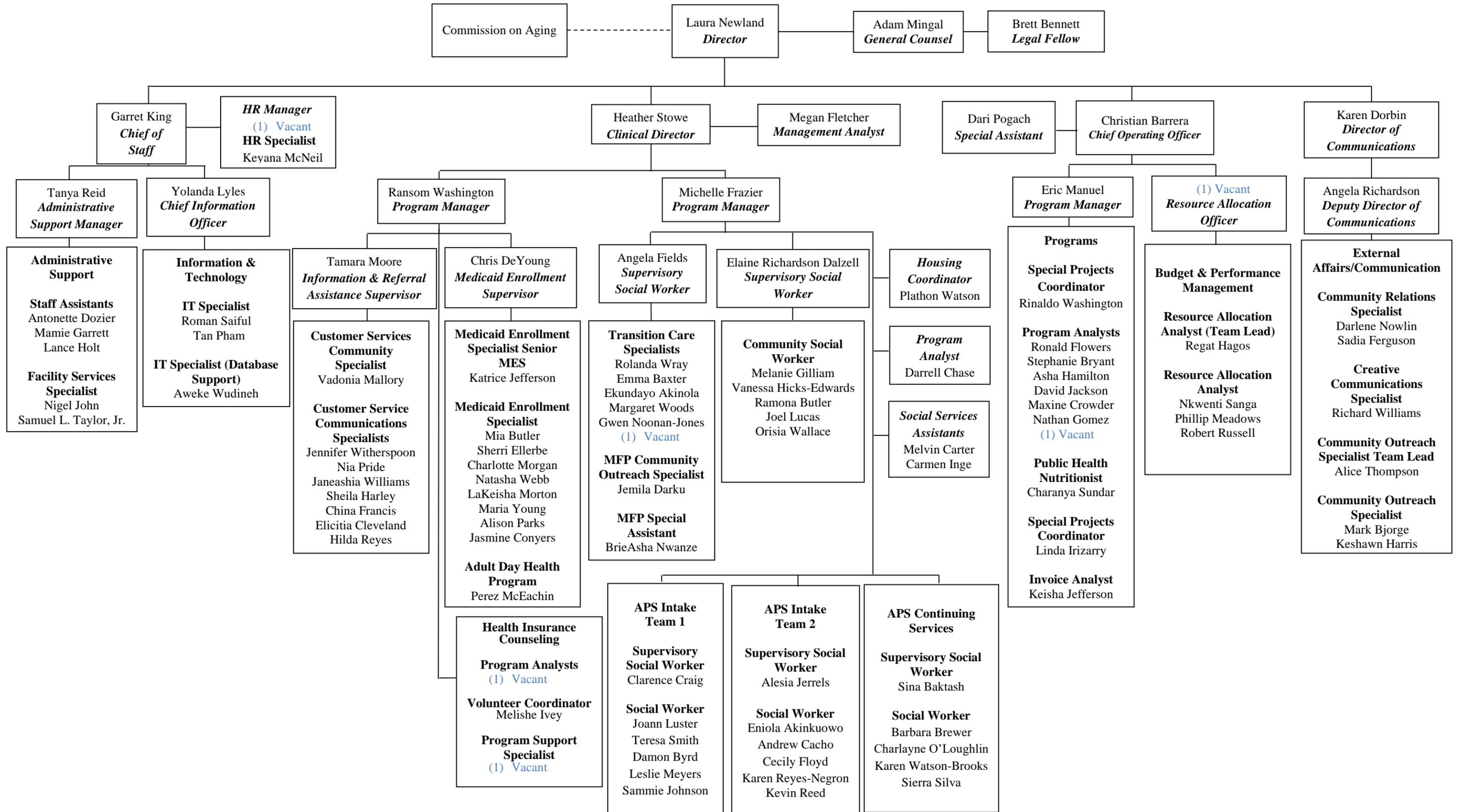


Department of Aging and Community Living

Organizational Chart (01/31/2021)



Attachment Q2 - Schedule A (2/05/21)

Name	Title	Program & Activity Name	Grade	Step	Salary	FY21 Fringe (22%)	Federal/Local Law Applies	Job Status (Reg/Term/Vacant)	Length of Time with Agency
Newland,Laura S	Director	Agency Management Services	E4	0	\$ 189,194	\$ 42,190	Local/Federal	Regular	10/4/2015
King,Garret	Chief of Staff	Agency Management Services	14	0	\$ 150,980	\$ 33,668	Local/Federal	Regular	3/24/2014
Barrera-Mercado,Cristian E.	Chief Operating Officer	Agency Management Services	15	0	\$ 160,000	\$ 35,680	Local/Federal	Regular	9/17/2017
Mingal,Adam Branden	General Counsel	Agency Management Services	2	0	\$ 138,944	\$ 30,985	Local/Federal	Regular	6/10/2018
Bennett,Brett L	Attorney Advisor	Agency Management Services	9	1	\$ 59,554	\$ 13,281	Local/Federal	Term	1/21/2020
Vacant	HR Officer II	Agency Management Services	14	0	\$ 103,657	\$ 23,116	Local/Federal	Regular/Vacant	N/A
McNeil,Keyana	Human Resources Specialist	Agency Management Services	12	1	\$ 76,126	\$ 16,976	Local/Federal	Regular	1/21/2020
Reid,Tanya	Administrative Services Supervisor	Agency Management Services	13	0	\$ 93,776	\$ 20,912	Local/Federal	Regular	3/24/2014
Dozier,Antonette D	Staff Assistant	Agency Management Services	9	10	\$ 65,747	\$ 14,662	Local/Federal	Regular	1/7/2008
Garrett,Mamie R	Staff Assistant	Agency Management Services	9	10	\$ 65,747	\$ 14,662	Local/Federal	Regular	8/26/1985
John,Nigel A.	Facilities Services Specialist	Agency Management Services	12	7	\$ 90,292	\$ 20,135	Local/Federal	Regular	1/20/2015
Taylor Jr Jr.,Samuel L L	Facilities Services Specialist	Agency Management Services	12	7	\$ 90,292	\$ 20,135	Local/Federal	Regular	5/31/2015
Hagos,Regat G.	Resource Allocation Analyst (Team Lead)	Agency Management Services	14	4	\$ 113,617	\$ 25,337	Local/Federal	Regular	4/21/2014
Sanga,Nkwent Patrick	Resource Allocation Analyst	Agency Management Services	13	9	\$ 110,191	\$ 24,573	Local/Federal	Regular	5/29/2005
Meadows,Phillip M	Resource Allocation Analyst	Agency Management Services	13	5	\$ 98,947	\$ 22,065	Local/Federal	Regular	1/7/2019
Russell,Robert	Resource Allocation Analyst	Agency Management Services	13	2	\$ 90,514	\$ 20,185	Local/Federal	Regular	7/8/2019
Vacant	Resource Allocation Officer	Agency Management Services	14	0	\$ 129,411	\$ 28,859	Local/Federal	Regular/Vacant	N/A
Jefferson,Keisha	Invoicing Specialist	Agency Management Services	11	2	\$ 63,498	\$ 14,160	Local/Federal	Regular	5/11/2015
Manuel,Eric D	Program Manager	Agency Management Services	14	0	\$ 118,450	\$ 26,414	Local/Federal	Regular	1/7/2019
Vacant	Program Analyst	Agency Management Services	12	1	\$ 76,126	\$ 16,976	Local/Federal	Regular/Vacant	N/A
Flowers, Ronald	Grants Management Specialist	Agency Management Services	12	10	\$ 97,375	\$ 21,715	Local/Federal	Regular	5/15/2017
Hamilton,Asha C	Program Analyst	Agency Management Services	12	3	\$ 80,848	\$ 18,029	Local/Federal	Regular	1/7/2019
Irizarry,Linda	Special Projects Coordinator	Agency Management Services	12	8	\$ 92,653	\$ 20,662	Local/Federal	Regular	6/5/2012
Jackson,David	Program Analyst	Agency Management Services	12	3	\$ 80,848	\$ 18,029	Local/Federal	Regular	9/16/2018
Washington, Rinaldo	Special Projects Coordinator	Agency Management Services	13	6	\$ 101,758	\$ 22,692	Local/Federal	Regular	3/4/2019
Lyles,Yolanda	Chief Information Officer	Agency Management Services	15	0	\$ 131,000	\$ 29,213	Local/Federal	Regular	10/9/2007
Saiful,Md Roman	IT Specialist Technology Specialist	Agency Management Services	12	1	\$ 76,126	\$ 16,976	Local/Federal	Regular	1/6/2020
Pham,Tan Duy	Information Technology Specialist	Agency Management Services	12	4	\$ 83,209	\$ 18,556	Local/Federal	Term	1/4/2021
Wudineh,Aweke	IT Specialist (DataMgmt)	Agency Management Services	13	3	\$ 93,325	\$ 20,811	Local/Federal	Regular	11/2/2014
Vacant	Program Analyst (SHIP)	Agency Management Services	12	1	\$ 76,126	\$ 16,976	Local/Federal	Term/Vacant	N/A
Dorbin,Karen	Director of Communications	Consumer Info., Assistance and Outreach	15	0	\$ 125,000	\$ 27,875	Local/Federal	Regular	10/11/2016
Richardson,Angela Maria	Deputy Director of Communication	Consumer Info., Assistance and Outreach	14	0	\$ 113,000	\$ 25,199	Local/Federal	Regular	1/6/2020
Harris,LaRodrick Keshawn	Community Outreach Specialist	Consumer Info., Assistance and Outreach	12	5	\$ 85,570	\$ 19,082	Local/Federal	Term	1/4/2021
Bjorge,Mark L.	Community Outreach Specialist	Consumer Info., Assistance and Outreach	12	6	\$ 87,931	\$ 19,609	Local/Federal	Regular	12/8/2014
Ferguson,Sadia	Community Relations Specialist	Consumer Info., Assistance and Outreach	12	4	\$ 83,209	\$ 18,556	Local/Federal	Regular	9/5/2017
Nowlin,Darlene E	Community Relations Specialist	Consumer Info., Assistance and Outreach	12	4	\$ 83,209	\$ 18,556	Local/Federal	Regular	5/29/1991
Thompson,Alice Arcenia	Community Outreach Specialist	Consumer Info., Assistance and Outreach	13	7	\$ 104,569	\$ 23,319	Local/Federal	Regular	8/16/2009
Williams,Richard Louis	Creative Comm. & Graphics Spec	Consumer Info., Assistance and Outreach	12	3	\$ 80,848	\$ 18,029	Local/Federal	Regular	3/17/2019
DeYoung,Christopher	Medicaid Enrollment Supervisor	Consumer Info., Assistance and Outreach	13	0	\$ 99,807	\$ 22,257	Local/Federal	Regular	7/23/2018
McEachin,Perez	Customer Service Specialist	Consumer Info., Assistance and Outreach	11	2	\$ 63,498	\$ 14,160	Local/Federal	Regular	9/3/2019
Ellerbe,Sherri A	Customer Service Specialist	Consumer Info., Assistance and Outreach	11	6	\$ 71,406	\$ 15,924	Local/Federal	Regular	1/26/2015
Butler,Mia	Customer Service Specialist	Consumer Info., Assistance and Outreach	11	5	\$ 69,429	\$ 15,483	Local/Federal	Regular	5/11/2015
Jefferson,Katrice L	Customer Service Specialist	Consumer Info., Assistance and Outreach	12	3	\$ 80,848	\$ 18,029	Local/Federal	Regular	5/11/2015
Morgan,Charlotte	Customer Service Specialist	Consumer Info., Assistance and Outreach	11	7	\$ 73,383	\$ 16,364	Local/Federal	Regular	2/22/2016
Morton,Lakeisha	Medicaid Enrollment Specialist	Consumer Info., Assistance and Outreach	11	4	\$ 67,452	\$ 15,042	Local/Federal	Regular	2/20/2018

Young, Maria Y	Customer Service Specialist	Consumer Info., Assistance and Outreach	11	4	\$ 67,452	\$ 15,042	Local/Federal	Regular	10/2/2017
Conyers, Jasmine	Customer Service Specialist	Consumer Info., Assistance and Outreach	11	4	\$ 67,452	\$ 15,042	Local/Federal	Regular	7/8/2019
Parks, Alison Browne	Customer Service Specialist	Consumer Info., Assistance and Outreach	11	4	\$ 67,452	\$ 15,042	Local/Federal	Regular	7/8/2019
Webb, Natasha	Customer Service Specialist	Consumer Info., Assistance and Outreach	11	5	\$ 69,429	\$ 15,483	Local/Federal	Regular	3/7/2016
Moore, Tamara	Information, Referral and Assi	Consumer Info., Assistance and Outreach	13	0	\$ 99,807	\$ 22,257	Local/Federal	Regular	7/23/2018
China, Frances A.	Customer Service Comm Specialist	Consumer Info., Assistance and Outreach	11	3	\$ 65,475	\$ 14,601	Local/Federal	Regular	10/1/2018
Cleveland, N. Elicitia	Customer Service Specialist	Consumer Info., Assistance and Outreach	11	4	\$ 67,452	\$ 15,042	Local/Federal	Regular	2/6/2017
Crawford Mallory, Vadonia M	Customer Svcs Community Specialist	Consumer Info., Assistance and Outreach	11	8	\$ 75,360	\$ 16,805	Local/Federal	Regular	2/2/1998
Harley, Sheila	Customer Service Specialist	Consumer Info., Assistance and Outreach	11	4	\$ 67,452	\$ 15,042	Local/Federal	Regular	3/20/2017
Pride, Nia	Customer Service Specialist	Consumer Info., Assistance and Outreach	11	5	\$ 69,429	\$ 15,483	Local/Federal	Regular	6/27/2016
Reyes, Hilda J.	Customer Service Specialist	Consumer Info., Assistance and Outreach	11	2	\$ 63,498	\$ 14,160	Local/Federal	Regular	10/1/2018
Williams, Janeashia	Customer Service Specialist	Consumer Info., Assistance and Outreach	11	4	\$ 67,452	\$ 15,042	Local/Federal	Regular	2/6/2017
Witherspoon, Jennifer	Customer Service Specialist	Consumer Info., Assistance and Outreach	11	5	\$ 69,429	\$ 15,483	Local/Federal	Regular	6/27/2016
Stowe, Heather	Clinical Director (APS)	Home and Community Based Support	16	0	\$ 164,800	\$ 36,750	Local/Federal	Regular	6/10/2019
Washington Jr., Ransom	Program Manager	Home and Community Based Support	14	0	\$ 135,000	\$ 30,105	Local/Federal	Regular	3/15/2020
Richardson Dalzell, Elaine	Supervisory Social Worker	Home and Community Based Support	13	0	\$ 115,000	\$ 25,645	Local/Federal	Regular	1/21/2020
Fields, Angela	Supervisory Social Worker	Home and Community Based Support	13	0	\$ 95,000	\$ 21,185	Local/Federal	Regular	2/22/2016
Akinola, Ekundayo K	Transition Care Specialist	Home and Community Based Support	12	8	\$ 92,653	\$ 20,662	Local/Federal	Regular	11/2/2014
Baxter, Emma	Transition Care Specialist	Home and Community Based Support	12	6	\$ 87,931	\$ 19,609	Local/Federal	Regular	11/2/2014
Vacant	Social Worker	Home and Community Based Support	12	1	\$ 76,126	\$ 16,976	Local/Federal	Regular/Vacant	N/A
Gilliam, Melanie	Transition Care Specialist	Home and Community Based Support	12	6	\$ 87,931	\$ 19,609	Local/Federal	Regular	6/17/2013
Hicks-Edwards, Vanessa L	Transition Care Specialist	Home and Community Based Support	12	7	\$ 90,292	\$ 20,135	Local/Federal	Regular	6/5/2012
Lucas, Joel	Transition Care Specialist	Home and Community Based Support	12	5	\$ 85,570	\$ 19,082	Local/Federal	Regular	11/28/2016
Wallace, Orisia	Social Worker	Home and Community Based Support	12	5	\$ 85,570	\$ 19,082	Local/Federal	Regular	1/7/2019
Wray, Rolanda	Transition Care Specialist	Home and Community Based Support	12	6	\$ 87,931	\$ 19,609	Local/Federal	Regular	4/7/2013
Noonan-Jones, Gwendolyn A.	Public Health Analyst	Home and Community Based Support	12	9	\$ 95,014	\$ 21,188	Local/Federal	Regular	10/27/2008
Watson, Plathon	Housing Coordinator	Home and Community Based Support	12	6	\$ 87,931	\$ 19,609	Local/Federal	Regular	1/13/2014
Woods, Margaret L	Program Coordinator	Home and Community Based Support	13	6	\$ 101,758	\$ 22,692	Local/Federal	Regular	4/8/2013
Butler, Ramona	Program Coordinator	Home and Community Based Support	13	3	\$ 93,325	\$ 20,811	Local/Federal	Regular	4/8/2013
Watson-Brooks, Karen Y.	Social Worker	Home and Community Based Support	11	10	\$ 92,195	\$ 20,559	Local	Regular	10/27/2019
Reyes-Negron, Karen	Social Worker	Home and Community Based Support	12	5	\$ 92,554	\$ 20,640	Local	Regular	10/27/2019
Reed, Kevin D.	Social Worker	Home and Community Based Support	11	3	\$ 77,229	\$ 17,222	Local	Regular	11/24/2019
Smith, Teresa Belinda	Social Worker	Home and Community Based Support	12	10	\$ 105,339	\$ 23,491	Local	Regular	10/27/2019
Silva, Sierra	Social Worker	Home and Community Based Support	11	3	\$ 77,229	\$ 17,222	Local	Regular	10/27/2019
Fletcher, Megan Ann	Management Analyst	Home and Community Based Support	13	6	\$ 101,758	\$ 22,692	Local/Federal	Regular	3/1/2020
Luster, Joann	Social Worker	Home and Community Based Support	11	10	\$ 92,195	\$ 20,559	Local	Regular	10/27/2019
Johnson, Sammie	Social Worker	Home and Community Based Support	11	5	\$ 81,505	\$ 18,176	Local	Regular	10/27/2019
Carter, Melvin	Social Services Assistant	Home and Community Based Support	8	10	\$ 64,607	\$ 14,407	Local	Regular	10/27/2019
Floyd, Cecily Williams	Social Worker	Home and Community Based Support	11	6	\$ 83,643	\$ 18,652	Local	Regular	10/27/2019
Meyers, Leslie Ross	Social Worker	Home and Community Based Support	11	6	\$ 83,643	\$ 18,652	Local	Regular	10/27/2019
Chase, Darrell	Program Analyst	Home and Community Based Support	12	4	\$ 89,997	\$ 20,069	Local	Regular	10/27/2019
Inge, Carmen	Social Services Assistant	Home and Community Based Support	8	6	\$ 58,207	\$ 12,980	Local	Regular	10/27/2019
Cacho Sr., Andrew C	Social Worker	Home and Community Based Support	11	4	\$ 79,367	\$ 17,699	Local	Regular	10/27/2019
Akinkuowo, Eniola O	Social Worker	Home and Community Based Support	12	10	\$ 105,339	\$ 23,491	Local	Regular	10/27/2019
Baktash, Sina	Supervisory Social Worker (APS)	Home and Community Based Support	13	0	\$ 104,202	\$ 23,237	Local	Regular	10/27/2019
BYRD, DAMON	Social Worker	Home and Community Based Support	11	10	\$ 92,195	\$ 20,559	Local	Regular	10/27/2019
Jerrels, Alesia Turner	Supervisory Social Worker (APS)	Home and Community Based Support	13	0	\$ 113,000	\$ 25,199	Local	Regular	1/21/2020

Frazier,Michelle K	Program Manager (APS)	Home and Community Based Support	14	0	\$ 129,411	\$ 28,859	Local	Regular	10/27/2019
Craig,Clarence F	Supervisory Social Worker (APS)	Home and Community Based Support	13	0	\$ 115,862	\$ 25,837	Local	Regular	10/27/2019
Brewer,Barbara Jane	Social Worker	Home and Community Based Support	12	8	\$ 100,225	\$ 22,350	Local	Regular	10/27/2019
Holt,Wendell L	Staff Assistant	Agency Management Services	12	9	\$ 95,014	\$ 21,188	Local/Federal	Regular	9/27/2020
Oloughlin,Charlayne Letitia	Social Worker	Home and Community Based Support	12	8	\$ 100,225	\$ 22,350	Local	Regular	10/27/2019
Crowder,Maxine R	Program Analyst	Agency Management Services	13	10	\$ 113,002	\$ 25,199	Federal	Regular	12/6/2004
Bryant,Stephanie	Program Analyst	Agency Management Services	12	4	\$ 83,209	\$ 18,556	Federal	Regular	5/25/2017
Sundar,Charanya	Public Health Nutritionist	Agency Management Services	12	1	\$ 76,126	\$ 16,976	Federal	Regular	1/6/2020
Gomez,Nathan	Program Analyst	Agency Management Services	12	2	\$ 78,487	\$ 17,503	Federal	Regular	10/13/2019
Pogach,Dari	Special Assistant	Agency Management Services	14	7	\$ 123,577	\$ 27,558	Federal	Regular	1/19/2021
Vacant	Program Support Specialist	Consumer Info., Assistance and Outreach	11	3	\$ 65,475	\$ 14,601	Federal	Term/Vacant	N/A
Ivey,Melishe	Volunteer Coordinator	Consumer Info., Assistance and Outreach	12	2	\$ 78,487	\$ 17,503	Federal	Regular	3/5/2018
Darku,Jemila S.	Community Outreach Coordinator	Consumer Info., Assistance and Outreach	12	5	\$ 85,570	\$ 19,082	Intra-District Federal	Term	6/26/2017
Nwanze,Brie'Asha L.	Special Assistant	Consumer Info., Assistance and Outreach	11	2	\$ 63,498	\$ 14,160	Intra-District Federal	Temporary	8/5/2019

Attachment Q15 - FY2020 DACL CONTRACTS AWARDED

Contract / Vendor Name	Description of goods/services	Contract Amount	Budgeted Amount	YTD Expensed	Term of Contract		Solicitation Method	Contract Monitor	Monitoring Activity	Funding Source
THE WASHINGTON INFORMER	Media Outreach	\$ 30,000.00	\$ 30,000.00	\$ 30,000.00	10/1/2019	9/30/2020	Title IV Competition Exemptions Sec.413 (12)	Karen Dorbin	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
THE SENIOR ZONE	Media Outreach	\$ 8,642.00	\$ 8,642.00	\$ 8,642.00	10/1/2019	9/30/2020	Title IV Competition Exemptions Sec.413 (12)	Karen Dorbin	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
THE BEACON NEWSPAPERS INC.	Media Outreach	\$ 56,000.04	\$ 56,000.04	\$ 56,000.04	10/1/2019	9/30/2020	Title IV Competition Exemptions Sec.413 (12)	Karen Dorbin	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
GREAT AMERICAN CORP.(Dutch)	Prepare and deliver daily community dining meals to sites in wards 1-8; prepare ready-to-eat home-delivered meals daily for wards 1-8	\$ 2,753,106.72	\$ 2,753,106.72	\$ 2,753,106.72	10/1/2019	9/30/2020	Competitive Sealed Proposal (RFP)	Charanya Sundar, Public Health Nutritionist	DACL reviews monthly invoices to ensure services were in line with demands. DACL reviewed seasonal menus as they changed and followed up on client issues or complaints. Due to the restrictions on gatherings of ten or more, all 46 congregate meal sites have temporarily closed through the public health emergency. Seniors that received meals at one of the 46 sites in the District have been transferred to home delivery.	Local
GREAT AMERICAN CORP.(Dutch)	Prepare and deliver daily community dining meals to sites in wards 1-8; prepare ready-to-eat home-delivered meals daily for wards 1-8	\$ 1,225,334.00	\$ 1,225,334.00	\$ 1,222,498.50	4/1/2020	9/30/2020	Competitive Sealed Proposal (RFP)	Charanya Sundar, Public Health Nutritionist	DACL reviews monthly invoices to ensure services were in line with demands. DACL reviewed seasonal menus as they changed and followed up on client issues or complaints. Due to the restrictions on gatherings of ten or more, all 46 congregate meal sites have temporarily closed through the public health emergency. Seniors that received meals at one of the 46 sites in the District have been transferred to home delivery.	WEB EOC/Local
GREAT AMERICAN CORP. (Dutch)	Prepare and deliver daily community dining meals to sites in wards 1-8; prepare ready-to-eat home-delivered meals daily for wards 1-8	\$ 5,994,882.46	\$ 5,994,882.46	\$ 5,994,882.46	10/1/2019	9/30/2020	Competitive Sealed Proposal (RFP)	Charanya Sundar, Public Health Nutritionist	DACL reviews monthly invoices to ensure services were in line with demands. DACL reviewed seasonal menus as they changed and followed up on client issues or complaints. Due to the restrictions on gatherings of ten or more, all 46 congregate meal sites have temporarily closed through the public health emergency. Seniors that received meals at one of the 46 sites in the District have been transferred to home delivery.	Federal
PURFOODS LLC DBA MOM'S MEALS	Prepare and deliver refrigerated/frozen home-delivered meals to individual resident's homes in wards 1-8	\$ 2,543,094.66	\$ 2,086,812.63	\$ 2,058,269.28	10/1/2019	9/30/2020	Competitive Sealed Proposal (RFP)	Charanya Sundar, Public Health Nutritionist	DACL reviews monthly invoices to ensure services were in line with demands. DACL reviewed seasonal menus as they changed and followed up on client issues or complaints. Due to the restrictions on gatherings of ten or more, all 46 congregate meal sites have temporarily closed through the public health emergency. Seniors that received meals at one of the 46 sites in the District have been transferred to home delivery.	Local
PURFOODS LLC DBA MOM'S MEALS	Prepare and deliver refrigerated/frozen home-delivered meals to individual resident's homes in wards 1-8	\$ 1,519,082.00	\$ 1,441,600.50	\$ 1,441,600.50	10/1/2019	9/30/2020	Competitive Sealed Proposal (RFP)	Charanya Sundar, Public Health Nutritionist	DACL reviews monthly invoices to ensure services were in line with demands. DACL reviewed seasonal menus as they changed and followed up on client issues or complaints. Due to the restrictions on gatherings of ten or more, all 46 congregate meal sites have temporarily closed through the public health emergency. Seniors that received meals at one of the 46 sites in the District have been transferred to home delivery.	Federal
XEROX CORPORATION	Copy Machine Service and Maintenance	\$ 8,845.32	\$ 8,845.32	\$ 8,845.32	10/30/2019	9/30/2020	Competitively Bid	Yolanda Lyles	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
XEROX CORPORATION	Copy Machine Service and Maintenance	\$ 6,548.88	\$ 6,548.88	\$ 6,137.73	11/4/2019	9/30/2020	Competitively Bid	Yolanda Lyles	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
HEARTLINE FITNESS SYSTEMS	Maintenance / repairs of gym equipment at SWCs	\$ 10,000.00	\$ 10,000.00	\$ 7,882.00	12/19/2019	9/30/2020	Competitively Bid	Nigel John	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
XEROX CORPORATION	W7855PT and Meter Usage	\$ 8,018.32	\$ 8,018.32	\$ 6,108.46	10/30/2019	9/30/2020	Competitively Bid	Yolanda Lyles	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local

APS SENIOR HOMECARE SERVICES (RIGHT AT HOME)	In-Homecare Services	\$ 175,000.00	\$ 139,000.00	\$ -	1/24/2020	9/30/2020	Competitively Bid	Darrell Chase	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
SP PLUS CORP	2 Vehicles DDS	\$ 6,120.00	\$ 6,120.00	\$ 6,120.00	11/19/2019	9/30/2020	Competitively Bid	Nigel John	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
STUDIO ARCHITECTS DESIGN SERVICES	Constructuion Design Services	\$ 9,690.00	\$ 9,690.00	\$ 9,690.00	12/30/2019	9/30/2020	Competitively Bid	N/A (DGS)	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
HOME CARE PARTNERS	In-Homecare Services	\$ 250,000.00	\$ 35,000.00	\$ 10,583.92	11/7/2019	9/30/2020	Competitively Bid	Darrell Chase	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
NACY CROWELL	ADSSP Evaluation	\$ 40,000.00	\$ 40,000.00	\$ 1,317.14	1/7/2020	9/30/2020	Competitively Bid	Linda Irizarry	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Federal
WASHINGTON PSYCHOLOGICAL CENTER	Psychological Evaluations	\$ 77,750.00	\$ 25,000.00	\$ 16,900.00	1/7/2020	9/30/2020	Competitively Bid	Darrell Chase	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
DIGIDOC	Doc Scanning & Management	\$ 51,750.00	\$ 51,750.00	\$ 51,750.00	11/22/2019	9/30/2020	Competitively Bid	Yolanda Lyles	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
WELLSKY CORPORATION	Maintenance Support Renewal	\$ 54,393.60	\$ 54,393.60	\$ 54,393.60	2/1/2020	9/30/2020	Competitively Bid	Yolanda Lyles	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
XEROX CORPORATION	Monthly Base. Meter 1 & 2	\$ 28,891.00	\$ 28,891.00	\$ 26,252.76	12/5/2019	9/30/2020	Competitively Bid	Yolanda Lyles	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
DGS-BENNETT GROUP	Construction Services	\$ 594,656.61	\$ 594,656.61	\$ 594,656.61	12/9/2019	9/30/2020	Competitively Bid	N/A (DGS)	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
APS-IIDEUM SMARTBOARD PRESENTER	Presentation Equipment & Technology	\$ 6,889.05	\$ 6,889.05	\$ 6,889.05	8/31/2019	9/30/2020	Competitively Bid	Yolanda Lyles	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
ONE CLIPBOARD INC.	Software License Renewal	\$ 20,000.00	\$ 20,000.00	\$ 20,000.00	6/1/2020	9/30/2020	Competitively Bid	Yolanda Lyles	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
SENODA INC.	Production on Info Graphic & Postage	\$ 30,103.87	\$ 30,103.87	\$ 30,103.87	7/28/2020	9/30/2020	Competitively Bid	Yolanda Lyles	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local

Attachment Q15 - FY2021 DACL CONTRACTS AWARDED

Contract / Vendor Name	Description of goods/services	Contract Amount	Budgeted Amount	YTD Expensed	Term of Contract		Solicitation Method	Contract Monitor	Monitoring Activity	Funding Source
XEROX CORPORATION	Monthly Base. Meter 1 & 2	\$ 52,601.64	\$ 52,601.64	\$ -	11/16/2020	9/30/2021	Competitively Bid	Yolanda Lyles	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
SENODA, INC	Branded Masks, Postcards, Postage and Labor	\$ 42,085.00	\$ 42,085.00	\$ 42,085.00	12/2/2020	9/30/2021	Competitively Bid	Yolanda Lyles	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
THE BEACON NEWSPAPERS INC.	Media Outreach	\$ 56,000.04	\$ 56,000.04	\$ 18,666.68	10/26/2020	9/30/2021	Title IV Competition Exemptions Sec.413 (12)	Karen Dorbin	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
THE WASHINGTON INFORMER	Media Outreach	\$ 30,000.00	\$ 30,000.00	\$ 10,000.00	11/30/2020	9/30/2021	Title IV Competition Exemptions Sec.413 (12)	Karen Dorbin	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
GREAT AMERICAN CORP. (Dutch)	Prepare and deliver daily community dining meals to sites in wards 1-8; prepare ready-to-eat home-delivered meals daily for wards 1-8	\$ 2,375,100.00	\$ 2,375,100.00	\$ 1,841,447.05	10/1/2020	9/30/2021	Competitive Sealed Proposal (RFP)	Charanya Sundar, Public Health Nutritionist	DACL reviews monthly invoices to ensure services were in line with demands. DACL reviewed seasonal menus as they changed and followed up on client issues or complaints. Due to the restrictions on gatherings of ten or more, all 46 congregate meal sites have temporarily closed through the public health emergency. Seniors that received meals at one of the 46 sites in the District have been transferred to home delivery.	Local
GREAT AMERICAN CORP. (Dutch)	Prepare and deliver daily community dining meals to sites in wards 1-8; prepare ready-to-eat home-delivered meals daily for wards 1-8	\$ 695,983.00	\$ 695,983.00	\$ 250,181.02	12/23/2020	9/30/2021	Competitive Sealed Proposal (RFP)	Charanya Sundar, Public Health Nutritionist	DACL reviews monthly invoices to ensure services were in line with demands. DACL reviewed seasonal menus as they changed and followed up on client issues or complaints. Due to the restrictions on gatherings of ten or more, all 46 congregate meal sites have temporarily closed through the public health emergency. Seniors that received meals at one of the 46 sites in the District have been transferred to home delivery.	Federal
GREAT AMERICAN CORP. (Dutch)	Prepare and deliver daily community dining meals to sites in wards 1-8; prepare ready-to-eat home-delivered meals daily for wards 1-8	\$ 2,866,667.00	\$ 2,866,667.00	\$ 2,866,667.00	12/23/2020	9/30/2021	Competitive Sealed Proposal (RFP)	Charanya Sundar, Public Health Nutritionist	DACL reviews monthly invoices to ensure services were in line with demands. DACL reviewed seasonal menus as they changed and followed up on client issues or complaints. Due to the restrictions on gatherings of ten or more, all 46 congregate meal sites have temporarily closed through the public health emergency. Seniors that received meals at one of the 46 sites in the District have been transferred to home delivery.	Federal/Coronavirus Relief Fund
PURFOODS LLC DBA MOM'S MEALS	Prepare and deliver refrigerated/frozen home-delivered meals to individual residents' homes in wards 1-8	\$ 1,088,961.66	\$ 1,088,961.66	\$ 720,830.60	10/1/2020	9/30/2021	Competitive Sealed Proposal (RFP)	Charanya Sundar, Public Health Nutritionist	DACL reviews monthly invoices to ensure services were in line with demands. DACL reviewed seasonal menus as they changed and followed up on client issues or complaints. Due to the restrictions on gatherings of ten or more, all 46 congregate meal sites have temporarily closed through the public health emergency. Seniors that received meals at one of the 46 sites in the District have been transferred to home delivery.	Local
PURFOODS LLC DBA MOM'S MEALS	Prepare and deliver refrigerated/frozen home-delivered meals to individual residents' homes in wards 1-8	\$ 601,425.00	\$ 601,425.00	\$ 217,855.49	12/1/2020	9/30/2021	Competitive Sealed Proposal (RFP)	Charanya Sundar, Public Health Nutritionist	DACL reviews monthly invoices to ensure services were in line with demands. DACL reviewed seasonal menus as they changed and followed up on client issues or complaints. Due to the restrictions on gatherings of ten or more, all 46 congregate meal sites have temporarily closed through the public health emergency. Seniors that received meals at one of the 46 sites in the District have been transferred to home delivery.	Federal
PRISM INTERNATIONAL, LLC	Temprrary Staff	\$ 42,444.00	\$ 42,444.00	\$ -	12/16/2020	9/30/2021	Competitively Bid	Ransom Washington	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
TADE GROUP, LLC	APS Webinar Services	\$ 9,951.70	\$ 9,951.70	\$ -	12/7/2020	9/30/2021	Competitively Bid	Heather Stowe	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
THE SENIOR ZONE	Media Outreach	\$ 8,642.00	\$ 8,642.00	\$ 2,160.50	12/4/2020	9/30/2021	Competitively Bid	Karen Dorbin	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
WASHINGTON PSYCHOLOGICAL CENTER	Psychological Evaluations	\$ 77,750.00	\$ 35,000.00	\$ 7,200.00	10/6/2020	9/30/2021	Competitively Bid	Darrell Chase	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
NACY CROWELL	ADSSP Evaluation	\$ 40,000.00	\$ 40,000.00	\$ -	1/29/2021	9/30/2021	Competitively Bid	Linda Irizarry	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Federal
ABC TECHNICAL SOLUTIONS INC.	Dell Laptops	\$ 88,730.30	\$ 88,730.30	\$ 88,730.30	12/4/2020	9/30/2021	Competitively Bid	Yolanda Lyles	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local

REAL TIME BOARD INC.	Enterprise User License	\$ 12,000.00	\$ 12,000.00	\$ 12,000.00	12/23/2020	9/30/2021	Competitively Bid	Yolanda Lyles	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
WELLSKY CORPORATION	Maintenance Support Renewal	\$ 57,113.28	\$ 57,113.28	\$ 57,113.28	11/13/2020	9/30/2021	Competitively Bid	Yolanda Lyles	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local
WELLSKY CORPORATION	Application Update	\$ 7,500.00	\$ 7,500.00	\$ -	2/3/2021	9/30/2021	Competitively Bid	Yolanda Lyles	Monthly invoices: Monitor spending activities and ensure expenses are reasonable. Frequent phone and email communications for trouble-shooting.	Local



**DISTRICT OF COLUMBIA
OFFICE OF HUMAN RIGHTS
LANGUAGE ACCESS PROGRAM
ANNUAL COMPLIANCE REVIEW**



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note from Language Access Program team

Dear Stakeholders, Partners and DC Residents,

The DC Office of Human Rights (OHR) is proud to publish the Language Access Annual Compliance Report for FY19, prepared by the Language Access Program (LAP) team during the extraordinary coronavirus pandemic. The LAP team firmly believes that more than ever, the District of Columbia must ensure it meets the needs of our city's most vulnerable populations, particularly residents who face language barriers in accessing their rights to government services.

This report reiterates the District's commitment to give all residents equal access to vital government services, documents and programs no matter what language they speak or their level of English proficiency. That commitment was made 16 years ago when the DC Council unanimously passed the Language Access Act. Passing the Language Access Act made DC one of the most inclusive cities in the country. As stewards of that legislation, OHR's Language Access Program's mission is to eliminate linguistic barriers and ensure all District agencies have the tools, capacity and technical knowledge to serve Limited and Non-English Proficient (LEP/NEP) workers, business owners and residents which now represent 30.8% of the foreign-born population and 5.6% of all ages 5 and older in the District. Close to 100,000 foreign-born residents call the District their home today, and city agencies continue to improve how they serve their linguistically diverse customers by offering interpretation services, translating vital documents and posting it to their websites and displaying multilingual signage and videos in public areas. During this world health crisis, as OHR's Language Access Program worked with its partners to produce multilingual public health notices, emergency texts and flyers in various languages for the District's LEP/NEP residents, it was clear the importance of ensuring inclusion.

This report includes compliance achievements and reporting for **38** covered entities with major public contact and **23** non-major public contact entities. The scorecards in this report provide detailed information on the agencies' language access compliance performance level of preparedness, accessibility and quality in serving clients. Also highlighted is data reported by agencies in FY19, such as **183,387** encounters with LEP/NEP customers across agencies; language access compliance training for **41,040** District government employees, including contractor and grantee staff; **73,277** calls made by frontline employees to reach a telephonic interpreter to communicate with customers speaking **66** different languages; and the translation of **830** vital documents by agencies with major public contact.

We are very excited about our continuing partnership with language access advocates, LEP/NEP community and government agencies and with great appreciation we thank you for being a part of our Language Access team. We acknowledge that we played no small role in fulfilling many of the LA goals and milestones in FY19 and FY20. We look forward to a long and fruitful relationship between government, and community to successfully accomplish more LA implementation projects together as we head into FY21.

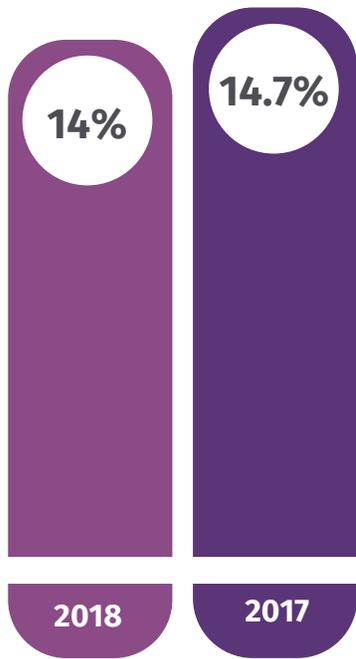
Sincerely,

Rosa Carrillo, Director, Language Access Program

Priscilla Mendizabel, Program Analyst, Language Access Program

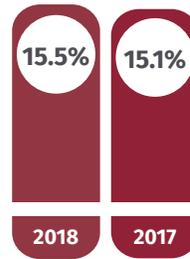


Demographic Profile of the District's Foreign-Born and LEP/NEP Populations



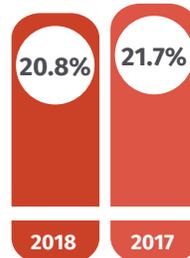
FOREIGN-BORN POPULATION

2018	14% (96,158)
2017	14.7% (101,860)



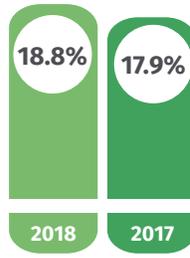
BORN IN AFRICA

2018	15.5% (14,892)
2017	15.1% (15,380)



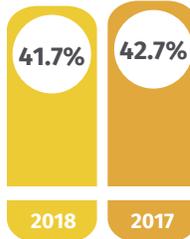
BORN IN ASIA

2018	20.8% (19,977)
2017	21.7% (22,067)



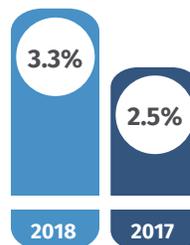
BORN IN EUROPE

2018	18.8% (18,094)
2017	17.9% (18,622)



BORN IN LATIN AMERICA

2018	41.7% (40,072)
2017	42.7% (43,573)



BORN IN NORTH AMERICA/ OCEANIA

2018	3.3% (3,123)
2017	2.5% (2,571)

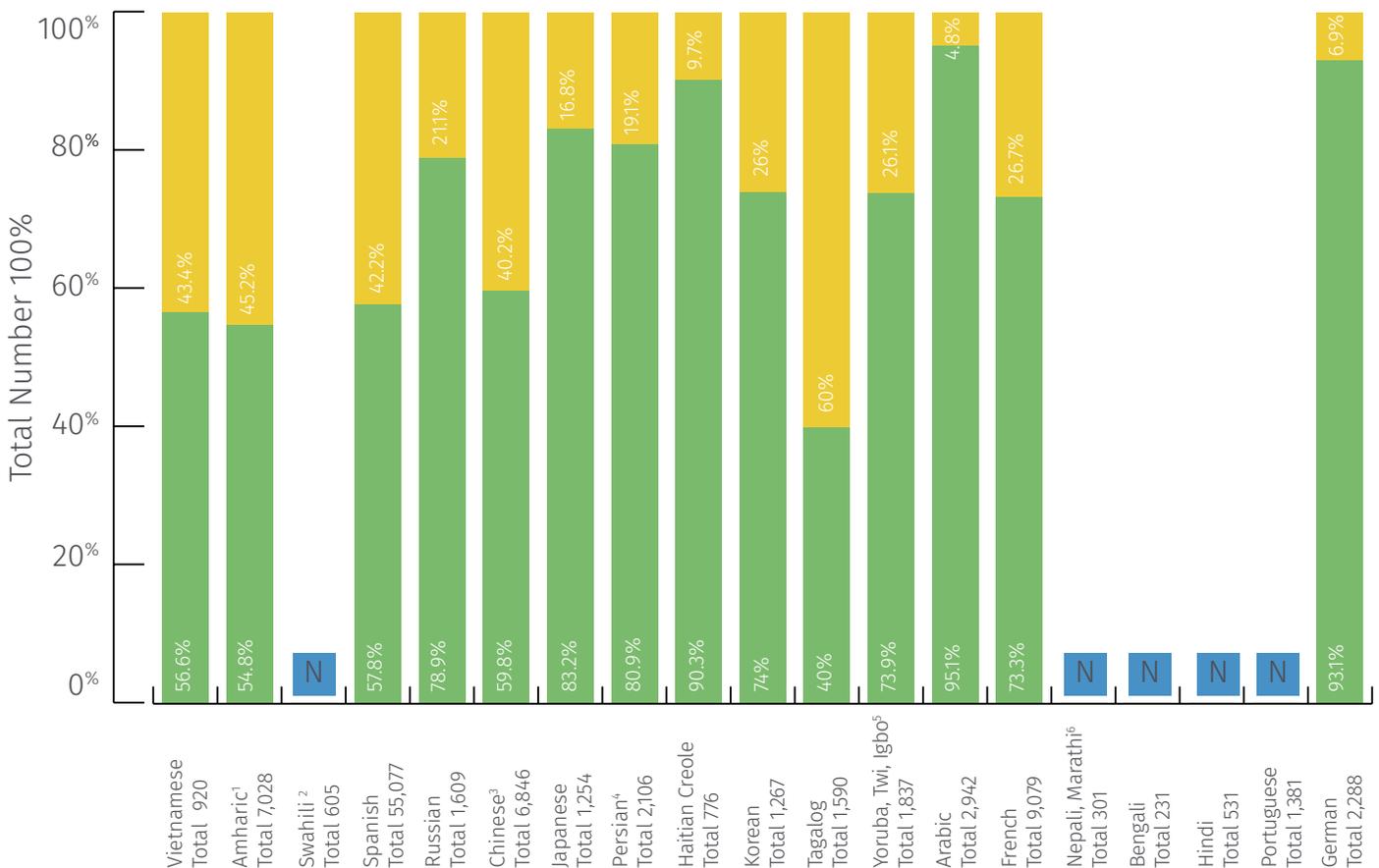
Source: Migration Policy Institute tabulations of 2017 and 2018 and 1 Year estimate data from the U.S. Census Bureau's American Community Survey (ACS)



30.8% of the District's **96,158** foreign-born residents age 5 or older are limited English proficient

- **5.6%** of District residents age 5 or older are limited English proficient
- **38.8%** of the District's foreign-born residents (age 5 or older) who are noncitizens are limited English proficient
- **21.6%** of the District's naturalized foreign-born residents age 5 or older are limited English proficient
- **1.2%** of the District's US-born population age 5 or older is limited English proficient
- **17.4%** of District residents age 5 or older speak a language other than English at home

Language Spoken at Home by English Proficiency (population age 5 or older)



Speak English "very well"

Speak English less than "very well" (LEP/NEP)

N The letter N indicates that an estimate could not be provided by the census bureau because the sample cases was too small for this state.

¹ Includes Other Afro-Asiatic languages

² Includes other Central, Eastern, and Southern African languages

³ Includes Mandarin and Cantonese

⁴ Includes Farsi and Dari

⁵ Includes Other Languages of Western Africa

⁶ Includes Other Indic Languages

DC Language Access Act of 2004

The DC Language Access Act of 2004 requires all District government agencies, public-facing contractors and grantees to ensure that limited and non-English proficient (LEP/NEP) individuals access the full range of government services and receive translation and interpretation services. The Act further outlines requirements for covered entities and designates 39 agencies as covered entities with major public contact. It is the task of the Language Access Program to annually monitor and evaluate all covered entities. OHR's FY19 Annual Compliance Review provides individual scorecards for 38¹ covered entities with major public contact assessing their level of compliance with the Language Access Act and a compliance profile for 23 covered entities.

¹ Individual scorecards for covered entities with major public contact can be found starting on pg. 36. Compliance profiles for additional covered entities can be found starting on pg. 24.

Covered Entities with Major Public Contact	Covered Entities
<p>Designate a Language Access Coordinator;</p> <p>Collect data on the agency’s interactions with LEP/NEP customers;</p> <p>Provide interpretation services;</p> <p>Provide written translation of vital documents;</p> <p>Train staff on language access compliance;</p> <p>Develop a Biennial Language Access Plan, and report implementation progress to OHR on a quarterly basis; and</p> <p>Conduct outreach to LEP/NEP</p>	<p>Designate a Language Access Point of Contact;</p> <p>Collect data on the agency’s interactions with LEP/NEP customers;</p> <p>Provide interpretation services;</p> <p>Provide written translation of vital documents;</p> <p>Train staff on language access compliance; and</p> <p>Submit a yearly implementation report to OHR.</p>
Covered Entities with Major Public Contact	Covered Entities (with designated Language Access Point of Contact)
<p>Alcoholic Beverage Regulation Administration</p> <p>Child and Family Services Agency</p> <p>Department of Aging and Community Living</p> <p>Department of Behavioral Health</p> <p>Department of Consumer and Regulatory Affairs</p> <p>Department of Corrections</p> <p>Department of Employment Services</p> <p>Department of Energy & Environment</p> <p>Department of General Services</p> <p>Department of Health (DC Health)</p> <p>Department of Health Care Finance</p> <p>Department of Housing and Community Development</p> <p>Department of Human Resources</p> <p>Department of Human Services</p> <p>Department of Motor Vehicles</p> <p>Department of Parks and Recreation</p> <p>Department of Public Works</p> <p>Department of Small and Local Business Development</p> <p>Department of Youth Rehabilitation Services</p> <p>Department on Disability Services</p> <p>District Department of Transportation</p> <p>District of Columbia Housing Authority</p> <p>District of Columbia Lottery and Charitable Games Control Board</p> <p>District of Columbia Office of Zoning</p> <p>District of Columbia Public Library</p> <p>District of Columbia Public Schools</p> <p>Fire and Emergency Medical Services Department</p> <p>Homeland Security and Emergency Management Agency</p> <p>Metropolitan Police Department</p> <p>Office of Administrative Hearings</p> <p>Office of the Attorney General – Child Support Services Division</p> <p>Office of Contracting and Procurement</p> <p>Office of Human Rights</p> <p>Office of Planning</p> <p>Office of Tax and Revenue</p> <p>Office of the People’s Counsel</p> <p>Office of the State Superintendent of Education</p> <p>Office of the Tenant Advocate</p> <p>Office of Unified Communications</p>	<p>District of Columbia Board of Elections</p> <p>District of Columbia Commission on the Arts and Humanities</p> <p>District of Columbia Health Benefit Exchange Authority</p> <p>District of Columbia Office of Police Complaints</p> <p>District of Columbia State Board of Education</p> <p>Department of Forensic Sciences</p> <p>Department of For-Hire Vehicles</p> <p>Department of Insurance, Securities and Banking</p> <p>District of Columbia Corrections Information Council</p> <p>District of Columbia Developmental Disabilities Council</p> <p>District of Columbia Housing Finance Agency</p> <p>District of Columbia Retirement Board</p> <p>District of Columbia Water and Sewer Authority</p> <p>Office of Cable Television, Film, Music and Entertainment</p> <p>Office of Disability Rights</p> <p>Office of Employee Appeals</p> <p>Office of the Attorney General</p> <p>Office of the Chief Medical Examiner</p> <p>Office of the Chief Technology Officer</p> <p>Office of the Inspector General</p> <p>Office of Victim Services and Justice Grants</p> <p>Public Services Commission</p> <p>Real Property Tax Appeals Commission</p>

Language Access Program



OHR's Language Access Program is tasked with monitoring citywide compliance with the Language Access Act by providing central coordination and technical assistance to covered entities. The work of the program is organized in four areas:

ENFORCEMENT

Investigate language access complaints from individuals or organizations who believe that a covered entity has violated the Language Access Act; issue findings; and monitor implementation of corrective actions.

TECHNICAL ASSISTANCE

Provide training, tools, and guidance on effective implementation of language access compliance requirements; and support the work of Language Access Coordinators and Language Access Point of Contacts.

COMPLIANCE MONITORING

Ensure that all 38 covered entities with major public contact develop attainable two-year plans, report quarterly and take appropriate steps to meet compliance requirements; annually assess covered entities' compliance with the Act's requirements.

COMMUNITY ENGAGEMENT

Provide "Know Your Rights" training and other public education and engagement opportunities to ensure that LEP/NEP individuals exercise their rights under the law.



OHR's mission is to eliminate linguistic barriers and ensure that all District agencies have the tools, capacity, and technical knowledge to serve linguistically diverse customers.

FY19 Language Access Program Highlights

In FY19, the Language Access Program worked extensively with agencies to support the goals of implementing language access requirements and improving overall compliance with the Language Access Act. The LAP provided training, technical assistance and individual consultation to Language Access Coordinators (LACs) and Language Access Points of Contact (LAPOCs), and also reached out to the District’s linguistically diverse/limited English proficient populations to educate them on their right to request language access services in city government offices.

TRAINING & TECHNICAL ASSISTANCE

42

LANGUAGE ACCESS COMPLIANCE

trainings were delivered directly to 822 District employees, grantees and contractors.

6

LANGUAGE ACCESS AND CULTURAL COMPETENCY

trainings were delivered through DCHR’s Center for Learning and Development.

6

BIMONTHLY TECHNICAL ASSISTANCE

sessions were hosted for LACs covering best practices for enhancing data collection and reporting; developing biennial language access plans and ensuring grantee and contractor compliance.

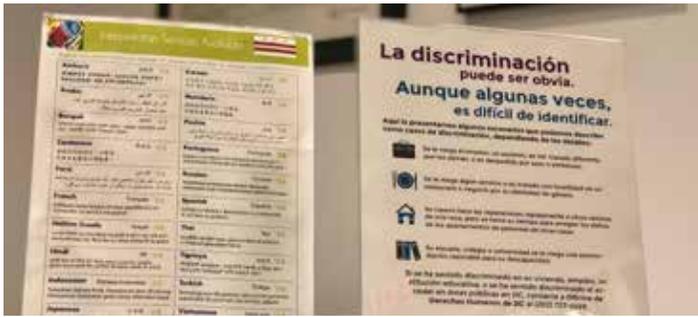
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LANGUAGE ACCESS COMPLIANCE ORIENTATION

session was held for LAPOCs to provide guidance on language access implementation activities and annual reporting requirements.

15

MEETINGS were held with the Mayor’s Offices on African, Asian and Pacific Islander and Latino Affairs to coordinate technical assistance efforts.



DIGITAL LANGUAGE ACCESS SIGNAGE LAUNCH

In April, during the ceremony commemorating the passage of the DC Language Access Act, OHR’s Language Access Program (LAP) unveiled the Digital Language Access Signage video promoting the District’s interpretation services to limited English proficient (LEP) and non-English proficient (NEP) residents. The educational video explains how LEP/NEP residents can request language services and how agencies can culturally and linguistically serve such populations appropriately. The video was created in collaboration with the Mayor’s three ethnic constituency offices and the Office of the Chief Technology Officer. A large number of agencies that have waiting and public facing areas in their agencies are maximizing the video.

LANGUAGE ACCESS ACT 15TH ANNIVERSARY CELEBRATION

On April 24, 2019, the Language Access Program, along with DC government agencies, Language Access advocates and community members, celebrated the 15th anniversary of the passage of the Language Access Act of 2004. The unanimous passage of the act 15 years ago embodied the District of Columbia’s pledge to support the city’s vibrant immigrant population and ensure that all DC residents have equal access to government services, regardless of their native language or English language proficiency. The commemorative ceremony celebrated the work of DC government agencies that have excelled in providing language access services and in promoting language access rights awareness within the LEP/NEP community.



COMMUNITY ENGAGEMENT

OHR worked with community-based partners to engage diverse LEP/NEP communities and ensure that they know and exercise their right to language access services.

- **1,505 LEP/NEP residents** were engaged and reached through workshops, “Know Your Rights” trainings and community events.
- OHR participated in **67 community events** and meetings to share information on language access and distribute multilingual “Know Your Rights” and “I Speak” cards.
- **2,500** multilingual “I Speak” cards were distributed to LEP/NEP individuals.
- **13 trainings** were offered to constituents, advocates, case managers and service providers covering language access protections that impact their clients and members.
- Through a collaborative effort between the Language Access program and the Ethiopian Community Center (ECC), 230 LEP/NEP African community members were educated on the provisions of the Language Access Act. The educational project aimed to increase language access awareness among Africans in DC and to improve their ability to communicate more effectively with government agencies and service providers.

Language Access Enforcement

The Office of Human Rights investigates language access public complaints filed by individuals who are denied their right to language assistance or who allege that a covered entity has violated the Language Access Act. Once OHR conducts a pre-investigation resolution intervention to ensure that complainants receive immediate services, public complaints are docketed and investigated before the OHR Director issues written findings. Agencies found in violation of the Language Access Act are required to implement corrective actions mandated by OHR.

In FY19, OHR received a total of 19 language access inquiries alleging violation of the Language Access Act:

- **5 were docketed** and **4 are under investigation** following a pre-investigation resolution process.
- **3 were resolved** during the pre-investigation resolution process, and
- **10 were administratively dismissed** based on lack of jurisdiction or failure to state a claim.
- **1 was withdrawn** by the complainant

OHR issued a total of 1 determination in FY19:

- **1 was to the Metropolitan Police Department**, which was found in non-compliance with the Language Access Act for failure to provide translation service.

Corrective Actions Meeting in FY19:

- **4 corrective action meetings** were held with the Department of Motor Vehicles, Department of Human Services, Fire and Emergency Medical Service and the Metropolitan Police Department.
- **1 corrective action meeting** was held with District of Columbia Public Schools and 1 with District of Columbia Housing Authority for noncompliance of inquiries resolved during the pre-investigation resolution process.

COMPLAINT OUTCOMES FY14-FY19

	FY19	FY18	FY17	FY16	FY15	FY14
Inquiries	19	18	40	19	25	17
Resolved in pre-investigation with agency acknowledging violation	3	0	2	4		
Final determination, found in noncompliance	1		2	1	2	
Under investigation	4	4	12	6	13	9
Administrative Dismissals	11	14	24	8	10	8
Lack of jurisdiction	10	9	12	3	5	4
OHR unable to contact Complainant		0	2	1	1	2
Failure to state a claim		5	2	2	1	2
Withdrawn by complainant	1	0	8	2	3	

FY19 COMPLAINTS UNDER INVESTIGATION BY AGENCY

Covered Entity	Number of Complaints
Metropolitan Police Department	1
Department of Corrections	2
District of Columbia Housing Authority	1

INQUIRIES RECEIVED FY14-FY19

Covered Entity	FY19	FY18	FY17	FY16	FY15	FY14
Non-Covered Entities	10	9	14	2	6	5
Department of Motor Vehicles	1		10	4	6	3
Department of Human Services	1	1	7	2	2	3
Metropolitan Police Department	2	4	2	4	1	3
Department of Consumer Regulatory Affairs			1		3	
District of Columbia Public Schools	2			1	1	
Department of Employment Services			1	1	1	
Fire and Emergency Management Services			2		1	
District of Columbia Housing Authority	2			1		1
Department of Disability Services					1	
Office of State Superintendent of Education			1		1	
Office of Zoning and Office of Planning				1		
Department of Health (DC Health)				1		
Department of Youth Rehabilitation Services				1		
Department of For-Hire Vehicles (formerly District of Columbia Taxicab Commission)						1
District of Columbia Board of Elections						1
Department of Behavioral Health						
Office of the Attorney General - Child Support Services Division						
Department of Transportation		1				
Mayor's Office on Community Relations and Services		1				
Department of Public Works		1				
Child and Family Services Agency		1				
Department of Corrections	1					
Total	19	18	38	18	23	17

Through its partnership with the Equal Rights Center (ERC), OHR conducted 126 telephone and 111 in-person tests in FY19 to assess the accessibility of 17 covered entities with major public contact. ERC testers either visited or called these agencies and attempted to obtain information from frontline employees while speaking exclusively in one of seven non-English languages: Amharic, Arabic, Chinese (Mandarin), French, Korean, Spanish, and Vietnamese. The ERC provided the scores and narrative summaries of the test results for each agency, which OHR has incorporated into the agency compliance scorecards under the 'Quality' measure. The ERC also provided an analysis of all data collected from FY19 and FY18 tests to offer a comparative picture on observed trends and overall performance.

SUMMARY OF FINDINGS:

- **64%** of agencies tested in both years improved their interpretation rates from FY18 to FY19.
- At test sites tested in both years, overall **interpretation rates were 10% higher in FY19** than they were in FY18. This was not a statistically significant improvement ($p = .08186$) though the improvement in scores at these divisions was significant.
- At divisions tested in both years, **interpretation rates decreased** very slightly from 2019 to 2018 (**from 84% to 83%**) on in-person tests. However, **interpretation rates for phone tests increased** significantly from FY18 to FY19 (**from 26% to 45%**, $p = .00438$), producing the overall net increase in interpretation rates.
- At all divisions, testers received language assistance in **78%** of in-person tests, as compared to **88%** in FY18, **86%** in FY17, **92%** in FY16, and **88%** in FY15.
- At all divisions, testers received language assistance in **44% of telephone tests** in FY19, as compared to **37%** in FY18, of **57%** in FY17, **43%** in FY16 and **45%** in FY15.
- Testers received interpretation through a **telephonic interpretation service in 49%** of tests and through a **bilingual employee in 11%** of tests.
- **30% or 39 of the 129 phone tests** reached an automated voice menu. **12 of the 39 calls** reached instructions in the tester's language, and **4 out of these 12 calls** were then connected to a live employee.
- At test sites tested in FY19 and either in FY17 or FY18, testers reported **seeing language access signage more frequently at test sites in FY19** than in the previous two years.
- 34% of tested locations displayed language access signage that was visible to all testers, 44% were visible to some testers, and 22% were visible to none of the testers.
- Testers received translated vital documents in their language in **13% of in-person tests** conducted in FY19.

Table 1: Agency Interpretation Rates FY18 vs FY19

(Divisions tested in both years)

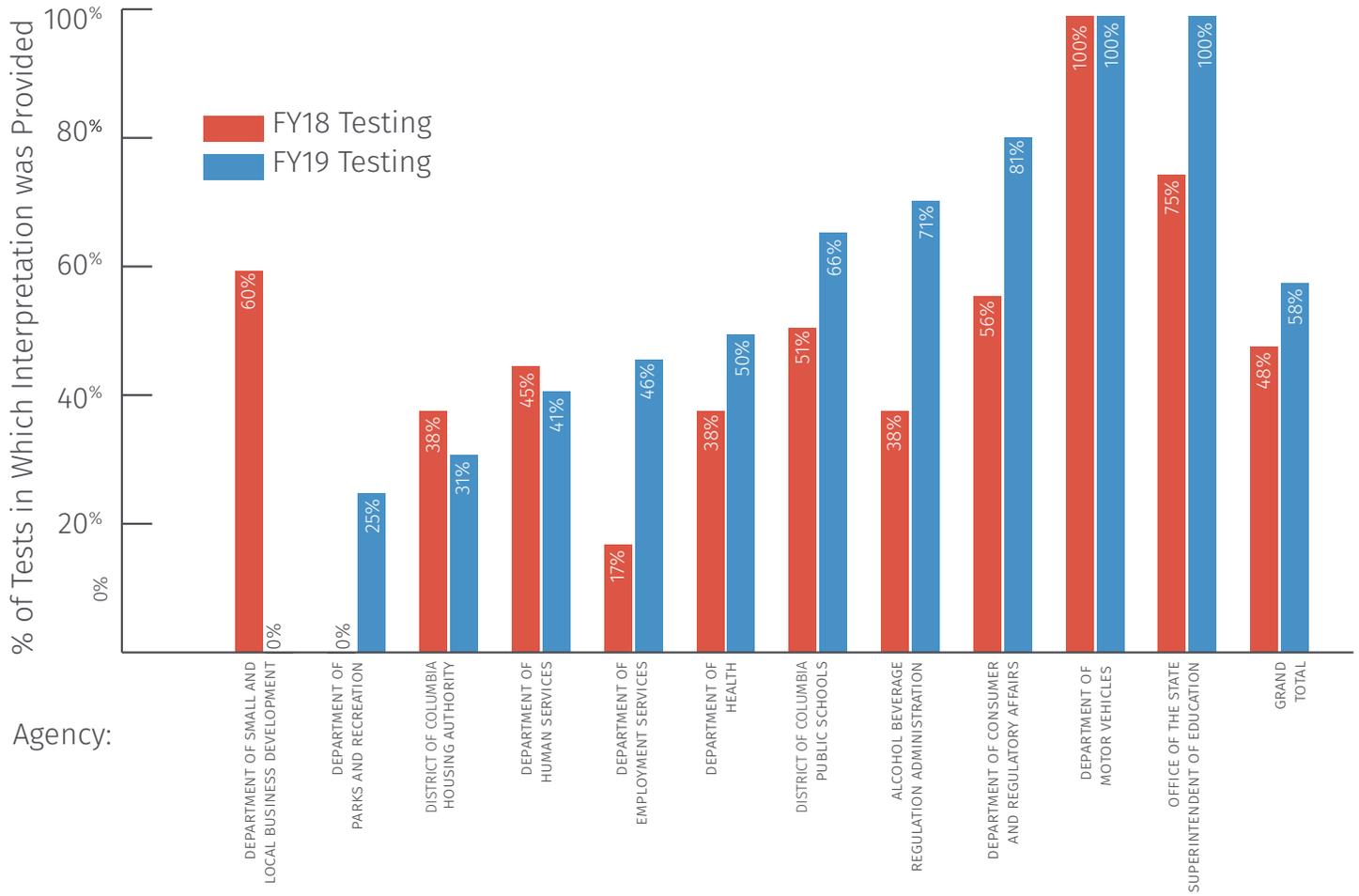
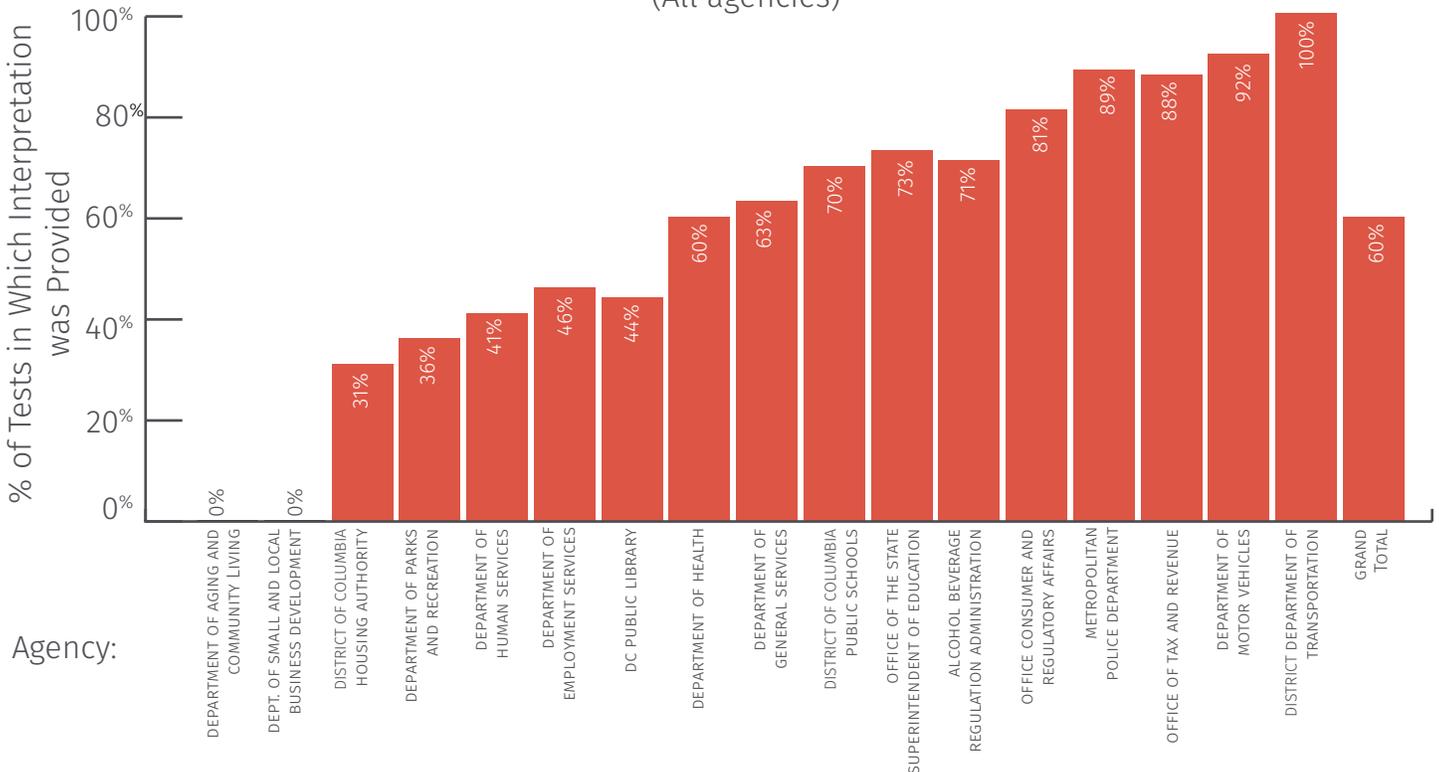


Table 2: Interpretation Rate by Agency

(All agencies)



2019 AGENCIES RANKED BY SCORE	Interpretation Provided	Total Tests Conducted	Staff Attempted to Provide Interpretation	Staff Successfully Provided Interpretation	Appropriate Wait Time for Interpretation	Average Score
Name of Agency Visited In-Person	(# Tests)	(# Tests)	(% Tests)	(% Tests)	(% Tests)	(Points)
Department of Aging and Community Living	0	4	0.0%	0.0%	0.0%	0.00
Department of Small and Local Business Development	0	5	60.0%	0.0%	0.0%	1.20
District of Columbia Housing Authority	4	13	38.0%	31.0%	30.8%	2.00
Department of Parks and Recreation	5	14	50.0%	36.0%	21.4%	2.14
Department of Human Services	12	29	48.0%	41.0%	31.0%	2.41
Department of Employment Services	6	13	50.0%	46.0%	30.8%	2.46
District of Columbia Public Library	7	16	44.0%	44.0%	43.8%	2.63
Department of Health	9	16	63.0%	60.0%	37.5%	3.13
Department of General Services	5	11	70.0%	63.0%	45.5%	3.45
District of Columbia Public Schools	31	44	75.0%	70.0%	62.8%	4.18
Office of State Superintendent of Education	11	15	73.0%	73.0%	73.3%	4.40
Alcohol Beverage Regulation Administration	5	7	86.0%	71.0%	71.4%	4.57
Department of Consumer and Regulatory Affairs	13	16	81.0%	81.0%	68.8%	4.63
Metropolitan Police Department	8	9	89.0%	89.0%	55.6%	4.67
Office of Tax and Revenue	7	8	88.0%	88.0%	75.0%	5.00
Department of Motor Vehicles	11	12	100.0%	92.0%	75.0%	5.33
Department of Transportation	5	5	100.0%	100.0%	100.0%	6.00
Grand Total	139	237	66.0%	60.0%	49.6%	3.49

Table 3: Phone vs. In-Person Services Provided

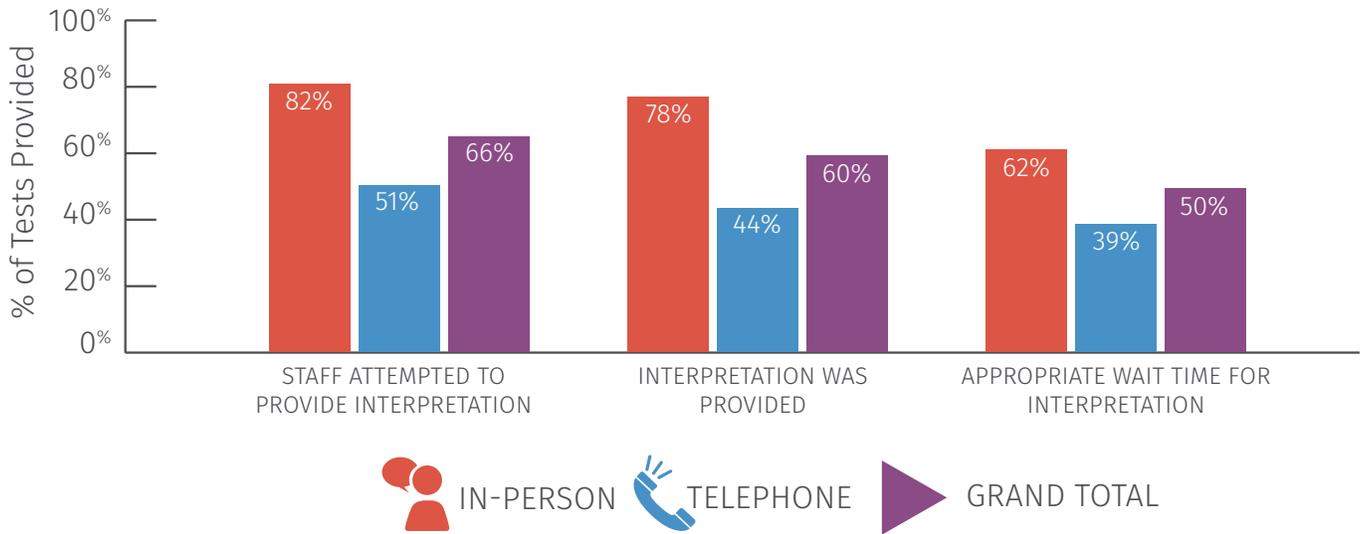


Table 4: Interpretation Rate by Language

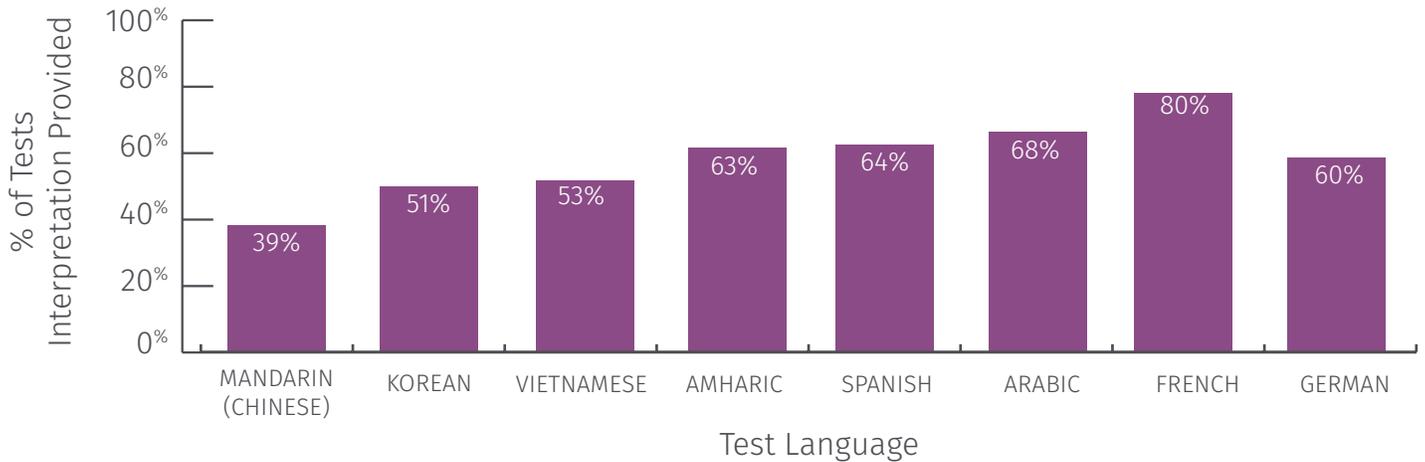


Table 5: Form of Interpretation by Agency

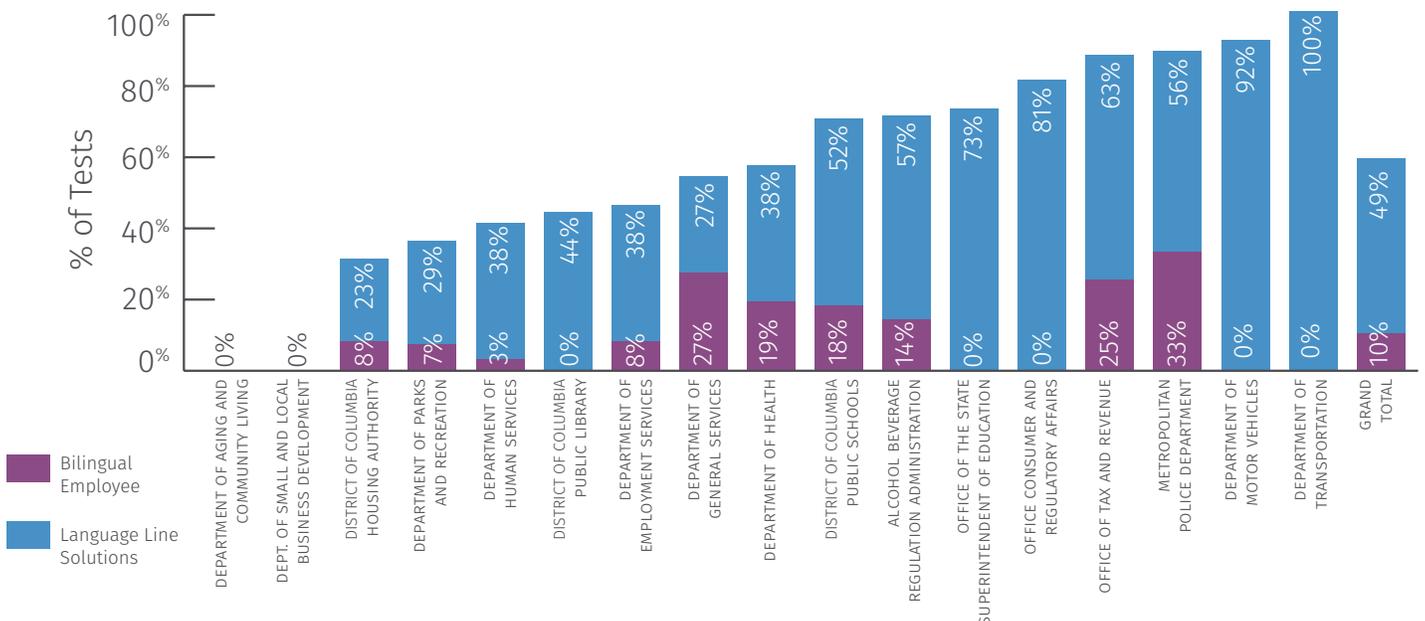


Table 6: Calls Answered by Automated Menus

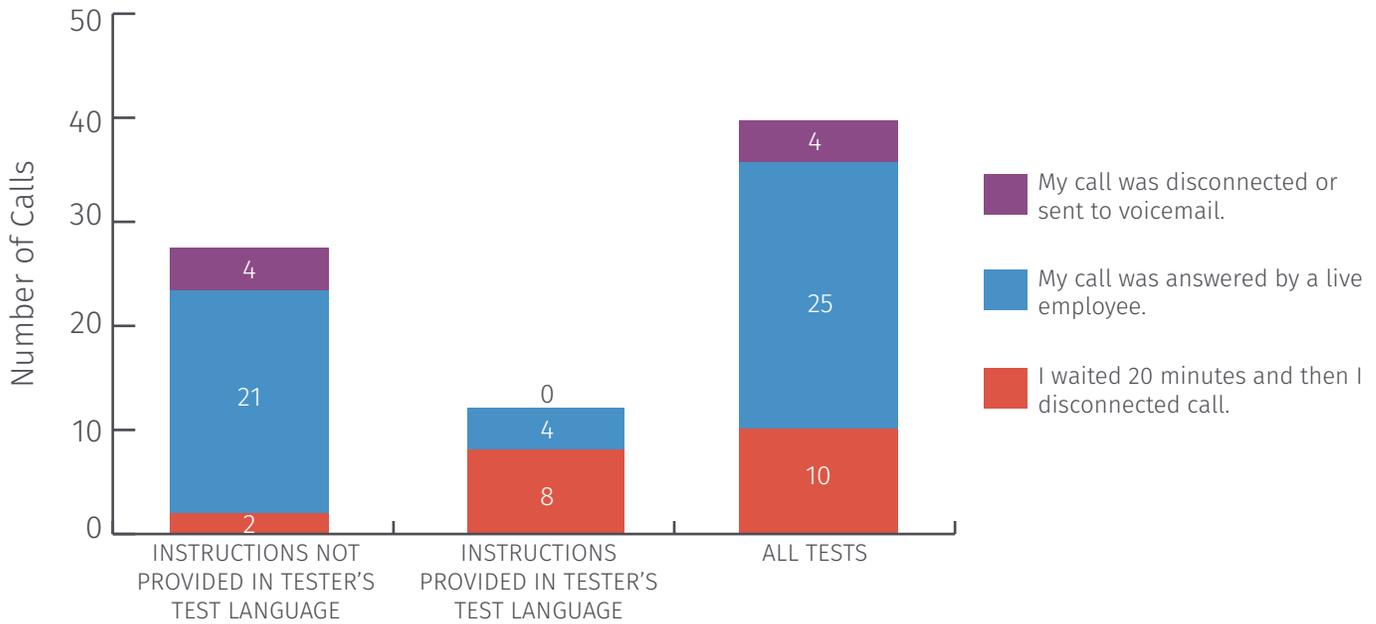


Table 7: Translated Materials by Language

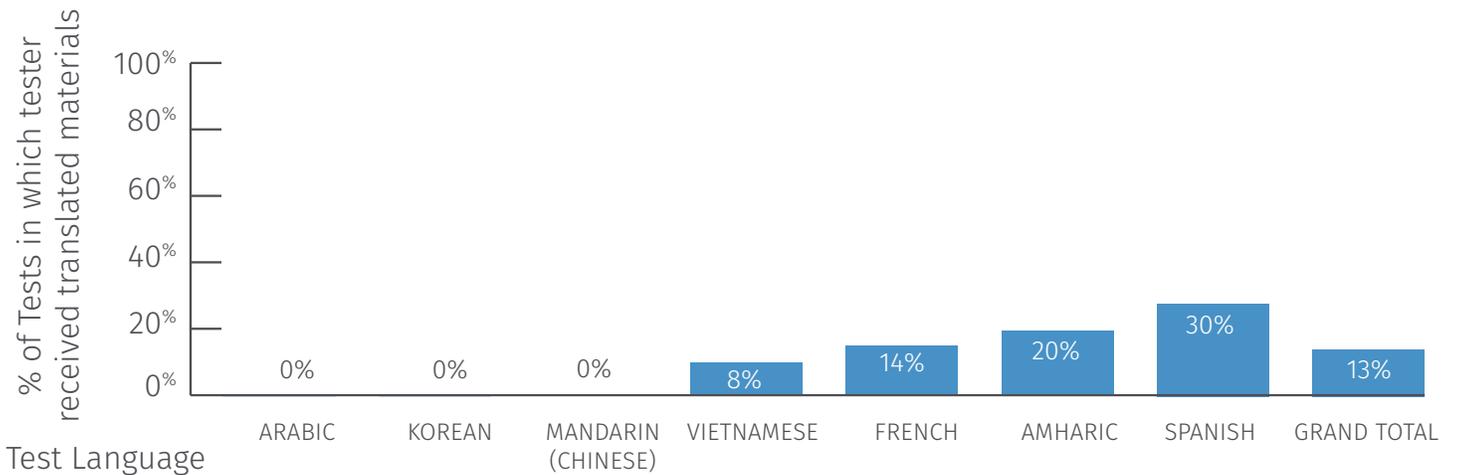
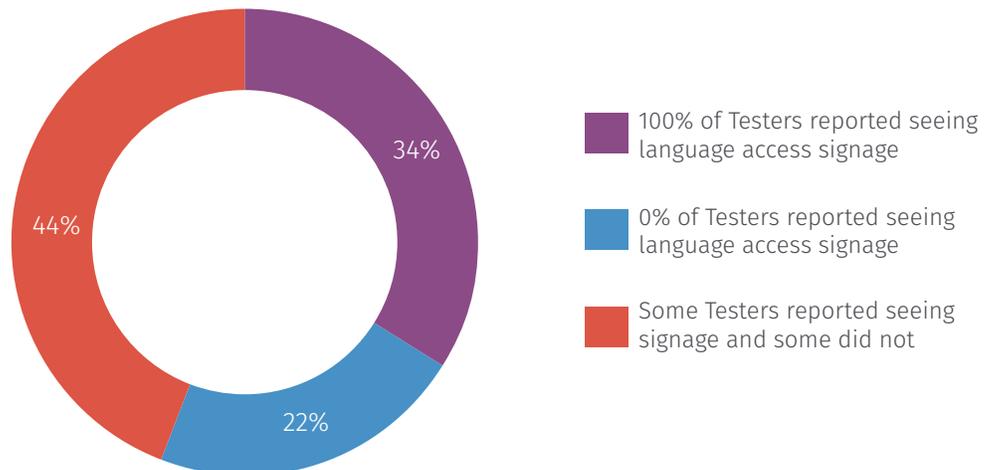


Table 8: Language Access Signage



Stakeholder Highlights

Stakeholder Accomplishments



Section §1209 of the Language Access Act regulations designates the Mayor's Office on African Affairs (MOAA), the Mayor's Office on Asian and Pacific Islander Affairs (MOAPIA) and the Mayor's Office on Latino Affairs (MOLA) to serve as consultative bodies to assist OHR and District agencies in the implementation of the Language Access Act. The Act's regulations also names the DC Language Access Coalition (Coalition) as an external non-governmental body to consult on the implementation of the Act.

These entities have achieved the following outcomes in FY19 as part of their work to strengthen the District's compliance with the Language Access Act:

MAYOR'S OFFICE ON AFRICAN AFFAIRS

Quality Assurance

MOAA provided technical assistance to District government agencies in FY19 by reviewing more than 25 documents translated into African languages and by providing guidance as agencies worked to centralize translated vital documents on their websites. MOAA provided quality assurance reviews and technical assistance to the Department of Employment Services (DOES), Department of Human Services (DHS), District of Columbia Public Library (DCPL), Department on Disability Services (DDS), Department of For Hire-Vehicles (DFHV) and District of Columbia Public Schools (DCPS). The following is a sample of the documents that were reviewed for quality: (DOES) FAQ Employer & Employee; (DCPS) Family Engagement Survey and Student Guide to Graduation; (DCPL) Library Card Registration form and Back to School Guide; (DDS) Agency Brochure; (DHS) PIT+ Survey 2019 and (DFHV) Open Season to Change DTS Providers.

Outreach to LEP/NEP Residents:

MOAA conducted outreach to engage linguistically diverse LEP/NEP residents in the African community to better connect them to government services and inform them of their language access rights. Through MOAA's outreach, the agency engaged more than 770 community members in events that included a language access Know Your Rights components such as Free Tax Preparation and Financial Inclusion; a Women in Tech in the African Diaspora Panel; an African Community Members vs MPD Soccer Tournament; an African Fashion Show; a Mental Health Discussion and the Dunbar Seniors Resource Fair. Notably, the agency also partnered with DHFV to engage DC's African cab drivers and provided language assistance and Know Your Rights information in Amharic and French.



MAYOR'S OFFICE ON ASIAN AND PACIFIC ISLANDER AFFAIRS

Cultural Competency Training

MOAPIA collaborated with OHR, MOAA and MOLA to develop and implement cultural competency trainings for the following agencies: Department of Motor Vehicles (11 sessions) and the Office of Peoples Counsel (1 session). The agency also provided three (3) stand-alone cultural competency trainings with the following agencies: Metropolitan Police Department (2 sessions), Department of Disability Services (2 sessions) and DC Human Resources (1 session).

Bilingual Outreach Specialists at DHS

MOAPIA continues to provide bilingual outreach specialists to the Department of Human Services' H Street and Taylor Street Service Centers. The outreach specialists provide language assistance to Chinese and Vietnamese constituents who want to access Medicare, Medicaid, DC Alliance, SNAP, Child Care Assistance and housing benefits programs. The bilingual specialists not only provide language support but also conduct door-to-door outreach. MOAPIA also worked closely with DHS to discuss the agency's system of tracking the cases of LEP/NEP residents and provided suggestions on more effective ways to serve Asian clients.

Bilingual Outreach

In FY19, MOAPIA assisted in 592 cases overseen by DHS. Of those cases, 310 involved Vietnamese-speaking residents and 282 involved Chinese-speaking constituents. Currently, MOAPIA continues its outreach to LEP/NEP constituents through a phone-banking campaign and social media. MOAPIA reached out to more than 900 residents and 90 small business owners who need language assistance and who can benefit from information such as Public Charge Rule, Medicaid Renewal and/or financial recovery programs.

Outreach to LEP/NEP Residents

In FY19, MOAPIA distributed more than 300 Know Your Rights "I Speak" cards at 30 outreach events that included a language access component.

Quality Assurance

MOAPIA provided technical assistance to District government agencies during FY19 by reviewing more than 82 documents translated into Asian languages. MOAPIA provided quality assurance reviews and technical assistance to the following agencies: Department of Employment Services (DOES), Department of Human Services (DHS), Department of Housing and Community Development (DHCD) and the District of Columbia Public Library (DCPL). The following is a sample of the documents that were reviewed: DC Paid Family Leave Employee Notice (DOES); Medicaid Renewal Fact Sheet (DHS); Rent Control Fact Sheet (DHCD) and Library Card Registration form (DCPL).

Language Access Signage

MOAPIA conducted Language Access site visits at multiple DC agencies that Asians and Pacific Islanders frequently visit to seek services, including the Department of Aging and Community Living (DACL), DC Health (DCH) and Department of Human Services (DHS). At the site visits, MOAPIA provided suggestions to several agencies regarding Language Access signage. If some agencies had Language Access signage or posters that were outdated or did not include every mandated language, especially Asian languages, MOAPIA recommended corrections to provide accurate information.

MAYOR'S OFFICE ON LATINO AFFAIRS

Language Access Monitoring

MOLA monitored, assisted and provided feedback to 37 District government agencies to ensure they implemented language access requirements and adopted best practices.

Bilingual Hiring

MOLA produced and disseminated bi-weekly bilingual job announcements to 10,000+ subscribers in the Latino community. Announcements included job openings in District government designed to increase the linguistic capacity of District agencies by connecting them with qualified bilingual candidates. The agency collaborated with DDOT to prepare Latino candidates for a Multicultural Employment Fair.

Language Access Lunch and Learn

During FY19, MOLA hosted 5 “Lunch & Learn” meetings for Language Access Coordinators and District government employees to share best practices on language access implementation and to address challenges government employees face in serving LEP/NEP customers.

Language Access Signage

MOLA worked with the DC Office of Cable Television, Film, Music and Entertainment and OHR to re-shoot the Language Access digital signage video to make it culturally appropriate. The video provides instructions for LEP/NEP customers who want to request interpretation services when visiting District government agencies.

Quality Assurance

MOLA provided technical assistance to District government agencies throughout FY19 by reviewing over 400 documents translated into Spanish and by providing guidance as agencies worked to centralize translated vital documents on their websites. MOLA provided quality assurance reviews and

technical assistance to the DC Department of Transportation (DDOT), Office of People’s Counsel (OPC), DC Fire & Emergency Medical Services (FEMS), Department of Behavioral Health (DBH), Department of Disability Services (DDS), DC Public Library (DCPL), Child and Family Services Agency (CFSA), Department of Columbia Public Schools (DCPS), Department of Motor Vehicles (DMV), the Metropolitan Police Department (MPD) and The Office of the Attorney General (OAG).

Outreach to LEP/NEP Residents

In FY19, MOLA distributed more than 1,000 Know Your Rights “I Speak” cards at outreach events that included a language access component, such as MOLA Legal Resource Fair, Food Distribution Bank, Cinco de Mayo Celebration, Immigrant Heritage Month Kick-Off, DCPS Back-to- School Night, Hispanic Heritage Month Community Celebration, Fiesta DC Festival and Mayor Bowser’s State of the District Address.

Cultural Competency Training

MOLA collaborated with OHR, MOAA and MOAPIA to develop and implement a cultural competency training for the Department of Motor Vehicles. The 11-session training was attended by 330 DMV employees. MOLA also collaborated with the Metropolitan Police Department (MPD) to develop a cultural awareness video for MPD officers who interact with the District’s Latino population. MOLA also delivered a cultural competency training for MPD staff.

Capacity Building

MOLA provided interpretation equipment and support to grantees, DC government agencies and other community-based organizations to facilitate provision of interpretation services for LEP/NEP individuals.





DC LANGUAGE ACCESS COALITION

The DC Language Access Coalition is an alliance of diverse community based organizations and individuals advocating for language access rights within the District of Columbia. Currently hosted by Many Languages One Voice, the Coalition provides monitoring, evaluation, technical assistance, and community education on language access in the District, and initiates campaigns to ensure District government agencies are accountable to the Language Access Act.

In FY20, the Coalition will continue advocating for the District's underrepresented limited and non-English proficient individuals to ensure they have equal access and can participate fully in DC's public programs and benefits. The Coalition continues to strengthen its membership base and widen the scope of its outreach efforts to better engage partners and LEP/NEP communities in ongoing advocacy efforts.



Covered Entity Compliance Summary

Compliance Profile of Covered Entities

The DC Language Access Act requires all covered entities to provide interpretation and translation services, adopt a comprehensive language access policy, train public contact staff and meet signage and website accessibility requirements. Covered entities not designated as agencies with major public contact are required, by regulation, to a) appoint a Language Access Point of Contact (LAPOC) tasked with coordinating the agency’s compliance efforts; b) attend a language access orientation every year; and c) submit an annual report detailing language access implementation efforts and encounters with LEP/NEP customers. The table [below] provides an assessment of 23 covered entities and their level of compliance with these requirements in FY19.

Baseline Compliance Areas					
LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	FY19 Compliance Summary and FY20 Priorities
District of Columbia Board of Elections (DCBOE)					
✓	✓		✓		<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>DCBOE failed to provide an update on language access implementation activities in FY19.</p> <p>In FY20, OHR urges DCBOE to fulfill language access compliance training and reporting requirements and ensure the agency’s website contains vital information in the top languages spoken by LEP/NEP voters.</p>
District of Columbia Commission on Arts and Humanities (DCCAH)					
✓	✓	✓	✓		<p>FY19 LEP/NEP Encounters: 4 Top Languages Encountered: Spanish</p> <p>In the area of preparedness, DCCAH reported LEP/NEP encounters and that it trained frontline staff on language access compliance requirements. OHR looks forward to working with the agency to develop and institutionalize an internal language access policy to include grantee compliance verbiage.</p> <p>In the area of accessibility, the agency still has not translated vital documents and has not created a language support page on its website.</p> <p>In FY20, OHR urges DCCAH to take immediate action to comply with language access requirements as recommended in the previous annual compliance review and to improve quality and equitable LA services for its LEP/NEP constituents.</p>

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	<h2 style="text-align: center;">FY19 Compliance Summary and FY20 Priorities</h2>
District of Columbia Corrections Information Council (CIC)					
✓	✓	✓			<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>In the area of preparedness, DCAH did not report LEP/NEP encounters however the agency partnered with the Language Access program to train frontline staff on language access compliance requirements. OHR looks forward to working with the agency to develop and institutionalize an internal language access policy to include grantee compliance verbiage.</p> <p>In the area of accessibility, the agency translated 2 vital documents: “CIC Brochure” and the “CIC Consent”. In FY20 The LA program looks forward to the agency’s implementation of its plan to include multi-lingual taglines to their surveys and other outgoing documents in order to engage to LEP/NEP population. However, the agency has not created a language support page on its website. In FY20, OHR urges the CIC to take immediate action to comply with language access requirements as recommended in the previous annual compliance review and to improve quality and equitable LA services for its LEP/NEP constituents.</p>
District of Columbia Health Benefit Exchange Authority (HBX)					
✓	✓	✓	✓		<p>FY19 LEP/NEP Encounters: 4,741 Top Languages Encountered: Spanish, Amharic, Mandarin, French, Portuguese, Vietnamese, Korean, Cantonese, Russian, Arabic, Thai</p> <p>HBX continued to fulfill the full range of language access compliance requirements in FY19. In the area of preparedness, the agency’s FY19 implementation report indicates the agency is moving forward with training its staff and funded entities. The agency also provided its funded entities LA compliance information on the proper way to interact with the LEP/NEP population</p> <p>In the area of accessibility, all customer notices generated by DC Health Link are accompanied by taglines in Amharic, Spanish, French, Korean, Simplified Chinese, Traditional Chinese and Vietnamese. In FY19, HBX incorporated all 18 taglines required by the Centers for Medicare and Medicaid Services, U.S. Department of Health and Human Services, for the exchange marketplace. The 18 taglines are included in all notices in production and on the dhealthlink.com website. HBX monitors to ensure that appropriate signage is posted at HBX locations and public events..</p> <p>In the area of quality, HBX has 4 case managers trained and certified to provide in-person interpretation and is working on training and certifying more. In FY20, OHR looks forward to HBX’s implementation of its plans to continue promoting language access services, including providing additional translations of documents.</p> <p>OHR commends HBX on its continued efforts to comply with the LA Act. OHR recommends the agency take a significant step towards compliance by developing, implementing and institutionalizing an internal LA policy.</p>

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	FY19 Compliance Summary and FY20 Priorities
Department of Forensic Sciences (DFS)					
					<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>DFS has not met its requirement or obligation under the LA Act of 2004. In FY19, DFS once again failed to report on LA compliance and implementation activities. Although the agency has limited interaction with the public and/or LEP/NEP persons, OHR urges DFS ensure its public facing staff is trained in language access compliance requirements. In FY20, the agency also should set up a telephonic interpretation service account to communicate with LEP/NEP individuals, as needed, and add a language support section to the agency's website with vital documents translated into the District's top languages.</p>
District of Columbia Housing Finance Agency (DCHFA)					
					<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>DCHFA has not met its requirement or obligation under the LA Act of 2004. In FY19, DCHFA once again failed to report on LA compliance and implementation activities</p> <p>In FY20, OHR urges DCHFA to fulfill language access compliance training and reporting requirements and ensure that the agency's website contains vital information in the top languages spoken by LEP/NEP customers.</p>
Department of For-Hire Vehicles (DFHV)					
					<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>DFHV failed to provide an update on language access implementation activities in FY19.</p> <p>In FY20, OHR urges DFHV to fulfill language access compliance training and reporting requirements and ensure that the agency's website contains vital information in top languages spoken by LEP/NEP drivers</p>
Office of Cable Television, Film, Music, and Entertainment (OCTFME)					
					<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>In FY19, OCTFME once again failed to report on LA compliance and implementation activities.</p> <p>In FY20, OHR urges OCTME to fulfill language access compliance training and reporting requirements and ensure the agency's website contains vital information in the top languages spoken by LEP/NEP viewers and other constituents.</p>

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	FY19 Compliance Summary and FY20 Priorities
Office of Employee Appeals (OEA)					
✓			✓		<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>OEA has not met its requirement or obligation under the LA Act of 2004. In FY19, OEA once again failed to report on LA compliance and implementation activities.</p> <p>In FY20, OHR urges OEA to fulfill language access compliance training and reporting requirements and ensure that the agency's website contains vital information in the top languages spoken by LEP/NEP customers.</p>
Office of Disability Rights (ODR)					
✓	✓	✓	✓		<p>FY19 Encounters: N/A Top Languages Encountered: N/A</p> <p>ODR submitted a language access implementation report in FY19 and ensured its staff can interact with the LEP/NEP community by downloading the language line solution telephonic interpretation application into their government-issued phones. ODR continues to stock and distribute agency brochures that are translated into Spanish, Amharic, Chinese, French, Korean and Vietnamese.</p> <p>OHR encourages the agency to continue efforts to provide meaningful access to LEP/NEP individuals and to implement plans to translate both the "about" and "services" tab of its website. In FY20, ODR should adopt a language access policy and submit a detailed comprehensive LA compliance report.</p>
Office of Police Complaints (OPC)					
✓	✓	✓	✓		<p>FY19 LEP/NEP Encounters: 80 Top Languages Encountered: Spanish and Korean</p> <p>In the area of preparedness, OPC reported LEP/NEP encounters and that it trained frontline staff on language access compliance requirements. OHR looks forward to working with the agency to develop and institutionalize an internal language access policy.</p> <p>In the area of accessibility, the agency's FY19 annual report indicates OPC worked with community-based organizations such as Briya Public Charter School and CARECEN to engage LEP/NEP residents and assess police-community relations within immigrant communities. The agency has not met compliance requirements for document translation. Although OPC provides a description of key programs and services in Spanish on its website, language accessibility would be improved by posting the same information in additional languages.</p> <p>In the area of quality, the agency followed up on last year's compliance recommendation to provide language access compliance training for public contact staff. It also participated in outreach efforts targeting the District's Asian and Pacific Islander population.</p>

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	FY19 Compliance Summary and FY20 Priorities
Office of the Attorney General for the District of Columbia (OAG)					
✓	✓		✓		<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>OAG has not met its requirement or obligation under the LA Act of 2004. In FY19, OAG once again failed to report on LA compliance and implementation activities.</p> <p>In FY20, OHR urges OAG to fulfill language access compliance training and reporting requirements and ensure that the agency's website contains vital information in the top languages spoken by LEP/NEP customers.</p>
Office of the Chief Financial Officer (OCFO)					
✓	✓		✓		<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>OCFO failed to report on language access implementation activities carried out in FY19. In FY20, OHR urges OCFO to fulfill language access compliance training and reporting requirements and adopt a language access policy. OCFO should translate vital documents and create a language support section on its website to provide a description of its services and programs in the top 6 languages spoken by the District's LEP/NEP residents.</p>
Office of the Chief Technology Officer (OCTO)					
✓			✓		<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>OCTO has not met its requirement or obligation under the LA Act of 2004. In FY19, OCTO once again failed to report on LA compliance and implementation activities.</p> <p>In FY20, OHR urges OCTO to fulfill language access compliance training and reporting requirements and ensure that the agency's website contains vital information in the top languages spoken by LEP/NEP customers.</p>
Office of Victim Services and Justice Grants (OVSJG)					
✓	✓	✓	✓		<p>FY19 LEP/NEP Encounters: 5,695 Top Languages Encountered: Spanish, Amharic, French, Bengali, Swahili, Vietnamese, Tigrinya, Mandarin, Korean, Japanese, Thai, Haitian Creole, Urdu, Tagalog, Nepali and Russian.</p> <p>In the area of preparedness, OVSJG reported comprehensive data on LEP/NEP encounters. The agency implemented two language access compliance trainings for grantees on how to properly communicate with LEP/NEP individuals. The training also included the procedure for reporting LA-related data. OVSJG developed a tracking mechanism for LEP/NEP encounters and a reporting tool to capture LA-related compliance work. Grantees also were also evaluated for LA compliance during administrative site visits.</p> <p>In FY20, OHR looks forward to working with the OVSJG to develop and institutionalize an internal language access policy and to the agency's development of a language access page on its website.</p>

LA POC Designation	Orientation Attendance	Annual Reporting	Telephonic Interpretation Account	Website Accessibility	FY19 Compliance Summary and FY20 Priorities				
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Public Services Commission (PSC)									
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✓	✓		✓		<p>FY19 LEP/NEP Encounters: 32 Top Languages Encountered: N/A</p> <p>In FY19, PCS did not meet reporting requirements nor adhere to any recommendations issued by OHR’s Language Access program. In FY20, PSC needs to take immediate action to adopt a language access policy, train public contact employees/funded entities on LA compliance requirements and translate vital documents into top languages spoken by LEP/NEP residents. OHR also looks forward to assisting the agency in creating a language support section that provides a summary of its programs with links to translated vital documents in languages including Spanish, Amharic, Chinese, French, Vietnamese and Korean.</p>
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Real Property Tax Appeals Commission (RPTAC)									
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✓					<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>RPTAC has not met its requirement or obligation under the LA Act of 2004. In FY19, RPTAC once again failed to report on LA compliance and implementation activities.</p> <p>Although the agency has limited encounters with LEP/NEP residents, OHR urges RPTAC to ensure its public contact staff can provide language assistance when necessary. OHR recommends RPTAC set up an account with the District’s provider for telephonic interpretation service; train public contact staff on language access requirements and resources and provide a language support page on its website summarizing the agency’s services in the top 6 languages spoken by the District’s LEP/NEP residents</p>
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State Board of Education (SBOE)									
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✓	✓		✓		<p>FY19 LEP/NEP Encounters: N/A Top Languages Encountered: N/A</p> <p>In FY19, SBOE failed to report on LA compliance and implementation activities. In FY20, OHR urges SBOE to fulfill LA compliance requirements such as developing and institutionalizing a LA policy, training staff and ensuring the agency’s website contains vital information in the top languages spoken by LEP/NEP customers.</p>
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Covered Entities with Major Public Contact

ABOUT THE SCORECARDS:

This report features compliance scorecards for **38 District agencies with major public contact**. Scorecards provide an overview of how accessible a covered entity with major public contact is to constituents who are limited and non-English proficient (LEP/NEP). Each scorecard includes a numeric evaluation, a narrative description of an agency's accomplishments, and recommendations for addressing gaps in compliance. The numeric evaluation provides an agency's overall compliance score based on three performance categories: preparedness, accessibility, and quality.

The category of preparedness evaluates the extent to which an agency has laid the necessary groundwork for interacting with LEP/NEP constituents, such as by collecting data on encounters and training frontline staff on language access requirements. The category of accessibility measures the current state of language access services at a given agency, including interpretation, translation, website accessibility and outreach. The category of quality reflects how well an agency is implementing its services with respect to customer experiences. Field test results and formal complaints filed against the agency are considered in this category.

To receive a perfect compliance score, an agency must fulfill all of the requirements under each of these three categories. Each requirement corresponds to one point, allowing for a maximum possible score of 14 for agencies that underwent field testing, and 12 for agencies that did not. Individual agency score per requirement is available in the compliance details table on page 36.

The agency's overall compliance score is based on three performance categories: **preparedness, accessibility, and quality.**

RATING METHODOLOGY:

	Requirements	Evaluation Questions
PREPAREDNESS (P)	P1. Agency provided comprehensive data on FY19 encounters.	<p>Did the agency record its encounters with LEP/NEP constituents and report them to OHR?</p> <p>Is the agency using more than one method to collect data?</p> <p>Did agency implement OHR recommendations and/or FY18/19 Biennial Language Access Plan (BLAP) action items related to data collection?</p>
	P2. Agency has a current language access policy.	<p>Did the agency develop or revise its language access policy over the last three years?</p> <p>Has agency submitted a policy for OHR's approval within the last three years?</p>
	P3. Agency staff were trained in FY19:	<p>Did the agency train staff on language access requirements and resources?</p> <p>Did agency implement OHR recommendations and/or FY18/19 BLAP action items related to staff training?</p>
	P4. Agency communicated effectively.	<p>Did the agency send a representative to bimonthly LA Coordinators meetings hosted by OHR?</p> <p>Was the agency responsive to OHR inquiries?</p> <p>Did the agency proactively reach out to OHR?</p>
	P5 Agency took steps to meet grantee and contractor compliance requirements.	<p>Did the agency take reasonable steps to ensure that its grantees and contractors comply with the Language Access Act?</p> <p>Did the agency train grantees/contractors and their employees on language access compliance requirements?</p> <p>Did the agency modify contracts or MOUs, or obtain signed agreements from grantees/contractors to certify compliance?</p>

ACCESSIBILITY (A)

<p>A6. Agency displayed adequate language access signage in public facing locations.</p>	<p>Do agency’s public facing locations display multilingual signs informing LEP/NEP customers about their right to language assistance?</p> <p>Does the agency visibly display language identification posters, “I Speak” cards, multilingual banners, or other tools allowing LEP/NEP customers to identify their language?</p>
<p>A7. Vital documents were translated and/or updated in FY19.</p>	<p>Did the agency translate any vital documents in FY19?</p> <p>Has the agency translated documents into all languages that the agency regularly encounters?</p> <p>Did the agency implement OHR recommendations or FY18/19 BLAP action items related to document translation?</p>
<p>A8. Translated vital documents are accessible on agency website.</p>	<p>Does the agency have any web pages in languages other than English?</p> <p>Are the agency’s public facing vital documents available on the website in other languages?</p> <p>Did the agency implement OHR recommendations or FY18/19 BLAP action items related to online accessibility of translated documents?</p>
<p>A9. Efforts were made to reach out to LEP/NEP communities in FY19.</p>	<p>Did the agency conduct outreach specifically targeting LEP/NEP communities?</p> <p>Did outreach initiatives bring the agency into meaningful contact with LEP/NEP constituents?</p> <p>Did agency implement OHR recommendations or FY18/19 BLAP action items related to outreach to LEP/NEP communities?</p>

QUALITY (Q)

<p>Q10. No complaints were filed against the agency in FY19.</p>	<p>Were any complaints filed against the agency?</p>
<p>Q11. Agency was not found in non-compliance in FY19.</p>	<p>Did any complaints result in a non-compliance finding?</p> <p>Has the agency received multiple complaints regarding the same issue?</p> <p>Does the agency have outstanding corrective actions?</p>
<p>Q12. No tester was turned away during tests.</p>	<p>ONLY FOR AGENCIES THAT UNDERWENT FIELD TESTING</p> <p>Did all testers receive interpretation and, when appropriate, translation services?</p> <p>If not, were there any mitigating circumstances?</p>
<p>Q13. All testers who accessed employee or interpretation received requested information or services.</p>	<p>ONLY FOR AGENCIES THAT UNDERWENT FIELD TESTING</p> <p>When testers did receive language assistance, were they able to obtain the information or resources that they requested?</p> <p>Were they able to communicate effectively through the services offered?</p>
<p>Q14. OHR has observed improvement in LA implementation in FY19.</p>	<p>Has the agency taken steps to provide or sustain full access to LEP/NEP customers?</p> <p>Has the agency addressed some, if not all, systemic issues to close gaps in compliance and improve agency's service to LEP/NEP customers?</p> <p>Do FY19 testing outcomes (where applicable), self-reported updates, OHR observations, or stakeholder feedback indicate that the agency is on track with language access implementation?</p>

Implementation by the Numbers

Summary of findings based on implementation reports from **38 covered entities** with major public contact and **23 covered entities** assessed in FY19.

PREPAREDNESS

183,387

encounters with LEP/NEP customers were reported in FY19 across all District government agencies.

41,040

District government employees including contractor and grantee staff received language access compliance or refresher training in FY19.

28 out of 38

covered entities with major public contact fulfilled reporting requirements and submitted comprehensive data on encounters with LEP/NEP customers.

21 out of 38

covered entities with major public contact adopted revised language access policies in FY19.

ACCESSIBILITY

73,277

calls were made by frontline employees in FY19 to reach a telephonic interpreter and communicate with customers speaking **66** different languages.

830

translated vital documents were made available by covered entities with major public contact. Vital documents were translated into Spanish (509), Amharic (139), Chinese (110), French (102), Vietnamese (90), Korean (75), Portuguese (6), Arabic (3) and Tigrinya (2).

36 out of 38

covered entities with major public contact displayed visible language access signage in public facing locations.

30 out of 38

agencies reported conducting outreach activities specifically designed to engage LEP/NEP communities.

9 out of 38

agencies updated their websites by providing links to translated vital documents.

QUALITY

72.7%

of agencies with the same divisions tested **scored higher in 2019** than they did in 2018.

88%

of the in-person field tests provided adequate interpretation services.

78%

of the in-person field tests provided adequate interpretation services.

50%

of agencies with the same divisions tested increased interpretation rates in 2019 compared to 2018.

44%

of the telephone field tests provided adequate interpretation services.

78%

of the in-person field tests provided adequate interpretation services.

19

language access public complaints were filed with OHR in FY19, a slight increase in the number of inquiries as compared to inquiries received in FY18.

Out of **19** complaints received in FY19, **10 were dismissed** based on lack of jurisdiction; **5 were docketed**, **3 were found noncompliant**, and **1 was withdrawn** by the complainant. Of the **5** docketed cases, **4** are under investigation.

Based on language line¹ usage, the top 10 languages served were:

Spanish	Amharic	French	Mandarin	Vietnamese	Arabic	Tigrinya	Bengali	Haitian Creole	Cantonese
60,030	6,233	1,627	1,426	1,069	493	357	331	172	202

Based on agency encounters, the top 10 languages served were:

Spanish	Amharic	French	Vietnamese	Mandarin	Cantonese	Arabic	Korean	Tigrinya	Portuguese
158,178	11,934	3,130	2,622	2,500	808	564	457	454	329

¹ Telephonic Interpretation services provided by Language Line Solutions.

Compliance Scorecards: 38 Major Public Contact Agencies

Data underlying the agency scores can be found beginning on page 76.



Alcoholic Beverage Regulation Administration



preparedness

0/5

In FY19, ABRA failed to meet preparedness requirements and must take immediate steps in FY20 to provide language access compliance training to public contact employees.

accessibility

1/4

In FY19, ABRA did not translate vital documents and did not take steps to enhance its website's accessibility to the LEP/NEP community. The agency did not make efforts to engage the LEP/NEP communities.

quality

3/5

The agency made a slight improvement in LA service provision testing. Only two of seven testers did not receive interpretation services in FY19. While no complaints were filed against ABRA in FY19, the agency did not meet reporting requirements.



Telephone Tests

2 out of 4 telephone tests provided interpretation service, information or appropriate resources.



In-Person Tests

3 out of 3 in-person tests provided interpretation service, information or appropriate resources.

FY19 Top Languages Encountered:

Spanish, Amharic, Korean, French and Tigrinya

FY19 Encounters: 32 | FY18 Encounters: 37 | FY18 Score: 6/14

The Alcoholic Beverage Regulation Administration (ABRA) met none of the prerequisites in the area of preparedness in FY19. The agency failed to report comprehensive data, and it still lacks an internal Language Access Policy. ABRA only reported two trainings, and it was unclear whether those sessions covered LA requirements. Also, based on ABRA's failure to confirm and a lack of comprehensive data, OHR's LA program cannot verify whether the agency has grantees/contractors.

In the area of accessibility, no vital documents were translated in FY19, and the language support page still is not posted on ABRA's website. The agency listed trainings at outreach events but, again, it is not clear whether the LEP/NEP community was present.

In the area of quality, language access field tests conducted at ABRA showed improvement in its response to non-English speakers seeking services. In FY19, five of seven testers were provided interpretation compared to only three of eight testers in FY18. Interpretation services were provided in two of four phone tests. All three in-person testers (Amharic, Korean and Spanish speakers) received interpretation services within an appropriate time frame. The Amharic and Korean-speaking testers received interpretation services through Language Line Solutions (LLS), and the Spanish-speaking tester received interpretation from a bilingual employee.

In FY20, OHR will continue to engage with and support ABRA with the goal of bringing the agency into compliance with the Language Access Act and its requirements. OHR strongly recommends the agency commit to fulfilling its duty as a public service provider that engages with the District's linguistically diverse business owners and LEP/NEP residents.

Child and Family Services Agency



FY18 Score
12/12



FY19 Encounters
1793

preparedness

4/5

CFSA fulfilled planning and reporting requirements in FY19 and trained frontline employees and managers on language access compliance requirements.

FY19 Top Languages Encountered:

FY19 Top Languages Encountered: Spanish, Amharic, Tigrinya
Vietnamese, French, Mandarin, Haitian Creole, Oromo, Mongolian

FY18 Encounters: 1787

accessibility

3/4

CFSA translated three vital documents into Spanish and Tigrinya. In FY19, CFSA also participated in 25 citywide community outreach events, a significant and commendable increase over the previous year.

The Child and Family Services Agency (CFSA) has met four of five preparedness requirements by using two data tracking sources, and it had outstanding attendance at all LAC meetings. OHR looks forward to working with CFSA to update its LA policy, which was last revised in 2016. CFSA's FY19 language access implementation report indicates that the agency delivered nine language access compliance training sessions during the year.

In the area of accessibility, the agency participated in 25 outreach events throughout the city's eight wards. The agency also translated three documents: "Family Team Meetings", "Hearing Results" and "Notice of Investigation" into two languages: Spanish and Tigrinya in addition to confidential case-specific documents. Although the agency increased its numbers in translation there was a discrepancy on the website's Spanish language support page regarding the document titled "How to Become a Foster parent" the title is in English, making it inaccessible to the LEP/NEP community. OHR looks forward to advising CFSA on improving its website accessibility.

quality

3/3

No complaints were filed against CFSA in FY19. The agency was not tested in FY19. CFSA continues to make steady efforts toward meeting Language Access Act requirements.

In the area of quality, no formal complaints were filed against CFSA, and the agency was a recipient of the "Consistent Agency" award for receiving a perfect score in field testing in 2016 and 2017. CFSA also ensured that as LACs transitioned out of the agency, there was a smooth transition between the outgoing and incoming LAC. CFSA also states that ongoing mandatory trainings help public contact employees serve LEP/NEP clients with a better understanding of their linguistic needs, whether the clients are encountered during visits to the agency, at family team meetings or during home visits.

OHR commends CFSA for adhering to OHR'S recommendations: to expand community engagement in partnership with the three constituency offices (MOLA, MOAPIA and MOAA). OHR recommends that CFSA continue its efforts to enhance its website accessibility by uploading translated documents to the appropriate language support page with the corresponding translated document title.

Department of Aging and Community Living



8/14
overall
compliance
score

preparedness
3/5

DACL met planning and reporting requirements in FY19 and provided language access compliance training for grantees/contractors. In FY20, DACL needs to update a language access policy and ensure that its frontline staff receive language access training.

accessibility
3/4

DACL conducted outreach to LEP/NEP seniors in FY19. In FY20, the agency needs to translate vital documents and ensure translated documents are uploaded on the agency's website.

quality
3/5

DACL conducted outreach to LEP/NEP seniors in FY19. In FY20, the agency needs to translate vital documents and ensure translated documents are uploaded on the agency's website.



Telephone Tests

None of the 4 telephone tests provided interpretation service, information or appropriate resources.



FY19 Encounters

176

FY19 Top Languages Encountered:

Spanish, Vietnamese, Mandarin, Amharic, Haitian Creole, Chinese, French, Bengali

FY18 Encounters: 1,710 | FY18 Score: 8/12

While the Department of Aging and Community Living (DACL) successfully met planning and reporting requirements in FY19, the agency must make efforts in FY20 to address compliance shortfalls, such as updating its LA Policy and recommitting to attending the LAC bi-monthly meetings. OHR recommends the agency strengthen its data collection source by tracking bilingual staff encounters with LEP/NEP constituents. OHR strongly recommends that DACL train its staff starting with its frontline employees as the field test showed that staff is not prepared to engage LEP/NEP seniors or provide them with their right to services in their native language as required under the Language Access Act.

In FY19, DACL had one language access training session attended by 34 frontline staff and managers and translated one document into seven languages. However, the documents are not uploaded onto the language support section of DACL's website. OHR recommends that the agency to translate DACL's brochure, "Long-Term Care Guide," into the most frequently languages encountered by the agency and place links to all translated documents in the "Language Support" section of its website so they are fully accessible to the LEP/NEP community. DACL participated in 11 events to engage with LEP/NEP seniors in the Asian/Pacific Islander and Latino communities by participating, including the Mayor's Senior Town Hall meeting, Health Information Fair and the VIDA Senior Center Health Fair.

In FY19, DACL was tested by telephone and received a score of zero. None of the four testers - Amharic, Arabic, Korean and Vietnamese speakers- who called the DACL Ward 1 Senior Wellness Center received interpretation services and they reported that agency employees explicitly refused to provide interpretation.

Fire and Emergency Medical Services



preparedness

5/5

FEMS met all planning and reporting requirements in FY19, trained public contact staff and focused on specific LA waiver procedures.

accessibility

4/4

FEMS translated one vital document into six languages in FY19 and participated in four community events.

quality

2/3

In FY19, no language access public complaints were filed against FEMS and the agency was not tested. FEMS continues to make strides toward fully implementing language access requirements; however, it has an outstanding corrective action plan that should be completed in FY20.



FY18 Score
11/12



FY18 Encounters
114

FY19 Top Languages Encountered:

Spanish, Mandarin, Amharic, Romanian, Korean, French, Arabic, Tigrinya, Portuguese
FY19 Encounters: 138

In the area of preparedness, Fire and Emergency Medical Services (FEMS) has an updated Language Access policy. However, the agency must improve its data collection system to capture bilingual staff encounters with the LEP/NEP community. FEMS has maintained its commitment to preparedness by conducting 10 trainings, with four of those sessions dedicated to the interpretation waiver procedures. The agency has certified compliance of its grantees/contractors, however the LA team recommends the agency refine its certification verbiage to be specific about LA requirements.

In the area of accessibility, the agency translated one document the “AMA Waiver” into six languages. OHR commends FEMS on fulfilling last year’s compliance report recommendation to centralize all translated vital documents under the “language support” section of its website. In FY19, FEMS participated in four events with a team of certified bilingual staff and professional interpreters to ensure accessibility to the LEP/NEP participants.

In the area of quality, the agency currently has an outstanding corrective action from a non-compliance finding in FY17. The LA program urges FEMS to reach an agreement for the proposed corrective action plan in FY20. OHR encourages FEMS to enhance its outreach efforts and collaborate with the Mayor’s Offices on African, Asian & Pacific Islander and Latino Affairs. OHR also recommends that the agency renew its efforts to certify bilingual staff in their respective languages.

DC | HEALTH

GOVERNMENT OF THE DISTRICT OF COLUMBIA

10/14
overall compliance score

preparedness
3/5

DC Health did not meet some of the planning and reporting requirements in FY19. The agency needs to enhance its training by increasing its frequency and by ensuring funded grantees/contractors fulfill LA compliance requirements.

accessibility
3/4

In FY19, DC Health translated 46 vital documents and conducted outreach. In FY20, DCH needs to improve accessibility of translated documents on the LSP section of its website and expand outreach efforts to engage LEP/NEP residents in the Asian/Pacific Islander and African communities.

quality
4/5

In FY19 no LA public complaints were filed against DC Health. Field tests results showed two of nine in-person testers and five of seven telephone testers did not receive interpretation services.



Telephone Tests

2 out of 7 telephone tests provided the requested service, information or appropriate resources.



In-Person Tests

7 out of 9 in-person tests provided the requested service, information or appropriate resources.

FY19 Top Languages Encountered:

Spanish, Amharic, French, Vietnamese, Mandarin, Tigrinya, Portuguese, Cantonese, Arabic, Pashto, Korean, Tagalog

FY19 Encounters: 25,680 | FY18 Encounters: 24,887 | FY18 Score: 12/14

In the area of preparedness, the Department of Health (DC Health) reported comprehensive data on language interpretation encounters with bilingual staff, on the telephone and in-person. OHR's Language Access Program strongly recommends the agency update and upload its LA Policy as previously recommended by the LA program. OHR also recommends the agency strengthen the verbiage of grantee certification to include LA requirements and procedures specifically in training, data collection and other areas. The agency has conducted some LA training but should increase the frequency of trainings per the Language Access Program protocols. The LA program looks forward to advising DC Health on its development of a digital LA training. In FY19, the LA program recognized DC Health with its "Most Improved" Award for boosting its annual compliance review score from 2/14 in FY16 to 11/14 in FY17 to 12/14 in FY18.

In the area of accessibility, the agency translated 46 vital documents into nine languages, including the "DC Universal Health Certificate," "Give Your Family a Healthy Start Flyer," and "My School DC Immunization." However, the agency must ensure those documents are accessible to the LEP/NEP community by properly housing them under the language support pages of the DC Health website. The LA program commends the agency for collaborating with community-based health care providers to reach out to traditionally under-served residents and the LEP/NEP community. However, the agency must expand its outreach to the LEP/NEP community by collaborating with the Mayor's three Ethnic Constituency offices (MOAA, MOAPIA and MOLA).

In the area of quality, there were no LA public complaints filed against the agency. Also, in FY19, nine of 16 testers received interpretation service. DC Health divisions provided more consistent language access in-person than they did over the telephone. At DC Health facilities such as Andromeda, Upper Cardozo and Community Connection that were tested over multiple years, overall interpretation rates were better in FY19 than in previous years. But despite improvements at Upper Cardozo in FY19, all three facilities have struggled to provide interpretation over the telephone. In three years, only three of 20 telephone testers received interpretation at these facilities. OHR's LA program urges DC Health to take immediate steps to certify LA compliance of its funded grantees/contractors because field test results show only minimal improvement in providing language access services to the LEP/NEP community.

District of Columbia Housing Authority



Telephone Tests

4 out of 13 telephone tests were provided the requested service, information or appropriate resources.



FY19 Encounters

1,344

preparedness

3/5

DCHA met reporting requirements in FY19 and moved towards the completion of grantee compliance requisites.

FY19 Top Languages Encountered:

Spanish, Amharic, Vietnamese, Mandarin, Arabic, French, Korean

FY18 Encounters: 167 | FY18 Score: 4/14

accessibility

3/4

DCHA fulfilled three LA requirements: signage, vital document translations and increased outreach efforts.

The District of Columbia Housing Authority (DCHA) showed improvement in the area of preparedness by strengthening data collection by including three sources of data for LEP/NEP encounters. OHR recommends that DCHA continue to work toward updating its internal Language Access policy, which was last revised in 2016. OHR also recommends that DCHA fulfill its plan to certify contractor compliance with the LA Act by including compliance verbiage in its MOUs and ensure LA compliance by training all public contact grantees/contractors. DCHA facilitated 14 LA compliance trainings for 619 of its staff members.

DCHA exhibited a slight improvement in the area of accessibility because of its increase in document translation. However, OHR strongly recommends the agency stop using "Google Translate" as its translation engine. Although the Google service can translate webpages, it is considered a liability to use this resource because there is no certainty about the quality or accuracy of the translated text. The agency improved its outreach to LEP/NEP individuals by participating in five events targeting the Asian, Latino and African immigrant communities.

quality

1/5

One language access public complaint was filed against DCHA in FY19. Nine out of 13 telephone testers were denied language assistance.

In the area of quality, the agency dropped a point due to the filing of a formal complaint for failing to provide LA services to a client. In FY19, field test results showed that only 4 out of 13 testers who called DCHA received interpretation services. Testers who called the DCHA call center received LA services in two of four tests. Testers who called DCHA properties only received LA services in two of nine tests. At Claridge Towers, none of the employees who spoke to testers even attempted to provide interpretation services, and two testers—speaking Amharic and Vietnamese—reported that agency employees explicitly refused to provide interpretation.

Overall, FY19 test results indicate that the agency headquarters and DCHA properties continue to violate the Language Access Act by denying LEP/NEP residents their right to language assistance.

District of Columbia Lottery and Charitable Games



FY18 Score
12/12



FY19 Encounters
275

preparedness

5/5

DCLB met planning and reporting requirements in FY19, trained its frontline staff in language access compliance and continued enhancing its data collection mechanism

accessibility

3/4

DCLB translated three vital documents engaging the Spanish and Korean speaking communities. However, the agency lacks a "language support" feature on its website.

quality

3/3

No language access public complaints were filed against DCLB in FY19. The agency was not tested in FY19. DCLB fully met language access compliance requirements in FY19.

FY19 Top Languages Encountered:

Amharic, Korean, Spanish, Punjabi, Urdu, Hindi, Mandarin,
Cantonese, Bengali
FY18 Encounters: 31

Over the past two years, the District of Columbia Lottery and Charitable Games (DCLB) has consistently met the LA requirements in the area of preparedness by training staff, continuing to collect data in a comprehensive manner and by attending every LAC bi-monthly meeting.

In the area of accessibility, the agency translated three documents into the 6 top languages encountered in the District. Those documents include: "Claim," "Frequently Asked Questions" and the agency's Mission and Vision statement. The agency's website, however, still lacks a language support page. In FY20, OHR looks forward to supporting DCLB in creating the language support pages on its website, thereby making the agency even more accessible to the District's LEP/NEP community. The agency participated in 4 events targeting the Asian and Latino communities, engaging 465 people. It is recommended that the agency collaborate with the Mayor's three Ethnic Constituency Offices to expand its efforts.

In the area of quality, DCLB met all LA requirements. No LA complaints were filed against the agency. The agency also forged a collaborative relationship with the Mayor's Offices of Asian and Pacific Islander and Latino Affairs for the purpose of outreach. OHR commends DCLB for working closely with the Department of Parks and Recreation to reach other LEP/NEP constituents.

District of Columbia Public Library



preparedness 5/5

DCPL met planning and reporting requirements in FY19, trained new hires and took steps to ensure contractors comply with language access requirements. In FY20, DCPL needs to provide comprehensive training for all branch employees in public contact positions.

accessibility 4/4

DCPL engaged diverse LEP/NEP communities through language-specific programming and targeted outreach.

quality 3/5

No language access public complaints were filed against DCPL in FY19. But only one out of nine telephone testers received interpretation services in FY19. DCPL continues to make efforts to enhance accessibility by certifying bilingual staff.



Telephone Tests

1 out of 9 telephone tests provided the requested service, information or appropriate resources



In-Person Tests

6 out of 7 in-person tests provided the requested service, information or appropriate resources.

FY19 Top Languages Encountered:

Spanish, Amharic, Mandarin, Arabic, Vietnamese, French, Russian, Korean, Japanese

FY19 Encounters: 116 | FY18 Encounters: 77 | FY18 Score: 12/14

In FY19, the District of Columbia Public Library (DCPL) fully met preparedness requirements by submitting timely quarterly and annual reports. DCPL has an updated LA policy on file. Although DCPL's main training hub is under construction, DCPL ensured that new hires attended the language access compliance training through DCHR's Center for Learning and Development. OHR urges DCPL to institute a robust training plan to equip its frontline public contact staff to use language access resources. This staff should receive comprehensive LA training to improve in-person and telephonic testing and, ultimately, to improve customer service for its LEP/NEP constituents. DCPL also strengthened its partnership with OHR's LA Program by consistently attending bi-monthly meetings and maintaining open communication. DCPL met the grantee and contractor compliance requirement by adding LA Act provisions to its contracts/agreements.

In the area of accessibility, DCPL translated its Library Card application into six languages and proactively translated its Summer Reading Challenge marketing materials in Amharic, Spanish and Chinese. OHR will continue providing technical support to DCPL so it can improve its language support page tab on its website. DCPL also expanded its outreach efforts by providing services to over 100 Chinese-speaking residents and tripling the number of community engagement events it attended. OHR commends DCPL for engaging over 600 LEP/NEP readers in its Summer Challenge program. This effort was made in collaboration with the Mayor's three Ethnic Constituency offices (MOLA, MOAPIA, and MOAA). All these accomplishments reflect the agency's implementation of items in the FY19-20 Biennial Language Access Plan.

In the area of quality, DCPL had zero complaints filed against the agency. Language access field tests conducted at the DC Public Library in FY19 showed a decline in the provision of language access services. Interpretation services were provided in seven of 16 tests. Interpretation was provided more consistently in-person (six of seven tests) than over the telephone (one of nine tests). In-person testers largely reported receiving consistent, prompt language access service, but phone testers reported multiple intentional hang-ups and refusal of services. OHR recommends the agency certify its bilingual staff and follow through on plans to improve delivery of LA services to the LEP/NEP community.

District of Columbia Public Schools



DISTRICT OF COLUMBIA
PUBLIC SCHOOLS



preparedness 3/5

In FY19, DCPS met planning, reporting and training requirements. In FY20, the agency needs to provide LA training for all public contact staff, adopt a language access policy and ensure grantees/contractors fulfill compliance requirements.

accessibility

4/4

DCPS continued to translate numerous vital documents and conducted extensive outreach to ELL students and LEP/NEP families.

quality 2/5

In FY19, one language access public complaint was filed against DCPS in FY19. 28 of 44 did not receive language assistance in FY19. Although DCPS continues to strive to meet LA requirements, the agency does not fully adhere to the core requirements of the Language Access Act. OHR urges the agency to comply fully in FY20.



Telephone Tests

5 out of 23 telephone tests provided the requested service, information or appropriate resources.



In-Person Tests

11 out of 21 in-person tests provided the requested service, information or appropriate resources.

FY19 Top Languages Encountered: Spanish, Mandarin, Vietnamese, Amharic, Bengali, Haitian Creole, Czech, French, Nepali, Urdu, Portuguese, Tigrinya, Chinese, Turkish, Cambodian

FY19 Encounters: 36,263 | FY18 Score: 8/14 | FY18 Encounters: 7,263

In the area of preparedness, District of Columbia Public Schools (DCPS) reported comprehensive data on LEP/NEP encounters, including bilingual staff, in-person and telephonic interpretation. OHR recommends that the agency finalize its Language Access policy and institute an acknowledgement of receipt to ensure all staff are informed about the internal LA policy requirements. The agency conducted 21 training events with 371 attendees in FY19. The LA program commends DCPS for designating a staff member specifically to manage its internal LA program.

In the area of accessibility, the agency translated 300 documents into the top 5 languages encountered by the agency and per request, provided translation of documents into other languages. The LA program also commends DCPS for displaying its Language Support Page section prominently at the top of the homepage of the agency's website. DCPS boasts a robust community relations program which held 28 outreach events in FY19 with representation of all DCPS LEP/NEP families.

In the area of quality, one LA public complaint was filed against DCPS in FY19 and the agency was found in non-compliance. Seven DCPS locations were tested in FY19 and also tested in at least one of two previous years. Those locations were Brightwood, Cardozo, Columbia Heights, Coolidge, DCPS Main Office, Roosevelt and Wilson. DCPS slightly increased their average test scores from 3.55 in FY17 and FY18 combined to 3.94, but this was also not a significant improvement.

DCPS and OHR's Language Access program worked together to fulfill the outstanding corrective actions agreed upon in FY18. Those actions included ensuring staff receive language access compliance training; working closely with school principals to designate a LA point of contact; and strengthening coordination with the Office of the State Superintendent of Education. DCPS' designation of Language Access Specialists and in-house translators/language facilitators has strengthened the agency's LA program.

Department of Behavioral Health



FY18 Score
12/12



FY19 Encounters
25,385

preparedness

5/5

DBH met planning and reporting requirements and language access compliance requirements in FY19.

FY19 Top Languages Encountered:

Spanish, Amharic, French, Vietnamese, Thai, Chinese, Korean, Arabic, Tigrinya, Mandarin, Hindi, Russian, Cantonese, Japanese

FY18 Encounters: 5,174

accessibility

3/4

In FY19, DBH translated vital documents into six different languages, but had not uploaded them on its website, and participated in 56 community outreach events. In FY20, DBH needs to ensure translated documents on its website language support page.

In the areas of preparedness, in FY19 Department of Behavioral Health met planning and reporting requirements by reporting comprehensive data from three sources of data regarding LEP/NEP encounters. The agency has an updated LA policy on file. The agency delivered 11 language access compliance training sessions for staff, grantees, and new hires with a total of 109 attendees.

In the area of accessibility, DBH has translated eight vital documents into six languages including Spanish (8), Amharic (1), French (1), Vietnamese (1), Chinese (2), Korean (1). Although DBH implemented an interpretation assistance mechanism for people with language needs, DBH has not made this information accessible in the language support page section of the its website. OHR urges DBH to take the necessary steps to enhance the accessibility of its website to LEP/NEP customers by making translated information accessible on its website through the language support page section

DBH participated in 56 community outreach events throughout the year targeting both youth and adults. OHR commends the collaboration initiative and partnership that DBH established to increase the networking opportunities with agencies that directly serve LEP/NEP communities.

quality

3/3

No language access public complaints were filed against DBH in FY19. DBH was not tested in FY19. The agency increased and continue improving training within its provider network.

In the area of quality, OHR urges DBH to take the necessary steps to enhance the accessibility of its website to LEP/NEP customers by making translated information accessible on its website through the language support page section. In the last two fiscal years DBH received exceptional field-testing scores and therefore did not undergo testing in FY19. OHR looks forward to working with the agency toward LA compliance.

Department of Consumer and Regulatory Affairs



DEPARTMENT OF CONSUMER & REGULATORY AFFAIRS



Telephone Tests

7 out of 9 telephone tests provided the requested service, information or appropriate resources.



In-Person Tests

6 out of 7 in-person tests provided the requested service, information, or appropriate resources.

preparedness

2/5

In FY20, DCRA needs to provide agency-wide training and ensure grantees and contractors comply with language access requirements

FY19 Top Languages Encountered:

Spanish, Mandarin, Korean, Vietnamese, Amharic, French, Arabic

FY19 Encounters: 790 | FY18 Score: 8/14 | FY19 Encounters: 724

accessibility

3/4

DCRA partnered with the Mayor's three Ethnic Constituency offices and community-based organizations to engage the District's LEP/NEP community. However, the agency has yet to translate key vital documents and make multilingual resources available on its website.

In the area of preparedness, the Department of Consumer and Regulatory Affairs (DCRA) continues to lack data tracking for in-person interpretation and bilingual staff encounters with LEP/NEP clients. The data indicates there were three LA trainings in 2019, not enough for the size of this agency's workforce. The data also shows that only new hires were trained in LA protocol and not existing staff.

In the area of accessibility, DCRA translated one document into Spanish, however, the agency did not make it accessible on its website. OHR's LA program looks forward to advising DCRA in enhancing its website's accessibility by further developing its language support section. DCRA participated in eight events in collaboration with the Mayor's three Ethnic Constituency Offices targeting the Latino, Asian and Pacific Islander and African communities.

quality

2/5

In FY19, no language access public complaints were filed against DCRA. In FY19, three out of 16 testers did not receive language assistance.

In the area of quality, in FY19 DCRA underwent field testing and results show that interpretation rates and scores have improved each year since 2017. In 2017 and 2018, the agency's combined average score was 3.81 compared to 4.63 in 2019. Although the field testing scores have improved, there are gaps in delivery of LA and customer service.

OHR has recommended previously that DCRA improve its compliance with language access requirements. Yet the agency has not provided comprehensive training for all frontline employees and has not translated vital documents used daily throughout DCRA's various program offices. The agency also has failed to train and monitor grantees to make sure they fulfill their obligation to provide mandated language access to LEP/NEP customers.

OHR again strongly recommends that in FY20, DCRA comply with the requirements of the Language Access Act which include training, translation and ensuring grantee compliance. OHR urges DCRA to dedicate staff to the establishment of a language access program so that all of DCRA's programs, services and grantees consistently comply with language access requirements.

Department of Corrections



FY18 Score
8/12



FY19 Encounters
564

preparedness

1/5

DOC needs to improve its planning and reporting requirements in FY20. DOC did not provide language access training to staff or to its providers in FY19. In FY20, DOC should update its language access policy, which dates to 2015.

accessibility

2/4

DOC was not tested in FY19, and two complaints were filed against the agency. The agency must take immediate action to comply with key LA preparedness requirements.

quality

0/3

DOC was not tested in FY19, and no complaints were filed against the agency. Agency needs to take immediate action to comply with key preparedness requirements.

FY19 Top Languages Encountered:

Spanish, Mandarin, Italian, Amharic, Hebrew
FY18 Encounters: 377

In the area of preparedness, the Department of Corrections (DOC) did not report comprehensive data on LEP/NEP encounters because it did not include encounters with bilingual staff. OHR strongly recommends the agency update its LA policy as it dates back to 2015. OHR's LA program looks forward to working with the DOC to develop and implement LA training of its staff. The LA program strongly recommends DOC include LA compliance verbiage in its agreements, contracts and MOUs with funded entities.

In the area of accessibility, the agency translated 8 documents into Spanish, including "Notice of LA Compliant," "Informal Resolution Grievance Form," and "Restrictive Housing Placement Form." The agency has information in its most frequently encountered languages tailored to individuals visiting inmates. The LA program encourages DOC to update the translated inmate visitation information that is posted on its website.

Department on Disability Services



preparedness

3/5

DDS reported data on LEP/NEP encounters, provided language access compliance training for contractors and met all reporting requirements.

accessibility

3/4

DDS translated 14 vital and non-vital documents, including case specific documents. It participated in nine community outreach events.

quality

3/3

No language access public complaints were filed against DDS in FY19. DDS continues to make efforts to meet language access compliance requirements.



LIFE. YOUR WAY.
**Department on
Disability Services**



FY18 Score
13/14



FY19 Encounters
260

FY19 Top Languages Encountered:

Spanish, Amharic, Mandarin, Arabic, Swahili, Haitian Creole,
Tigrinya, French, Cantonese

FY18 Encounters: 494

In FY19, the Department on Disability Services reported data on encounters with LEP/NEP individuals. However, the agency did not track bilingual staff encounters with the LEP/NEP community. OHR recommends that in FY20, the agency update its LA policy which dates back to 2015. The agency reported zero LA compliance training for its staff. DDS was without a Language Access Coordinator for about five months, but the new coordinator has expressed commitment and determination to bring the agency up to date with LA implementation and reporting requirements.

In the area of accessibility, DDS translated seven vital documents into three languages. Those documents include "Client Consent" forms, "Intake Appointment Letter", lobby signs and the agency's one-page summary. The documents, however, are still inaccessible to the LEP/NEP community because DDS failed to upload the translated documents to its website's language support pages, along with the translated document title. DDS participated in nine outreach events; however, it is unclear whether the events engaged or targeted the LEP/NEP community.

In the area of quality, no public complaint was filed against the agency. As previously noted, DDS lacks a vital data point because it is not reporting bilingual staff encounters. OHR recommends the agency take further steps to track this type of encounter. OHR looks forward to the findings of the quality control audit of past translated documents to enhance the accessibility and quality of written communication.

Department of Employment Services



Telephone Tests

7 out of 13 telephone tests provided the requested interpretation service, information or appropriate resources.



FY19 Encounters

7,208

preparedness

5/5

DOES met reporting and planning requirements in FY19 and trained frontline staff and grantees.

FY19 Top Languages Encountered:

Spanish, Amharic, French, Mandarin, Arabic, Korean, Vietnamese

FY18 Encounters: 7,824 | FY18 Score: 12/14

accessibility

4/4

DOES translated 200 vital documents and in FY19, the agency developed a fully bilingual website, and has a "language support" section of the agency's website.

In the area of preparedness, the Department of Employment Services (DOES) has successfully and fully implemented all language access requisites by reporting comprehensive data on language encounters: in person, bilingual staff and telephonic interpretation. DOES has an updated Language Access (LA) policy, and trained contractors and grantees in the LA requirements. Additionally, DOES conducted 10 digital LA tutorials for frontline employees.

In the area of accessibility, OHR commends DOES for its work in developing a robust intranet system accessible to staff to provide LA services to LEP/NEP clients. DOES translated 200 documents, mostly into Spanish. The agency centralized all translated documents on the agency's intranet and continuously updates the "DOES en Español" website. OHR strongly recommends DOES explore translation options and tools so that its website is accessible in languages other than English and Spanish. The agency hosted and participated in 17 outreach events and engaged the LEP/NEP communities by collaborating with the Mayor's three Ethnic Constituency offices: Latino, Asian and Pacific Islander and African Affairs.

quality

3/5

No language access public complaint was filed against DOES in FY19. One correction plan was approved and it has been implemented through FY 19-20. Seven out of 13 telephone field testers did not receive telephonic interpretation.

In the area of quality, although DOES provided frequent LA training and reminders to frontline staff, field testing showed that DOES still did not provide adequate telephonic interpretation assistance. As in previous years, testers at various divisions within DOES reported some intentional hang-ups and refusals of service. Some employees attempted to provide services but did not know how to connect to Language Line Solutions or apologetically suggested (in English) that the tester call back another time. OHR stands by its commitment to assist DOES in addressing this troubling trend of not providing adequate telephonic interpretation services. In FY19, the OHR's Language Access Program granted DOES the "Innovative Language Access Coordinator" award for executing an innovative language access plan that included the development of an internal language access portal and accomplished an accessibility compliance milestone by developing a fully functional bilingual website in Spanish, its most encountered language.

Department of Energy and Environment



preparedness

5/5

DOEE met planning and reporting requirements in FY19 and trained staff and grantees on language access compliance requirements.

accessibility

3/4

In FY19, DOEE conducted targeted outreach, translated vital documents into multiple languages and hosted bilingual workshops. However, DOEE needs to improve accessibility of translated vital documents on its website.

quality

3/3

No field tests were conducted at DOEE in FY19, and no complaints were filed against the agency. The agency continues to make exceptional efforts to meet all language access compliance requirements.



FY18 Score
12/12



FY19 Encounters
243

FY19 Top Languages Encountered:

Spanish, Amharic, Vietnamese, Chinese, Korean, Mandarin
FY18 Encounters: 564

In the area of preparedness, the Department of Energy and Environment (DOEE) has continued to excel in the implementation of the Language Access Act and its requirements. The agency has reported three sources of encounters: bilingual staff, in-person and telephonic interpretation. The agency has ensured that grantees are reporting on their encounters with the LEP/NEP communities in the District. The agency has an updated LA policy on file, and OHR's LA program will continue to support the agency's efforts to equip its existing and newly hired staff by training them on language access requirements.

In the area of accessibility, the FY19 implementation report indicates the agency has translated seven documents into six languages. Although the agency has translated a number of documents and has made them available on the agency's website, they remain inaccessible because they are not organized by language. In FY20, OHR's LA program looks forward to advising DOEE on how to enhance its website accessibility. The agency participated in 32 events that drew 15,076 participants. But the agency could make a more concerted effort to strengthen collaboration with LEP/NEP communities by working with the Mayor's Ethnic Constituency Offices that act as liaisons to the Latino, Asian and Pacific Islander and African communities.

In the area of quality, the agency adopted the recommendations from last year's compliance review by training its contractors/grantees and certifying five staff in their respective languages.

Department of General Services



In Person Test
5 out of 11 in-person tests provided interpretation services, information or appropriate resources.



FY19 Encounters
N/A

preparedness
0/5

DGS failed to meet reporting and training requirements in FY19. The agency does not have a language access policy and has not taken steps to train its large network of public-facing contractors.

FY19 Top Languages Encountered: N/A
FY18 Score: 2/12 | FY18 Encounters: N/A

accessibility
1/4

DGS failed to report any efforts in FY19 to prioritize the translation of vital documents, develop a language support section on its website or conduct outreach to engage LEP/NEP communities.

In FY19, the Department of General Services (DGS) did not comply with reporting requirements as mandated by the Language Access Act. However, the LA program and partners were able to re-engage DGS and a new LA Coordinator was designated. OHR looks forward in FY20 to supporting the agency in its work towards LA implementation and compliance.

In the area of accessibility, DGS improved its signage and made it visible in some of its public facing areas. For the first time, field tests were conducted at DGS, the agency that provides security to most DC government offices. In five of 11 in-person tests, DGS employees provided interpretation.

quality
3/5

No complaints were filed against DGS in FY19. The agency was field tested and six out of 11 out of in-person testers did not receive language assistance.

Department of Health Care Finance



3/12
overall
compliance
score



FY18 Score
8/12



FY18 Encounters
1259

preparedness

0/5

DHCF failed to meet planning, reporting and training requirements in FY19. The agency does not have a language access policy and has not taken steps to train its large network of contractors.

FY19 Top Languages Encountered: N/A

FY19 Encounters: N/A

accessibility

1/4

DHCF failed to report any efforts in FY19 to translate vital documents or to provide a “language support” section on its website.

In FY19, the Department of Health Care Finance (DCHF) failed to meet reporting requirements mandated by the Language Access Act. OHR, therefore, is unable to assess the agency’s ability to serve LEP/NEP customers.

DHCF made some attempts in FY19 to engage providers but still must take significant strides to satisfy key requirements of the Language Access Act. OHR’s priority recommendations to DCHF: develop a comprehensive language access policy, provide training for staff to implement such a policy and create a “language support” section on the agency’s website. Currently, LEP/NEP clients have no online access to a description of the agency or to vital documents in their language.

OHR strongly urges DHCF build the internal capacity needed to institute an effective language access program and to oversee the agency’s large network of providers who interact daily with LEP/NEP clients.

quality

2/3

No complaints were filed against DHCF in FY19 and the agency was not tested. The agency has not taken any steps to fulfill any of the recommendations from prior review.

Department of Housing and Community Development



FY19 Encounters
149



FY18 Score
11/14

preparedness

4/5

DHCD did not improve its training compliance requirements and in FY20, the agency needs to provide more training.

FY19 Top Languages Encountered: Spanish

FY18 Encounters: 237

accessibility

3/4

DHCD hosted six public engagement events and translated documents. In FY 20 DHCD needs to take immediate steps to satisfy website accessibility requirements.

In the area of preparedness, the Department of Housing and Community Development (DHCD) has three data tracking sources for LEP/NEP encounters. However, the agency needs to improve its reporting of other information in order to get credit for work related to language access requirements. DHCD has ensured the Language Access certification of its funded entities and has also trained them on LA requirements. However, the agency's LA policy dates back to 2013 and must be updated with a policy receipt acknowledgement from the staff. The OHR Language Access program looks forward to providing DHCD guidance to update LA training.

In the area of accessibility, DHCD has translated 13 vital documents such as "Tenant Petition Complaint," "70% Voluntary Agreement Petition" and "Notice to Vacate for Demolition" on the agency's website. But the documents are not accessible to the LEP/NEP community because their titles are in English and not translated. The agency hosted six outreach events drawing 2,529 participants and worked collaboratively with the Mayor's three Ethnic Constituency Offices, which serve as liaisons to the Latino, Asian and Pacific Islander and African communities. DHCD also ensured that marketing material was available in Spanish, French, Amharic, Vietnamese and Mandarin.

quality

3/3

No complaints were filed against the agency in FY19. DHCD continues to take steps to address the agency's longstanding gaps in language access compliance.

In the area of quality, the agency has complied with the majority of the recommendations set forth in the FY18 LA Annual Compliance review. The LA program recommends that in FY20, the agency make website accessibility a priority to better serve the District's LEP/NEP community.



DC Department of Human Resources



FY18 Score
12/12



FY19 Encounters
87

preparedness

5/5

DCHR met all preparedness requirements in FY19. DCHR reported that 139 employees received Language Access Compliance Training in FY19

accessibility

2/4

In FY19, DCHR conducted outreach and provided multilingual workshops to LEP/NEP job seekers; translated zero vital documents and failed to meet website accessibility requirement.

quality

3/3

DCHR was not tested in FY19 and no complaints were filed against the agency. DCHR continues to strive to meet all compliance requirements.

FY19 Top Languages Encountered:

Spanish, Amharic and French

FY18 Encounters: 66

In FY19, the Department of Human Resources (DCHR) met all quarterly reporting deadlines and provided OHR assistance in bringing in an expert who shared information on using the language access metric in performance management evaluation.

DCHR provided two language access training sessions for its staff. Additionally, DCHR collaborated with OHR's Language Access program to offer six Language Access Compliance Training sessions for DC government employees through its Center for Learning and Development.

In the area of Accessibility, DCHR failed to translate vital documents. In FY19, DCHR continued to take major steps to strengthen the agency's ability to serve its LEP/NEP customers by creating visible signage in the public facing areas of the agency. Although DCHR has a minimal level of interaction with LEP/NEP customers, the agency provided comprehensive data tracking of encounters with LEP/NEP clients. In FY19, the agency participated in more than 20 community events, four of which targeted DC residents

In FY20, OHR will offer technical support to DCHR to help the agency connect with consultative agencies and OHR in a citywide hiring event that will aim to build the capacity of DC's bilingual workforce.

Department of Human Services



preparedness

4/5

DHS met planning and reporting requirements in FY19 and provided language access training to staff. In FY20, DHS needs to update its LA policy to include language regarding grantees/contractors.

accessibility

3/4

DHS translated 30 vital documents and conducted outreach to engage LEP/NEP communities. DHS must update its website to include "Language Support" pages.

quality

2/5

No language access public complaints were filed against DHS in FY19. Six of 14 in-person testers did not receive the appropriate service or information in their language. 11 out of 15 telephone testers did not receive language assistance in FY19.



Telephone Tests

4 out of 15 telephone tests provided the requested service, information or appropriate resources



In-Person Tests

8 out of 14 in-person tests provided the requested service, information or appropriate resources

FY19 Top Languages Encountered:

Spanish, Amharic, French, Chinese, Vietnamese, Mandarin, Cantonese, Oromo

FY19 Encounters: 27,489 | FY18 Score: 9/14 | FY18 Encounters: 47,279

In the area of preparedness, the Department of Human Services (DHS) has improved its data collection system to capture in-person, bilingual staff and telephonic interpretation encounters. It is strongly recommended that the agency update and implement its LA policy, which dates to 2014. The agency held 10 training sessions to cover the areas of cultural competency, civil rights and language access. All sessions were relevant to the delivery of services for the diverse population served by DHS. OHR is pleased that the agency followed recommendations from the FY18 LA Compliance Review by tripling the frequency of training and increasing the number of participants. DHS has improved its compliance in grantee/contractor requirements by providing language access training to its funded entities however, it is strongly recommended that DHS include LA compliance verbiage in its agreements, contracts and MOUs with funded entities.

In the area of accessibility, the agency translated 30 documents into six languages. However, the agency still has not made its website accessible to the LEP/NEP community by creating "Language Support" pages on its website, as recommended in last year's compliance review. The agency participated in 18 outreach events that included 3,845 participants and collaborated with the Mayor's three Ethnic Constituency offices to connect with the District's diverse population.

In the area of quality, the OHR's Language Access Program notes that there has been a significant decline in the quality of LA services provision. This is evident in the field-testing data from 64% in FY17 and FY18 to 41% in FY19. It is imperative that the agency continue to support the LA training of its frontline staff.

Department of Motor Vehicles



preparedness

4/5

DMV met most of its preparedness requirements in FY19 by training all staff, having updated policy and designating a new LA coordinator.

accessibility

2/4

DMV translated two vital documents into six languages. In FY20, DMV needs to strengthen its outreach plan and take steps to engage LEP/NEP communities.

quality

1/5

No formal language access complaints were filed against DMV in FY19. Two out of 13 in-person testers did not receive language assistance in FY19.



In-Person Tests

11 out of 13 in-person tests provided the requested service, information, or appropriate resources.



FY19 Encounters

5,096

FY19 Top Languages Encountered:

Spanish, Amharic, French, Mandarin, Arabic, Vietnamese and Tigrinya

FY18 Encounters: 3,299 | FY18 Score: 11/14

In the area of preparedness, the Department of Motor Vehicles (DMV) reported only one source of encounters with LEP/NEP individuals: telephonic interpretation. OHR strongly recommends that the agency revise its tracking system to capture bilingual staff encounters. The agency has a LA policy on file which is due for review and an acknowledgement receipt from staff.

In collaboration with OHR and the Mayor's three Ethnic Constituency offices (MOLA, MOAA and MOAPIA), almost 350 staff members participated in 14 sessions covering Cultural Competency and Language Access training. DMV took a proactive step by including DGS-assigned security guards as they are the agency's only public facing contractor.

In the area of accessibility, the agency translated two documents "Medical Eye Report" and "Disability Placard" into six languages. However, the translated documents were not uploaded to DMV's website in the language support pages so they are not fully accessible to the LEP/NEP community. The agency failed to follow 2018 Annual Compliance review recommendations to strengthen outreach efforts to engage the District's LEP/NEP community. OHR's LA program urges the agency to reach out more effectively by teaming up with the Mayor's three Ethnic Constituency offices.

No formal public complaints were filed against DMV in FY19 although there was one inquiry made to OHR. Additionally, DMV has yet to take corrective action in a non-compliance finding by OHR in FY17. OHR's LA program urges DMV to reach an agreement to resolve this outstanding issue. Field test results in FY19 showed that the agency provided LA services in 11 of 13 tests by using telephonic interpreters at DMV locations.

Department of Parks and Recreation



10/14
overall
compliance
score

preparedness

4/5

DPR met reporting requirements in FY19. DPR showed improvement in the area of LA training and data collection.

accessibility

3/4

DPR translated nine vital documents into five languages but did not post them on its website. The agency, however, consistently conducted extensive outreach to engage the District's diverse LEP/NEP population.

quality

3/5

No LA complaints were filed against DPR in FY19. But in field tests, nine out of 14 testers did not receive language assistance. Despite DPR's efforts to meet the full range of language access compliance requirements, significant issues must still be addressed.



Telephone Tests

2 out of 8 telephone tests provided the requested service, information, or appropriate resources.



In-Person Tests

3 out of 6 in-person tests provided the requested service, information, or appropriate resources.

FY19 Top Languages Encountered:

Spanish, Korean, Chinese, Vietnamese, Russian, Uzbek, German, Arabic

FY19 Encounters: 65 | FY18 Encounters: 58 | FY18 Score: 10/14

In the area of preparedness, the Department of Parks and Recreation (DPR) improved its reporting of LEP/NEP encounters by implementing a new data collection system to capture interaction with bilingual staff. The agency's LA policy also was updated in FY19. The agency complied with the LA program's recommendation to provide comprehensive language access training to its staff and completed nine trainings with 144 participants. OHR's LA program looks forward to continuing provide guidance and support in the area of training. In FY19, the agency did not confirm whether it has public facing grantees/contractors. It is important that the agency verifies whether it contracts with such entities and then prioritize LA compliance certification and training for them.

In the area of accessibility, the agency translated nine documents into five languages. But the documents are not posted on the language support pages of DPR's website, making them inaccessible to the LEP/NEP community. Because of DPR's mission to provide and supervise an extensive array of recreational activities for all age groups in the District OHR strongly recommends the agency update the LSP section of its website in accordance with all changes made to the English-language website. The agency hosted four community outreach events, including "Multicultural Hiring Fair," "DPR Programs/Diversity/Outreach" and "Taste of the World," and it participated in another five events to engage the District's diverse LEP/NEP population. DPR's commitment to the Language Access Act to recruit and hire multilingual staff by sponsoring its own "Multicultural Hiring Fair" is highly commendable. DPR's efforts to conduct intentional diversified outreach in FY19 earned the agency OHR's Language Access Program "Outstanding Outreach Award."

In the area of quality, no language access public complaints were filed against DPR. However, only five of 14 field testers received interpretation services at DPR facilities in 2019. DPR Customer Service and the Petworth and Raymond Recreation Centers were the only three facilities tested in FY19 that were tested in the previous two years and their staffs' ability to provide LA services improved only slightly. These facilities provided interpretation to two out of eight testers in FY19 compared to zero out of 14 testers in FY18 and FY17 combined. Based on the field test results, it is imperative the agency strengthen its LA training of all staff.

Department of Public Works



“The Preferred Choice”



FY18 Score
11/12



FY19 Encounters
535

preparedness

3/5

DPW did not meet planning and reporting requirements and its LA policy is outdated. DPW also did not report training staff in FY19. The agency collected comprehensive data on LEP/NEP encounters.

FY19 Top Languages Encountered:

Spanish, Chinese, French, Abkhaz, Amharic

FY18 Encounters: 490

accessibility

3/4

DPW translated six vital documents in FY19, but the documents are not accessible on its website. DPW improved outreach efforts in FY19 and should expand its efforts to communicate with the District's diverse LEP/NEP population.

In the area of preparedness, the Department of Public Works (DPW) reported two sources of encounters: telephone language services line and bilingual staff. Because the agency has not updated its LA policy since 2015, the OHR Language Access program strongly recommends the agency update its policy with OHR's policy template. DPW did not report any trainings for FY19, therefore OHR strongly recommends the agency train its existing and new staff in FY20.

In the area of accessibility, DPW translated six documents into five languages. However, the translated documents are not accessible through the language support page of DPW's website. The agency participated in two outreach events that included 1,750 participants. Although the agency increased its outreach efforts, the LA program strongly recommends reaching out to the LEP/NEP immigrant community in collaboration with the Mayor's three Ethnic Constituency Offices: MOAA, MOAPIA and MOLA.

quality

3/3

In FY19, DPW was not tested and no language access complaints were filed against the agency. DPW did adopt recommendations from OHR's FY18 LA program compliance review.

In the area of quality, no complaints were filed against the agency. DPW also worked to complete the recommendations from the prior LA compliance review by improving outreach and data collection efforts. OHR urges DPW follow through with its long-standing plan to certify public facing bilingual staff in their respective languages.

Department of Small and Local Business Development



Telephone Tests

0 out of 5 telephone tests provided the requested service, information or appropriate resources.



FY19 Encounters

N/A

preparedness

0/5

DSLBD failed to comply with FY19 reporting and planning requirements.

FY19 Top Languages Encountered: Not Reported

FY18 Encounters: Not Reported | FY18 Score: 3/14

accessibility

1/4

DSLBD failed to produce any documentation that it tried to fulfill the requirements of the Language Access Act.

Once again, the Department of Small and Local Business Development (DSLBD) did not comply with language access implementation reporting. The agency also failed to fulfill legally mandated planning requirements and did not comply with any recommendations from the last LA compliance review. It is imperative the agency re-engage and implement Language Access Act requirements. The OHR LA program can only evaluate an agency based on reported data and individual site visits.

In the area of quality, DSLBD was granted two points overall based on not having any LA public complaints filed against the agency. OHR looks forward to supporting the agency in correcting LA compliance gaps. Although the agency has not been in compliance with the LA Act and regulations, the agency was still tested telephonically. The field tests showed the agency's response to LEP/NEP testers seeking help worsened at both tested divisions.

quality

2/5

No language access public complaints were filed against DSLBD in FY19. But of five telephone field testers, none received language assistance. DSLBD is in violation of the Language Access Act.

Department of Youth Rehabilitation Services



FY18 Score
11/12



FY19 Encounters
212

preparedness
5/5

DYRS met reporting requirements in FY19, provided language access compliance training for new hires and existing staff and engaged contractors to ensure they comply with the Language Access Act.

accessibility
3/4

In FY19, DYRS translated six vital documents into Spanish and one into the top six languages encountered in the District.

quality
3/3

No language access public complaint was filed against DYRS in FY19.

FY19 Top Languages Encountered: Spanish
FY18 Encounters: 106

The Department of Youth Rehabilitation Services (DYRS) took proactive steps to capture comprehensive data on the types and frequency of language encounters. DYRS led 13 in-house Language Access trainings for new hires, one for existing staff and two for contractors, for a total of 144 participants. The training of grantees is a compliance milestone for DYRS to properly serve the LEP/NEP community. DYRS also ensured that the agency's grantee contracts included LA compliance verbiage, a significant move towards ensuring that funded entities also are prepared to engage with LEP/NEP constituents.

In FY19, DYRS translated one vital document into six languages and five documents into Spanish, the agency's most encountered language. The documents included "Youth Services Center-Youth Orientation Handbook" and "Youth and Family Programs." DYRS' FY19 implementation report also shows the agency participated in six job fair events with the Mayor's three Ethnic Constituency offices (MOAA, MOAPIA, MOLA) to attempt to expand its workforce and reflect the linguistically diverse population served by the agency.

OHR credits DYRS for taking steps toward certifying bilingual staff and looks forward to the completion of this effort in FY 20. OHR recommends that DYRS continue to work closely with the Office of Chief Technology Officer to finish the creation of a "language support" section in languages other than Spanish on its website in FY20 and to include the links to translated documents.

District Department of Transportation



preparedness

3/5

DDOT met FY19 planning and reporting requirements, and provided language access training for 94 employees.

accessibility

3/4

DDOT translated 14 vital documents in FY19. In FY20, DDOT needs to meet outreach and website accessibility requirements

quality

5/5

No language access public complaints were filed against DDOT in FY19. The agency was tested in FY19, and five out of five testers received language assistance.



District Department of Transportation



Telephone Tests

5 out of 5 tests provided the requested service, information, or appropriate resources.



FY19 Encounters

261

FY19 Top Languages Encountered:

Spanish, Mandarin, Vietnamese, Chinese, Korean, Amharic

FY18 Encounters: 125 | FY18 Score: 11/14

In the area of preparedness, the District Department of Transportation (DDOT) is currently working on updating its LA policy and OHR looks forward to reviewing the policy in FY20. The agency reported comprehensive data for LEP/NEP encounters using three tracking sources. The agency maintained its commitment to training staff by ensuring 94 staff members were trained in four sessions. Commendably, the agency also ensured its grantees/contractors are prepared to serve the LEP/NEP community through training, however, the agency must update its verbiage in its agreements with funded entities to add LA Act 2004 compliance verbiage.

In the area of accessibility, the agency translated 14 documents into the six top languages encountered in the District of Columbia. However, these documents are not posted in the agency's language support pages of its website. OHR's LA program urges DDOT to complete efforts to restructure the language support section of its website. Although two outreach events were conducted in FY19, OHR recommends DDOT also collaborate with the Mayor's three Ethnic Constituency offices to expand outreach efforts to immigrant communities.

DDOT's commitment to compliance with the Language Access Act was reflected in the perfect score it received during field testing in FY19. Test results showed that interpretation services were provided in all five telephone tests conducted in five different languages with DDOT's Kids Ride Free program. Additionally, the agency has taken steps to fulfill a request from staff to learn basic Spanish as it is the agency's most frequently encountered language. OHR's Language Access program commends DDOT for taking the initiative to equip its staff with an essential language skill and looks forward to being updated on the implementation of this program.



FY18 Score
12/12



FY19 Encounters
7

preparedness
4/5

DCOZ met FY19 planning and reporting requirements and delivered language access compliance training to all staff.

accessibility
4/4

DCOZ translated three vital documents in FY19, all of which were uploaded to the agency's website. The agency participated in an event targeting Asian & Pacific Islander LEP/NEP residents

quality
3/3

No language access public complaint was filed against DCOZ in FY19. The agency was not tested in FY19. DCOZ continues to meet all language access compliance requirements.

FY19 Top Languages Encountered: Spanish, Korean
FY18 Encounters: 6

In the area of preparedness, the Office of Zoning (DCOZ) has met compliance requirements by continuing to submit data in a timely fashion and updating its Language Access policy in FY19. The LA program commends the DCOZ for implementing a new database for service encounters with LEP/NEP constituents. Despite the fact the agency reports it does not have much contact with the public, it still shows its commitment to fulfilling LA requirements. The agency strengthened its commitment to LA by training members of the Zoning Commission and the Board of Zoning Adjustment. Unfortunately, OHR has observed a decline in DCOZ's attendance at the LA bi-monthly meeting and encourages the DCOZ LA coordinator to resume participation.

In the area of accessibility, the agency met all LA requirements by translating three vital documents into three languages and posting them to its website, making them fully accessible to the LEP/NEP community. The agency participated in the Chinatown Community Festival, which drew about 200 participants, in collaboration with the Mayor's Office on Asian & Pacific Islander Affairs. The LA program recommends the agency also collaborate with the Mayor's Office on Latino Affairs and Mayor's Office on African Affairs to expand its outreach efforts to other immigrant communities.

In the area of quality, the agency showed its commitment to improve its outreach efforts by asking the DC Language Access Coalition for recommendations on how best to distribute information and to educate the District's LEP/NEP community about DCOZ.

Homeland Security and Emergency Management Agency



FY18 Score
12/12



FY19 Encounters
1

preparedness

4/5

HSEMA met FY19 planning and reporting requirements and trained its senior management team, as well as all staff, in language access compliance.

FY19 Top Languages Encountered: Spanish

FY18 Encounters: 18

In the area of preparedness, HSEMA met the reporting requirements by updating its LA policy and training its senior management team and frontline staff. HSEMA also provided training to its public facing contractors, but OHR recommends the agency add LA compliance verbiage to its contracts/MOUs.

accessibility

3/4

HSEMA participated in 17 outreach events and worked with the Mayor's three Ethnic Constituency Offices to reach LEP/NEP communities. In FY19, HSEMA translated 5 vital documents into 6 languages. HSEMA can improve accessibility by making its multilingual Ready DC links more prominent on its website.

In the area of accessibility, HSEMA translated five documents into six languages: "Active Shooter," "AlertDC Flyer," "Exercise, Exercise, Exercise," "Emergency Operations Preplanning Worksheet for Houses of Worship," and "Shelter in Place: When, Where and Why." Although all of these vital documents are translated, they are not accessible in the language support page of HSEMA's website. OHR strongly recommends that HSEMA revise its ReadyDC webpage to make it accessible to the LEP/NEP community. Currently, vital translated information about emergency preparedness is found under the "Resources" link of the ReadyDC webpage. The link title is in English only, making it very difficult for LEP/NEP individuals to find such important information. HSEMA participated in 17 community events that drew more than 700 diverse participants.

quality

3/3

No public complaints were filed against HSEMA in FY19. The agency was not tested in FY19. In FY20, HSEMA must make significant efforts to adhere to data collection recommendations to meet language access compliance requirements in FY20.

In the area of quality, no LA public complaint was filed against HSEMA. In FY19, OHRs' LA program noted that the agency took some action to fulfill compliance recommendations.

Metropolitan Police Department



preparedness

5/5

MPD met preparedness requirements and took steps to train all MPD employees, as well as a major contractor in language access requirements

accessibility

4/4

MPD conducted extensive outreach translated eight vital documents and continued to strengthen the language support pages of its website.

quality

2/5

In FY19, two language access complaints were filed against MPD, and OHR issued one finding of noncompliance. The agency declined by one point in field testing and provided language assistance for 8 of 9 testers.



In-Person Tests

8 out of 9 in-person tests provided the requested service, information, or appropriate resources.



FY19 Encounters

5,377

FY19 Top Languages Encountered: Spanish, Amharic, Mandarin, French, Arabic, Vietnamese, Portuguese, Korean, Russian, Tigrinya, Bengali, Turkish, Tagalog, Japanese
FY18 Encounters: 4,996 | FY18 Score: 11/14

In the area of preparedness, the Metropolitan Police Department (MPD) reports three sources for tracking LEP/NEP encounters. The agency also has an updated policy on file. In FY19, the agency held 73 LA access trainings with 2,033 participants. The agency also took a proactive step by training Security Assurance Management, a DGS contractor that interfaces with MPD customers, and conducted LA cross training with the Office of Unified Communication, which handles the District's 911 calls. These training efforts are very effective in closing MPD's preparedness gap.

In the area of accessibility, the agency translated eight documents, including "Warnings as to Your Rights," "Victim's Right Card" and "Complainant/Witness Statement" into eight languages. The translated documents are easily accessible to the LEP/NEP community as they are properly posted in the language support pages of MPD's website with translated titles on the documents. The agency held 58 outreach events attracting 9,216 participants, the agency also hosted a hiring fair and collaborated with the Mayor's three Ethnic Constituency offices (MOAA, MOAPIA and MOLA) for other LA-related projects.

In the area of quality, MPD had two LA public complaints filed against the agency in FY19. OHR found MPD noncompliant in one of the cases. MPD was field tested, and in eight out of nine interactions, the tester successfully received LA services. The agency addressed most of the LA recommendations outlined in the FY18 LA program compliance report and was honored for its work in the area of language access. OHR congratulates the MPD LA program for winning the Morris & Gwendolyn Cafritz Foundation Award for ensuring the department equitably serves the District's LEP/NEP community.

Office of Administrative Hearings



FY18 Score
12/12



FY19 Encounters
572

preparedness

5/5

OAH completed planning and reporting requirements in FY19, as kept track of all encounters with LEP/NEP clients. The agency ensured all staff received language access compliance training during a series of seven sessions.

FY19 Top Languages Encountered:

Spanish, Amharic, Mandarin, Vietnamese, French, Yoruba, Korean, Arabic
FY18 Encounters: 506

accessibility

3/4

In FY19, OAH translated one document into Spanish. In FY20, OAH should strengthen its language access portal by ensuring that document titles are translated and, therefore, accessible to the LEP/NEP community.

In the area of preparedness, the Office of Administrative Hearings (OAH) continued to fulfill requirements of the Language Access Act by using a comprehensive data collection mechanism, having an updated LA policy and training existing and new staff.

In the area of accessibility, the agency continued to audit its most used documents for updates and translation. The agency also translated "UI Request for Hearing to Appeal a Determination by a Claim Examiner" into Spanish. OHR strongly recommends the agency revises its website and translate the language access tab to give it prominence and make it accessible to the LEP/NEP community. OAH does not traditionally conduct community outreach, however, the agency worked with the Mayor's three Ethnic Constituency Offices (MOAA, MOAPIA and MOLA) to improve services to the LEP/NEP community. In its direct mailings, OAH always promotes the availability of language access services in its office.

quality

3/3

No language access public complaints were filed against OAH in FY19. The agency was not tested in FY19.

In the area of quality, the agency fulfilled all the recommendations outlined in the FY18 LA program compliance review by certifying bilingual public facing staff, as well as hiring additional bilingual staff. OHR's LA program is pleased with OAH's continued commitment to uphold the Language Access Act.

Office of Attorney General's Child Support Services Division



preparedness
5/5

In FY19, CSSD met planning and reporting requirements. The agency should improve and report the training of its frontline staff.

accessibility
1/4

In FY20, CSSD must improve the translation of vital documents and its accessibility by creating a "language support" section on its website.

quality
2/3

No language access public complaints were filed against CSSD in FY19, and the agency was not tested.

**CHILD
SUPPORT
SERVICES**

Office of the Attorney General
for the District of Columbia



FY18 Score
11/12



FY19 Encounters
688

FY19 Top Languages Encountered: Spanish, Amharic, Mandarin, French, Arabic, Vietnamese, Portuguese, Korean, Tigrinya, Bengali, Turkish, Japanese, Tagalog, Cantonese
FY18 Encounters: 1,301

In the area of preparedness, the Office of Attorney General's Child Support Services Division (CSSD) reported comprehensive data on LEP/NEP encounters. The agency has updated its LA policy and is working with its federal sister agency DC Superior Court to reach an agreement that both agencies be bound by the Language Access Act because the District's law mirrors Title VI of the U.S. Civil Rights Act of 1964, which requires federal agencies to provide meaningful access to their programs, services and activities for LEP individuals. The agency trained some staff; however, details were not reported.

In the area of accessibility, CSSD must prioritize its efforts to translate vital public documents and make them available on its website. The agency also must create a language support section on its website. The LA program is aware that CSSD conducted community outreach to showcase the additional services for its target population, but the agency failed to report the details in its implementation report.

In the area of quality, the agency received no LA public complaints. However, the agency failed to adhere to recommendations in the FY18 LA annual review regarding the development and implementation of a language support page on its website and to certify its bilingual staff. Based on the lack of reporting, it is unclear if CSSD adhered to the recommendation that LEP/NEP customers receive automated correspondence and messages in their native language. The agency partially complied with the recommendation to reach out to the LEP/NEP community.

Office of Contracting and Procurement



FY18 Score
4/12



FY18 Encounters
6

preparedness

1/5

OCP failed to meet planning, reporting and training requirements in FY19. The agency does not have a language access policy.

FY19 Top Languages Encountered: N/A

FY19 Encounters: N/A

accessibility

1/4

With the exception of meeting signage requirements, OCP failed to translate vital documents and few efforts in FY19 to fulfill accessibility requirements.

In FY19, as in FY18, the Office of Contract and Procurement did not comply with reporting requirements as mandated by the Language Access Act. However, communication between OCP and OHR's LA program improved in FY19 and a new Language Access Coordinator was appointed in the third quarter of the fiscal year. OHR looks forward to supporting the agency in addressing longstanding gaps in LA implementation and compliance.

In the area of accessibility, OCP met the signage requirement, however, OCP could improve signage and make it visible public-facing areas like the Resource Center. OHR recommends that OCP make its website accessible to LEP/NEP clients by translating and uploading vital documents.

In the area of quality, OCP made progress in FY19 by assigning a new LAC and forming a LAC team within the agency that is now in communication with OHR's LA Program.

In FY20 OHR strongly recommends that OCP continues working to fully satisfy the LA compliance requirements.

quality

3/3

No language access public complaints were filed against OCP in FY19. The agency was not tested.

District of Columbia
Office of Planning



FY18 Score
10/12



FY18 Encounters
6

preparedness
4/5

OP met reporting requirements in FY19 by updating its LA policy.

FY19 Top Languages Encountered: N/A

FY19 Encounters: 0

accessibility
3/4

OP translated two census document into seven languages however they are not accessible on the agency's website.

In the area of preparedness, the agency reported 0 encounters with the LEP/NEP community. The OHR Language Access Program urges the Office of Planning to improve the data collection process in order to capture encounters more comprehensively to include in-person and bilingual staff encounters. The agency has an updated LA policy on file. The agency has no public facing grantees. The LA program strongly advises that LA training be given to staff during FY20. This includes consulting OHR's Language Access Program to ensure all areas of compliance are covered in the training deck.

In the area of accessibility, the Office of Planning has translated two documents in seven languages, however, the documents are not accessible on the agency's website. OP participated in one outreach event targeting the LEP/NEP community. Although the OP boasts an outreach strategy by funding local advocacy organizations to connect with hard-to-reach populations it is not clear in its reporting if this effort was successful in reaching the API and Latino communities.

quality
2/3

No public complaints were filed against OP in FY19. The agency was not tested in FY19. OHR urges OP to address accessibility concerns in FY20.

In the area of quality, the agency has not fulfilled the recommendations from last year's compliance review. OHR's Language Access program strongly encourages the agency to diversify its outreach efforts to include other LEP/NEP communities in the District. OHR acknowledges that OP focused on Census 2020 outreach efforts and the LA program strongly recommends that these efforts be expanded to other LEP/NEP immigrant communities. OHR once again encourages OP to leverage the support of the Mayor's Offices on African, Asian and Pacific Islander and Latino Affairs and community-based partners such as the DC Language Access Coalition to successfully implement these goals. Additionally, OP needs to develop and translate culturally targeted outreach materials to engage LEP/NEP stakeholders, and ensure that translated documents are accessible via the "language support" section on the agency's website.

Office of Tax and Revenue



Telephone Tests

3 out of 3 telephone tests provided the requested service, information or appropriate resources.



In-Person Tests

4 out of 5 in-person tests provided the requested service, information or appropriate resources.

preparedness

3/5

In FY19, OTR reported comprehensive data on LEP/NEP encounters and acquired dual handset phones to facilitate telephonic interpretation for LEP/NEP customers. In FY20, OTR needs to adopt an internal language access policy, ensure timely submission of quarterly reports and certify contractor compliance.

FY19 Top Languages Encountered:

Spanish, Amharic, Mandarin, French, Korean, Arabic, Vietnamese, Bengali

FY19 Encounters: 4,860 | FY18 Score: 7/12 | FY18 Encounters: 4,340

accessibility

2/4

In FY19 OTR needs to translate vital documents, improve accessibility of its website and reach out to LEP/NEP communities.

In the area of preparedness, the Office of Tax and Revenue (OTR) implemented data collection to include bilingual staff encounters with LEP/NEP customers. The use of dual handset phones showed improvement in the ability to serve LEP/NEP customers, evidenced by the increased amount of telephonic interpretation. The agency has an updated LA Policy on file. It is recommended that training be made a priority in FY20. OHR's LA Program looks forward to supporting OTR in its efforts to ensure contractor compliance and training of its only public-facing contractor: security guards.

In the area of accessibility, OTR participated in 23 community outreach events that attracted 1,115 participants. However, the agency should strengthen its outreach efforts and reach a diverse population by collaborating with the Mayor's three Ethnic Constituency Offices (MOAA, MOAPIA and MOLA). The agency has not translated any vital documents and has made no additions to the Language Support Pages on its website. OHR strongly recommends OTR translate its vital documents and upload them to its website.

quality

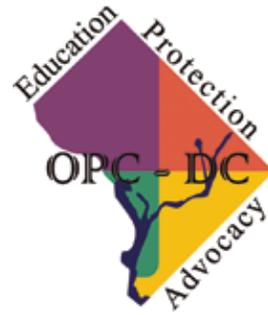
2/3

No language access public complaints were filed against OTR in FY19. The agency was tested for the first time in FY19 and provided LA resources in seven out of eight field tests.

It is crucial that the agency train its staff regarding professional conduct in serving the District's diverse LEP/NEP community.

In the area of quality, OTR's FY19 field testing results show that in seven of eight testers received interpretation services. The field-testing narrative also highlighted the need for OTR employees to undergo language access and customer service training to appropriately serve LEP/NEP constituents.

Office of the People's Counsel



FY18 Score
12/12



FY19 Encounters
680

preparedness

5/5

In FY19, OPC met all preparedness requirements. OPC reported comprehensive data on LEP/NEP encounters and provided agency-wide language access compliance training.

accessibility

4/4

OPC produced 11 translated documents in FY19 and participated in 42 community events. OPC followed through on FY18 recommendations by providing cultural competency training to its staff and improving outreach strategy.

quality

3/3

In FY19, no language access complaints were filed against OPC and agency was not tested. OPC continues to demonstrate exceptional commitment to meeting language access compliance requirements.

FY19 Top Languages Encountered:

Spanish, Amharic, Chinese, Indonesian, Portuguese

FY18 Encounters: 6

In the area of preparedness, the Office of the People's Counsel (OPC) reported comprehensive data on LEP/NEP encounters with bilingual staff and telephonic and in-person interpretation. The agency has an updated comprehensive Language Access policy on file that includes LA certification verbiage for funded entities although the agency has no public facing grantees. Nonetheless, the agency should recertify acknowledgement of receipt from staff as a reminder of LA specific requirements. The agency had one LA and Cultural Competence training with 12 attendees in FY19. OPC continues its commitment toward compliance with the LA Act, and OHR looks forward to supporting the agency with LA training of its staff and all other compliance matters.

In the area of accessibility, the agency translated 11 documents into six languages, including "Consumer Complaints Script," "Consumer Bill of Rights" and "Utility Billing Scams." The LA program commends OPC for prominently displaying its language support page section at the top of its website's home page. However, the translated pages do not include the agency's mission, initiatives or services. As is, the LSP section only provides translated documents. The agency continues to uphold outreach requirements by conducting comprehensive grassroots and community engagement activities such as neighborhood walk-throughs in areas populated by LEP/NEP individuals and businesses. The office exceeds outreach expectations by providing in-person interpreters at some of its agency-specific citywide community events that attract the District's linguistically diverse residents.

In the area of quality, the agency continued to show its commitment to the LA Act by certifying one of its dual-language, public-facing staff in both languages. The agency adhered to OHR's LA program's recommendation to improve its outreach requirements and increased its collaboration with the Mayor's three Ethnic Constituency Offices: MOAA, MOAPIA and MOLA. OHR's LA program commends the Office of the People's Counsel on achieving a perfect annual review compliance score of 12/12 for the past 2 years.

Office of the State Superintendent of Education



Telephone Tests
8 out of 8 tests provided the requested service, information or appropriate resources.



In-Person Tests
3 out of 7 of in-person tests provided the requested service, information or appropriate resources.



Once again, OSSE fully met FY19 preparedness requirements by reporting comprehensive data on LEP/NEP encounters, training frontline staff and grantees, and fulfilling reporting and planning requirements. In FY20, OSSE needs to expand training and maintain grantee engagement efforts.



In FY19, OSSE continued to translate vital documents and strengthened the accessibility of its “language support” section on its website. The agency significantly increased its participation at community events as recommended in last year’s compliance review.



In FY19, no language access public complaint was filed against OSSE. Four out of 15 testers did not receive language assistance. OHR looks forward to re-engaging OSSE in FY20 to improve training efforts for grantees.

FY19 Top Languages Encountered:

Spanish, Amharic, French, Korean, Russian, Bengali, Mandarin, Vietnamese, Arabic, Turkish, Portuguese

FY18 Score: 11/14 | FY18 Encounters: 10,300 | FY19 Encounters: 11,697

In the area of preparedness, the Office of the State Superintendent of Education (OSSE) reported comprehensive data on LEP/NEP encounters with bilingual staff, telephonic and in-person interpretation. The agency has an updated LA policy on file and maintained its commitment to preparedness by continuing to train its existing and newly hired staff. The LA program commends OSSE for institutionalizing language access procedures in the communications workshops and its handbook. The agency ensured the LA compliance of funded entities by equipping them with telephonic interpretation service and training and established a process for LA reporting. OHR recommends the agency maintain LA requirements in the forefront of its future acquisition of services that may interface with the LEP/NEP community.

In the area of accessibility, the agency translated 62 documents into seven languages. OHR’s LA program recommends the agency continue its efforts to update the content of the Language Support pages on the OSSE website to improve accessibility for the LEP/NEP community. OHR’s LA program commends OSSE for expanding outreach efforts from seven to 34 outreach events. However, OHR recommends the agency collaborate with the Mayor’s Office on Asian and Pacific Islander Affairs (MOAPIA) to better engage that LEP/NEP community.

In the area of quality, OHR’s LA program commends OSSE for its continued efforts in translating confidential case-specific documents related to the Early Intervention Program and OSSE’s Office of Dispute Resolution.

Field testing results showed that 11 out of 15 testers received interpretation services from various OSSE divisions. The Main Office (the only division tested in previous years) received a perfect score of 6/6, providing interpretation services to seven of seven testers. This is a significant improvement over previous years when the division only provided interpretation to seven of 11 testers. The Parent Resource Center also provided interpretation over the telephone to all three testers and received a perfect score of 6/6. However, the other divisions tested in 2019—Associates for Renewal in Education, Childcare Licensing and Child and Family Development, which were tested only in-person—provided interpretation to only one out of five testers receiving an average score of 1.20/6.00. Although testing results show overall improvements, OHR recommends that OSSE specifically address service gaps found through field testing.



preparedness

2/5

OTA did not fully meet all reporting and training requirements in FY19. In FY20, the agency needs to revitalize its training and reporting efforts to come into compliance with the Language Access Act.

accessibility

3/4

In FY19, OTA participated in 24 community outreach events and translated four documents into two languages. In FY20, OTA would benefit from developing a Language Support Page section on its website to fulfill its requirement to make services accessible to the District's linguistically diverse tenant population.

quality

2/3

No language access public complaints were filed against OTA in FY19.



FY18 score
12/14



FY19 Encounters
137

FY19 Top Languages Encountered: Spanish, Amharic
FY18 Encounters: 174

In the area of preparedness, the Office of Tenant Advocate (OTA) did not report any LA trainings in FY19 and continued to operate with an outdated LA policy. The OHR LA program strongly recommends that OTA update its LA policy, and train new and existing staff. At this time, it is unclear whether the agency has any grantees/contractors that would be covered by LA requirements. In the area of accessibility, OTA translated four documents into two languages: "Team Work Makes the Dream Work," "Tenant Summit Program 2019," "OTA Legal Representation Agreement" and "TOPA 5." Although not all of these documents are considered public facing, the ones that do meet the public facing criteria are not accessible on the OTA website's Language Support Pages section. The agency participated in 24 community events with 1,467 attendees. Although notable, the agency should broaden its outreach capacity by engaging the Mayor's three Ethnic Constituency offices (MOAA, MOAPIA and MOLA).

In the area of quality, no LA public complaints were filed against OTA in FY19. However, the agency did not take any steps to address recommendations issued by the OHR LA program in the FY18 LA compliance review.

Office of Unified Communications



FY18 Score
8/12



FY19 Encounters
25,063

preparedness

3/5

In FY19, OUC again failed to fulfill reporting and training requirements. In FY20, OUC must submit timely comprehensive quarterly reports, train public-contact staff and adopt a revised language access policy

FY19 Top Languages Encountered:

Spanish, Mandarin, Amharic, Vietnamese, Portuguese, French, Arabic, Korean, Russian, Turkish, Tigrinya, Farsi, Cantonese, Japanese
FY18 Encounters: 50,345

accessibility

2/4

OUC participated in eight community events and translated one document; however the agency needs to work on its language support page to improve accessibility of documents for the LEP/NEP community. OUC can improve outreach through partnerships and targeted campaigns to reach LEP/NEP individuals.

In the area of preparedness, the Office of Unified Communications (OUC) reported only one source of language access encounters: telephonic interpretation. OHR strongly recommends the agency resolve how to capture bilingual staff encounters with LEP/NEP individuals. OHR also strongly recommends the agency update and institutionalize its Language Access policy and secure acknowledgement of receipt from its staff to ensure they know LA requirements. The agency had only one training on file called "Ripped from the Head Lines" a training tool that is related to diversity and inclusion but is not Language Access Act compliance training. OHR's LA program recommends the agency increase appropriate training efforts. The agency has no public facing grantees/contractors. OHR recommends the agency strengthen its commitment to the LA Coordinator cohort by increasing participation in bi-monthly LAC meetings.

In the area of accessibility, although OUC is not frequently visited by the public it is still recommended that the agency displays LA related messaging such as the LA identification poster that informs LEP/NEP individuals they are entitled to telephonic interpretation services.

quality

2/3

In FY19, no language access complaints were filed against OUC and the agency was not tested.

In FY19, the OUC translated one document, but the document is not accessible to the LEP/NEP community because it is not posted in the language support page of the agency's website. The agency reached out to the community by participating in eight events with 367 attendees. However, OHR recommends the agency strengthen its outreach strategy by collaborating with the Mayor's three Ethnic Constituency offices: MOAA, MOAPIA and MOLA.

In the area of quality, OUC had no LA public complaints filed against it in FY19 and was not field tested. The agency continues to take steps towards compliance with the Language Access Act by hiring and certifying bilingual staff. Nonetheless, OHR recommends the agency adhere to long-standing Language Access implementation recommendations issued by OHR's LA Program.



Compliance Details

Agencies' scores are based on questions related to compliance with the Language Access Act. A '☐' indicates successful completion of the requirement. 'N/A' is where a particular question does not apply to the specific agency for FY19.

AGENCY NAME	ABRA	CFSA	DBH	DCRA	DOC	DOES	DOEE	DGS	DCHealth
PREPAREDNESS									
P1. Agency provided comprehensive data on FY19 encounters.		☐	☐			☐	☐		☐
P2. Agency has a current language access policy.		☐	☐	☐		☐	☐		
P3. Agency staff were trained in FY19.		☐	☐			☐	☐		☐
P4. Agency communicated effectively.		☐	☐	☐	☐	☐	☐		☐
P5. Agency took steps to ensure grantee/contractor compliance.			☐			☐	☐		
PREPAREDNESS SCORE	0	4	5	2	1	5	5	0	3
ACCESSIBILITY									
A6. Agency displayed adequate signage in public facing locations,	☐	☐	☐	☐		☐	☐	☐	☐
A7. Vital documents were translated and/or updated in FY19.		☐	☐	☐	☐	☐	☐		☐
A8. Translated vital documents are accessible on agency website.					☐	☐			
A9. Efforts were made to engage diverse LEP/NEP communities in FY19.		☐	☐	☐		☐	☐		☐
PREPAREDNESS SCORE	1	3	3	3	2	4	3	1	3
QUALITY									
Q10. No language access public complaints were filed against the agency in FY19.	☐	☐	☐	☐		☐	☐	☐	☐
Q11. OHR has not issued a finding of non-compliance against the agency in FY19.	☐	☐	☐	☐		☐	☐	☐	☐
Q12. No tester was turned away during tests.	☐								☐
Q13. All testers who accessed employee or interpretation received requested information or services.									
Q14. OHR has observed improvement in LA implementation in FY19.		☐	☐			☐	☐	☐	☐
QUALITY SCORE	3	3	3	2	0	3	3	3	4
TOTAL AGENCY SCORE	4	10	11	7	3	12	11	4	10
TOTAL POSSIBLE SCORE	14	12	12	14	12	14	12	14	14

AGENCY NAME	DHCF	DHCD	DCHR	DHS	DMV	DPR	DPW	DSLBD	DDS	DDOT
PREPAREDNESS										
P1. Agency provided comprehensive data on FY19 encounters.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
P2. Agency has a current language access policy.			<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>				
P3. Agency staff were trained in FY19.		<input type="checkbox"/>				<input type="checkbox"/>				
P4. Agency communicated effectively.		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>					
P5. Agency took steps to ensure grantee/contractor compliance.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
PREPAREDNESS SCORE	0	4	5	4	4	4	3	0	3	3
ACCESSIBILITY										
A6. Agency displayed adequate signage in public facing locations.	<input type="checkbox"/>									
A7. Vital documents were translated and/or updated in FY19.		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
A8. Translated vital documents are accessible on agency website.										
A9. Efforts were made to engage diverse LEP/NEP communities in FY19.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
ACCESSIBILITY SCORE	1	3	2	3	2	3	3	1	3	3
QUALITY										
Q10. No language access public complaints were filed against the agency in FY19.	<input type="checkbox"/>									
Q11. OHR has not issued a finding of non-compliance against the agency in FY19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>				
Q12. No tester was turned away during tests.										<input type="checkbox"/>
Q13 .All testers who accessed employee or interpretation received requested information or services.										<input type="checkbox"/>
Q14. OHR has observed improvement in LA implementation in FY19.		<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
QUALITY SCORE	2	3	3	2	1	3	3	2	3	5
TOTAL AGENCY SCORE	3	10	10	9	7	10	9	3	9	11
TOTAL POSSIBLE SCORE	12	12	12	14	14	14	12	14	12	14

AGENCY NAME	DCHA	DYRS	DCLB	DCOZ	DACL	DCPL	DCPS	FEMS	HSEMA	MPD
PREPAREDNESS										
P1. Agency provided comprehensive data on FY19 encounters.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
P2. Agency has a current language access policy.			<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>				
P3. Agency staff were trained in FY19.		<input type="checkbox"/>				<input type="checkbox"/>				
P4. Agency communicated effectively.		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>					
P5. Agency took steps to ensure grantee/contractor compliance.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
PREPAREDNESS SCORE	0	4	5	4	4	4	3	0	3	3
ACCESSIBILITY										
A6. Agency displayed adequate signage in public facing locations.	<input type="checkbox"/>									
A7. Vital documents were translated and/or updated in FY19.	<input type="checkbox"/>									
A8. Translated vital documents are accessible on agency website.				<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
A9. Efforts were made to engage diverse LEP/NEP communities in FY19.	<input type="checkbox"/>									
ACCESSIBILITY SCORE	4	4	3	1	3	1	4	3	3	4
QUALITY										
Q10. No language access public complaints were filed against the agency in FY19.		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>					
Q11. OHR has not issued a finding of non-compliance against the agency in FY19.		<input type="checkbox"/>			<input type="checkbox"/>					
Q12. No tester was turned away during tests.							<input type="checkbox"/>			<input type="checkbox"/>
Q13. All testers who accessed employee or interpretation received requested information or services.										
Q14. OHR has observed improvement in LA implementation in FY19.	<input type="checkbox"/>									
QUALITY SCORE	1	3	3	3	3	3	2	2	3	2
TOTAL AGENCY SCORE	7	11	11	11	9	12	9	11	10	11
TOTAL POSSIBLE SCORE	14	12	12	12	14	14	14	12	12	14

AGENCY NAME	OAH	OAG	OCF	OP	OTR	OPC	OSSE	OTA	OUC
PREPAREDNESS									
P1. Agency provided comprehensive data on FY19 encounters.	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>				
P2. Agency has a current language access policy.	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
P3. Agency staff were trained in FY19.	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
P4. Agency communicated effectively.	<input type="checkbox"/>								
P5. Agency took steps to ensure grantee/contractor compliance.	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
PREPAREDNESS SCORE	5	5	1	4	3	5	5	2	3
ACCESSIBILITY									
A6. Agency displayed adequate signage in public facing locations,	<input type="checkbox"/>								
A7. Vital documents were translated and/or updated in FY19.	<input type="checkbox"/>			<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A8. Translated vital documents are accessible on agency website.						<input type="checkbox"/>	<input type="checkbox"/>		
A9. Efforts were made to engage diverse LEP/NEP communities in FY19.	<input type="checkbox"/>			<input type="checkbox"/>					
PREPAREDNESS SCORE	3	1	1	3	2	4	4	3	2
QUALITY									
Q10. No language access public complaints were filed against the agency in FY19.	<input type="checkbox"/>								
Q11. OHR has not issued a finding of non-compliance against the agency in FY19.	<input type="checkbox"/>								
Q12. No tester was turned away during tests.									
Q13. All testers who accessed employee or interpretation received requested information or services.									
Q14. OHR has observed improvement in LA implementation in FY19.	<input type="checkbox"/>		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>		
QUALITY SCORE	3	2	3	2	2	3	3	2	2
TOTAL AGENCY SCORE	11	8	5	9	7	12	12	7	7
TOTAL POSSIBLE SCORE	12	12	12	12	14	12	14	12	12



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Department of Aging and Community Living FY2020

Agency Department of Aging and Community Living

Agency Code BY0

Fiscal Year 2020

Mission The mission of the District of Columbia Office on Aging (DCOA) is to advocate, plan, implement, and monitor programs which promote longevity, independence, dignity, and choice for older District residents (age 60 plus), persons living with disabilities (age 18 to 59), and their caregivers.

Summary of Services DCOA provides information, assistance, and outreach to District seniors, people living with disabilities, and their caregivers in order to increase awareness and access to services and supports that will enable them to maintain their independence and quality of life in the community. The agency also offers adult day care, advocacy and legal services, caregiver respite and support, case management, education and employment training, fitness, health and wellness promotion, in-home support, long-term care counseling and support, nutrition counseling, recreation, and essential medical transportation that allow older District residents to age in place. Additionally, the agency management gives administrative support and the required tools to achieve operations and programmatic results, which is standard for all agencies using performance-based budgeting

2020 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
Transition of APS - In FY20, DACL successfully transitioned Adult Protective Services (APS) from the Department of Human services to DACL, providing a stronger continuum of services for District residents.	This transition has created efficiencies within DACL by including DACL staff from other units in the initial review of APS referrals to appropriately route to services that will best meet the clients' need, whether through DACL grant-funded programs, APS, or other direct services.	APS services have been integrated with DACL's Senior Service Network and DACL's direct services to create a more seamless customer service experience across all DACL programs. This enables the agency to build a responsive, integrated, and adaptive system of support for the residents of the District of Columbia.
DACL Rebranding - In FY20, DACL successfully launched its new brand, including logo, tagline, vision statement, and updated mission statement reflecting the name change from the Office on Aging through a citywide outreach effort.	DACL used the opportunity of rebranding to engage staff in developing and socializing an updated vision for the agency. In addition, DACL updated messaging around programs to ensure that all staff are aligned in their outreach efforts and providing accurate communications on the services DACL provides.	DACL engaged residents in all eight wards at promotional events held at Senior Wellness Centers and 46 Community Dining Sites as well as at the Annual Holiday Celebration drawing in more than 3,000 District seniors. The outreach campaign has created more visibility of DACL in all eight wards and helped to ensure that residents were aware of the name change and how to contact DACL if in need of services.
COVID-19 Response - In FY20, DACL was able to successfully convert all participants attending senior wellness centers and community dining sites prior to the pandemic to at-home meal delivery in March 2020. By the end of FY2020, DACL served 176% more seniors on a daily basis than it did before the PHE providing more than 1 million meals to 6,500 seniors. In addition, DACL suspended all in-person activities in response to the Public Health Emergency and launched virtual activities conducted online, via phone, or on public access television.	The COVID-19 response allowed DACL to streamline and shift its resources towards making sure seniors, adults with disabilities and their caregivers remained safe and well during the pandemic. This included developing new guidance, policies, programs, and service standards to ensure need and reduce the risk of isolation. For example, DACL rolled out a new CallINTalk line to engage with seniors; implemented a new Senior StayCool Program to provide AC to 100 seniors to maintain safe temperatures in their home during the summer in partnership with DOEE, conducted the first ever Mayor's Annual Senior Virtual Symposium where more than 1,000 seniors tuned in; and maintained the most critical in-person services while working closely with DC Health to ensure safety.	DACL is providing meal delivery to a total of 6,500 clients. This service is ensuring our most vulnerable older residents have key nutritional support during the pandemic. DACL and its grantee partners' development of virtual programming has allowed seniors in existing services to remain connected and less isolated during the pandemic.

2020 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 Target
1 - Customer Information, Assistance and Outreach: Provide information, assistance and outreach to District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promotes awareness and access to services and supports offered in the District. (3 Measures)												
Percent of callers seeking information or assistance on DACL-specific programs or services.	Annually	34.7%	28%	11%	25%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	27%	Met	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 Target
Percent of residents working with D.C. Long-Term Care Ombudsman Program that self-report a satisfactory resolution to a complaint, concern, or problem	Annually	94%	91%	86%	85%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	80%	Nearly Met	Because LCE is working remotely, responding to Hotline calls requires that we call in to retrieve the messages and then make return calls, oftentimes many return calls, before we successfully reach the client. Clients legal issues are much more complicated than they were in the past and we have equipped ourselves to respond to more types of cases than we had in the past, this also slows the process. Similarly, our Ombudsman must conduct all investigations over the phone which oftentimes requires multiple phone calls to reach residents, social workers, administrators or others who have valuable information needed to complete a thorough investigation. We do not know how long these circumstances will persist but we do know that at a minimum they will persist through the end of 2020, the time currently known that LCE will out of its offices, and is likely to last well into 2021.
Percent of residents working with DACL's Medicaid Enrollment Staff that self-report a positive experience through the Medicaid enrollment process	Annually	94%	95%	90%	85%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0%	Unmet	The agency stopped collecting survey data on this measure as it was not being completed in a consistent manner due to leadership changes within the agency and only those who were approved for benefits received the calls thereby biasing the results. The agency has requested to remove this KPI for FY21 and instead focused on more appropriate measures.

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 Target
2 - Home and Community-Based Supports: Provide direct services and supports in the community, including nutrition services, for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promote living well in the District. (4 Measures)												
Percent of family caregivers participating in D.C. Caregivers Institute that self-report an improved ability to provide care	Annually	100%	93%	100%	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Percent of residents attending Senior Wellness Centers that self-report an increase in awareness and practices of health habits	Annually	92.2%	90.5%	89%	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	91%	Met	
Percent of referrals in non-emergency cases where initial client contact and investigation takes place within ten working days by Adult Protective Services	Annually	New in 2020	New in 2020	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	95%	New in 2020	
Percent of Emergencies Responded to Within 24 Hours by Adult Protective Services	Annually	New in 2020	New in 2020	100%	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	95%	New in 2020	

2020 Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 PAR
1 - Adult Protective Services (3 Measures)							
Number of referrals received in APS	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1809
Number of court Appointed Guardians/Conservators	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	43
Number of cases investigated in APS	New in 2020	New in 2020	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1152
1 - Advocacy/Elder Rights (2 Measures)							
Number of hours of advocacy and legal support provided to residents	10,155	10,767.9	Annual Measure	Annual Measure	Annual Measure	Annual Measure	8646.5
Number of hours of Long-Term Care Ombudsman services provided to residents	2072	2027.9	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1336.5
1 - Assistance and Referral Services (4 Measures)							
Number of residents age 60 or older receiving information, referral and assistance through the Aging and Disability Resource Center	12,479	20,386	4891	4894	5190	4783	19,758
Number of people with disabilities between the ages of 18 and 59 receiving information, referral and assistance through the Aging and Disability Resource Center	2993	2871	634	594	462	493	2183
Number of caregivers receiving information, referral and assistance through the Aging and Disability Resource Center	191	140	13	13	15	20	61
Number of residents served by DACL's Medicaid Enrollment Staff	2437	2255	622	415	587	598	2222

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 PAR
1 - Community Outreach and Special Events (1 Measure)							
Number of DACL sponsored information and training sessions that increase knowledge and awareness of long-term services and supports in the community	207	208	54	40	7	7	108
2 - In-home Services (2 Measures)							
Number of residents receiving homemaker services	411	386	Annual Measure	Annual Measure	Annual Measure	Annual Measure	350
Number of residents receiving home adaptations	1031	1162	274	365	2	82	723
2 - Lead Agencies and Case Management (3 Measures)							
Number of residents receiving case management	2373	2429	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2206
Number of residents receiving options counseling	6861	8635	1876	1593	1218	950	5637
Number of residents transitioned from an institutional setting to the community	47	44	21	10	18	16	65
2 - Nutrition Program (2 Measures)							
Number of residents receiving home-delivered meals	3397	3555	Annual Measure	Annual Measure	Annual Measure	Annual Measure	8120
Number of residents attending community dining sites	5016	4550	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4241
2 - Senior Wellness Center/Fitness (1 Measure)							
Number of residents attending Senior Wellness Centers	3397	3366	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2576
2 - Transportation (2 Measures)							
Number of residents provided transportation to medical appointments	1763	1628	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1259
Number of residents provided transportation to social and recreational activities	1861	2037	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1467

2020 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Customer Information, Assistance and Outreach: Provide information, assistance and outreach to District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promotes awareness and access to services and supports offered in the District. (4 Activities)			
ADVOCACY/ELDER RIGHTS	Advocacy/Elder Rights	Provide legal and advocacy support and protective services for District residents age 60 or older in need of assistance with long-term care planning, quality of care disputes, estate and financial planning, and civil disputes.	Daily Service
COMMUNITY OUTREACH AND SPECIAL EVENTS	Community Outreach and Special Events	Provide engaging socialization opportunities and community service and support awareness campaigns for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that combat social isolation, improve access to services, address the needs of LGBT seniors, and project a positive image of aging and people with disabilities.	Daily Service
ASSISTANCE AND REFERRAL SERVICES	Assistance and Referral Services	Provide information on, connection to, and assistance with accessing home and community-based services, long-term care options, and public benefits for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers.	Daily Service
ADULT PROTECTIVE SERVICES	Adult Protective Services	Adult Protective Services (APS) receives and investigates reports of alleged cases of abuse, neglect, and exploitation and self-neglect of vulnerable adults 18 years of age or older. APS conducts assessments and provides linkages to supports and provides services to mitigate against abuse, neglect, self-neglect, and exploitation.	Daily Service
2 - Home and Community-Based Supports: Provide direct services and supports in the community, including nutrition services, for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promote living well in the District. (5 Activities)			
SENIOR WELLNESS CENTER/FITNESS	Senior Wellness Center/Fitness	Provide socialization, physical fitness, and wellness programs for District residents age 60 or older that promote healthy behaviors.	Daily Service
TRANSPORTATION	Transportation	Provide transportation services to essential non-emergency medical appointments and social/recreational group trips.	Daily Service
LEAD AGENCIES AND CASE MANAGEMENT	Lead Agencies and Case Management	Provide core services and supports, such as case management and counseling services, for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers.	Daily Service
Nutrition Program	Nutrition Program	Provide prepared meals, fresh foods, and nutrition assistance to District residents age 60 or older that maintains or improves health and the ability to remain independent in the community.	Daily Service
IN-HOME SERVICES	In-home Services	Provide in-home adaptations, homemaker services and caregiver support for District residents age 60 or older to help manage activities of daily living, keep the home safe and prevent caregiver burnout.	Daily Service

2020 Strategic Initiatives

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Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Adult Protective Services (1 Strategic Initiative)				
Integration of Adult Protective Services (APS) Functions into DACL.	In FY20, DACL will integrate the functions of Adult Protective Services (APS) with DACL's larger direct services delivery system. With the addition of APS, DACL will work on a successful transition and create a responsive, integrated, and adaptive social work team. The integration will allow clients who come into contact with APS to be better connected to services from initial crisis, to stabilization, and continuing support in the community.	Complete	APS functions have fully integrated into DACL's larger direct service delivery system. Clients coming to APS attention needing services in DACL's service array are referred for and connected to needed services to ensure stability and healthy wellbeing.	
Assistance and Referral Services (1 Strategic Initiative)				
Enhance Programming Activities that Help Reduce Social Isolation.	In FY20, DACL will work with its grantees to increase programming opportunities for seniors living in Wards 2 and 3 by enhancing the Satellite Wellness Program; extending the number of hours and activities at the VIDA Senior Center; increasing the number of LGBTQ seniors participating in LGBTQ programming; and enhancing Alzheimer's support services by adding a new Young Onset Initiative.	Complete	Satellite Wellness and VIDA continued to offer virtual programming. This year the Satellite Wellness Program served 593 older adults and VIDA served 587 older adults. LGBTQ continued to offer weekly Silver Circles peer-led support groups in partnership with Whitman Walker. This year they served 37 older adults. Early On-Set continued its outreach to faith-based organizations however they were unable to generate enough interest to begin a group.	
Community Outreach and Special Events (2 Strategic initiatives)				
Planning for New Ward 7 Caregiver Oasis Complex.	In FY20, DACL will work in partnership with DPR on the planning of a new Ward 7 Caregiver Oasis Complex. DACL will work with the community to do community outreach to get feedback and ideas for activities and programs. The complex is expected to be operational in FY22. This initiative in FY20 will achieve the community engagement necessary in the planning phase through town halls, meetings with caregiver stakeholder groups, and focus groups with caregivers.	0-24%	In Q4, DPR's contractors were required to revise the concept plan due to budget constraints. DACL continues to work with DPR to determine the appropriate spaces to be allocated to caregivers in the new site. DACL will postpone community outreach until the dedicated spaces are determined.	KPI was not met in FY20 due to delays in securing a contractor for the site by DPR and revision of the concept plan in late Q4.
Develop a Senior Strategic Plan.	In FY20, DACL will work on the development of a 10-year comprehensive strategic plan that will serve as a long-term planning tool for District services for older adults. Per legislation, the plan requires consultation with seniors and community partners. DACL will work to include a diverse group of stakeholders in the development of the plan. DACL will aim to have at least 80% of the plan completed by the end of FY20.	0-24%	Due to the ongoing PHE and hiring/spending freeze, the Senior Strategic Plan was removed from the budget and is on hold until such time that funding is identified. This KPI was not met in FY20.	KPI was not met in FY20 due to removal of budget authority due to the PHE and the subsequent hiring/spending freeze. The Senior Strategic Plan is on hold indefinitely until new funding is identified.
In-home Services (1 Strategic Initiative)				
Evaluation of the Safe at Home Program.	In FY20, DACL will work with the University of the District of Columbia (UDC) to collect and analyze data to evaluate the impact of the Safe at Home (SAH) Program in reducing falls or falls-risks for those who have received SAH services. During FY20, UDC and DACL will work with grantees and participants to implement a research methodology and perform preliminary statistical data analysis that can be utilized to improve program operations in FY21.	75-99%	During the first year of the SAH program evaluation, UDC developed the research methodology and performed preliminary statistical data analysis. DACL and UDC are working collaboratively to best align the evaluation process and adjust due to the ongoing pandemic, including greater access of client data, during the second year of the program evaluation.	
Senior Wellness Center/Fitness (2 Strategic initiatives)				
Planning for New Senior Wellness Center in Ward 8	In FY20, DACL will work in partnership with DGS, seniors, and community partners to explore activities for a brand new senior wellness center in Ward 8, with a ribbon cutting in 2022. In FY20, DACL will focus on the community engagement needed to create an innovative model representative of the community's preferences. DACL will conduct 8 community town halls and use the feedback to draft an RFA in FY21 to select a provider that can operate the new center in Ward 8.	25-49%	Outreach was postponed to FY21, due to the PHE and DCPS request. DACL participated in one town hall with Ward 8 seniors to provide an update of the project and receive feedback in late September. DACL was also able to identify a site with DGS. DACL is currently waiting on initial drawings from DGS to confirm that the site at Kramer is appropriate for a SWC (DGS provided assurance that the current Kramer MS renovation plans would be intact with the addition of a SWC on site).	
Expansion of Senior Wellness Centers (SWCs) in Wards 5 and 8 and Refreshers for all SWCs.	In FY20, DACL will work with DGS towards the expansion of Model Cities Wellness Center (Ward 5) and Congress Heights Senior Wellness Center (Ward 8). DGS and DACL will work with seniors at both centers to ensure participation and engagement in the expansions. In addition, DACL will work with DGS to complete refreshers at all six SWCs. Refreshers and expansions are expected to be completed by the end of FY20.	50-74%	DGS has submitted the permits to build expansions at both senior wellness centers and are awaiting approval from DCRA. All refreshers are completed at the six wellness centers with only punch list items to be finish by DGS's contractor.	

Department of Aging and Community Living FY2021

Agency Department of Aging and Community Living

Agency Code BYO

Fiscal Year 2021

Mission The mission of the District of Columbia Office on Aging (DCOA) is to advocate, plan, implement, and monitor programs which promote longevity, independence, dignity, and choice for older District residents (age 60 plus), persons living with disabilities (age 18 to 59), and their caregivers.

Strategic Objectives

Objective Number	Strategic Objective
1	Customer Information, Assistance and Outreach: Provide information, assistance and outreach to District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promotes awareness and access to services and supports offered in the District.
2	Home and Community-Based Supports: Provide direct services and supports in the community, including nutrition services, for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promote living well in the District.
3	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
1 - Customer Information, Assistance and Outreach: Provide information, assistance and outreach to District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promotes awareness and access to services and supports offered in the District. (2 Measures)					
Percent of residents working with D.C. Long-Term Care Ombudsman Program that self-report a satisfactory resolution to a complaint, concern, or problem	Up is Better	91%	86%	80%	85%
Percent of callers looking for information and assistance that heard about DAOL services through the agency's outreach efforts	Up is Better	28%	11%	27%	25%
2 - Home and Community-Based Supports: Provide direct services and supports in the community, including nutrition services, for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promote living well in the District. (6 Measures)					
Percent of family caregivers participating in D.C. Caregivers Institute that self-report an improved ability to provide care	Up is Better	93%	100%	100%	90%
Percent of residents attending Senior Wellness Centers that self-report an increase in awareness and practices of health habits	Up is Better	90.5%	89%	91%	80%
Percent of referrals in non-emergency cases where initial client contact and investigation takes place within ten working days by Adult Protective Services	Up is Better	New in 2020	New in 2020	95%	85%
Percent of Emergencies Responded to Within 24 Hours by Adult Protective Services	Up is Better	New in 2020	New in 2020	95%	100%
Number of people who receive transition services (including people who transition during the year)	Up is Better	New in 2021	New in 2021	New in 2021	New in 2021
Number of nursing home transition team clients transitioned from nursing facilities into the community	Up is Better	New in 2021	New in 2021	New in 2021	New in 2021

Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Customer Information, Assistance and Outreach: Provide information, assistance and outreach to District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promotes awareness and access to services and supports offered in the District. (4 Activities)			
ADVOCACY/ELDER RIGHTS	Advocacy/Elder Rights	Provide legal and advocacy support and protective services for District residents age 60 or older in need of assistance with long-term care planning, quality of care disputes, estate and financial planning, and civil disputes.	Daily Service
COMMUNITY OUTREACH AND SPECIAL EVENTS	Community Outreach and Special Events	Provide engaging socialization opportunities and community service and support awareness campaigns for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that combat social isolation, improve access to services, address the needs of LGBT seniors, and project a positive image of aging and people with disabilities.	Daily Service
ASSISTANCE AND REFERRAL, AND COMMUNITY TRANSITION SERVICES	Assistance and Referral, and Community Transition Services	Provide information on, connection to, and assistance with accessing home and community-based services, long-term care options, and public benefits for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers. Provide Community Transition Service.	Daily Service
ADULT PROTECTIVE SERVICES	Adult Protective Services	Adult Protective Services (APS) receives and investigates reports of alleged cases of abuse, neglect, and exploitation and self-neglect of vulnerable adults 18 years of age or older. APS conducts assessments and provides linkages to supports and provides services to mitigate against abuse, neglect, self-neglect, and exploitation.	Daily Service
2 - Home and Community-Based Supports: Provide direct services and supports in the community, including nutrition services, for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers that promote living well in the District. (5 Activities)			
Nutrition Program	Nutrition Program	Provide prepared meals, fresh foods, and nutrition assistance to District residents age 60 or older that maintains or improves health and the ability to remain independent in the community.	Daily Service
SENIOR WELLNESS CENTER/FITNESS	Senior Wellness Center/Fitness	Provide socialization, physical fitness, and wellness programs for District residents age 60 or older that promote healthy behaviors.	Daily Service
TRANSPORTATION	Transportation	Provide transportation services to essential non-emergency medical appointments and social/recreational group trips.	Daily Service
LEAD AGENCIES AND CASE MANAGEMENT	Lead Agencies and Case Management	Provide core services and supports, such as case management and counseling services, for District residents age 60 or older, people with disabilities between the ages of 18 and 59, and caregivers.	Daily Service
IN-HOME SERVICES	In-home Services	Provide in-home adaptations, homemaker services and caregiver support for District residents age 60 or older to help manage activities of daily living, keep the home safe and prevent caregiver burnout.	Daily Service

Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
1 - Adult Protective Services (3 Measures)			
Number of referrals received in APS	New in 2020	New in 2020	1809
Number of court Appointed Guardians/Conservators	New in 2020	New in 2020	43
Number of cases investigated in APS	New in 2020	New in 2020	1152
1 - Advocacy/Elder Rights (2 Measures)			

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of hours of advocacy and legal support provided to residents	10,155	10,767.9	8646.5
Number of hours of Long-Term Care Ombudsman services provided to residents	2072	2027.9	1336.5
1 - Assistance and Referral, and Community Transition Services (8 Measures)			
Number of residents served by DACL's Medicaid Enrollment Staff	2437	2255	2222
Number of clients assisted under the State Health Insurance Program	New in 2021	New in 2021	New in 2021
Number of family/resident council meetings attended at nursing facilities (to include virtual events during the PHE)	New in 2021	New in 2021	New in 2021
Number of referrals from Nursing Facilities	New in 2021	New in 2021	New in 2021
Average days to transition from Nursing Facilities (for clients who have housing to return to)	New in 2021	New in 2021	New in 2021
Average days to transition from Nursing Facilities (for clients without housing to return to)	New in 2021	New in 2021	New in 2021
Number of community transition team cases closed	New in 2021	New in 2021	New in 2021
Number of calls received for information, referral, and assistance through the Aging and Disability Resource Center.	New in 2021	New in 2021	New in 2021
1 - Community Outreach and Special Events (2 Measures)			
Number of community outreach events held by the External Affairs and Communications Team, to include virtual programming during the public health emergency (PHE)	207	208	108
Number of State Health Insurance Program-specific events, to include virtual events during the PHE	New in 2021	New in 2021	New in 2021
2 - In-home Services (2 Measures)			
Number of residents receiving home adaptations	1031	1162	723
Number of residents receiving homemaker services	411	386	350
2 - Lead Agencies and Case Management (3 Measures)			
Number of residents receiving options counseling	6861	8635	5637
Number of residents transitioned from an institutional setting to the community	47	44	65
Number of residents receiving case management	2373	2429	2206
2 - Nutrition Program (2 Measures)			
Number of residents receiving home-delivered meals	3397	3555	8120
Number of residents attending community dining sites	5016	4550	4241
2 - Senior Wellness Center/Fitness (1 Measure)			
Number of residents participating in Senior Wellness Center programs (not unduplicated)	3397	3366	2576
2 - Transportation (2 Measures)			
Number of residents provided transportation to medical appointments	1763	1628	1259
Number of residents provided transportation to social and recreational activities	1861	2037	1467

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Assistance and Referral, and Community Transition Services (1 Strategic Initiative)		
Promote programming to reduce social isolation	In FY21, DACL will work with its grantees to increase programming opportunities for seniors at risk of isolation by providing additional activities and classes via Zoom for VIDA Senior Center participants; increasing the number of LGBTQ seniors participating in LGBTQ programming; enhancing Alzheimer's support services; and supporting a new Senior Village.	09-30-2021
Community Outreach and Special Events (2 Strategic initiatives)		
Increase Engagement with LEP/NEP Communities	In FY21, DACL will increase outreach to LEP/NEP populations by providing online pre-recorded Ambassador training in at least four different languages. DACL will also update the Ambassador training curriculum to include tools and tips to identify, interact with, and serve isolated seniors in the community, in addition to highlighted programs and services.	09-30-2021
Increase Outreach to Nursing Homes through Virtual Webinars and DACL Open Houses.	In FY21, DACL will increase outreach to Nursing Homes, families or residents in Nursing Homes and Resident Councils by: providing webinar sessions to educate them on the EPD Waiver and other DACL services available for those wishing to transition back into the community; and holding information and Q&A sessions at Medicaid-funded nursing facilities and resident councils. DACL will provide a combined total of 12 sessions.	09-30-2021
Senior Wellness Center/Fitness (2 Strategic initiatives)		
Develop and implement virtual programming and tech connection supports for seniors	In FY21, DACL will increase access to technology and virtual programming for seniors through the distribution of 500 iPads to qualifying residents age 60+, who are identified by the Senior Service Network and by providing ongoing technical support.	09-30-2021
Planning for New Senior Wellness Center in Ward 8	In FY21, DACL will continue engagement with the Ward 8 community through targeted outreach with ANCs and DCPS. DACL will conduct at least four outreach sessions with seniors, starting with Ward 8 seniors and use the feedback to draft and RFA in FY22 to select a provider to operate the center.	09-30-2021

Agency Name

Department of Aging & Community Living

**Annual Freedom of Information Act Report for Fiscal Year 2020
October 1, 2019 through September 30, 2020**

FOIA Officer Reporting Adam Mingal

PROCESSING OF FOIA REQUESTS

- 1. Number of FOIA requests received during reporting period 8
- 2. Number of FOIA requests pending on October 1, 2019..... 0
- 3. Number of FOIA requests pending on September 30, 2020..... 1
- 4. The average number of days unfilled requests have been pending before each public body as of September 30, 2020 25

DISPOSITION OF FOIA REQUESTS

- 5. Number of requests granted, in whole..... 1
- 6. Number of requests granted, in part, denied, in part..... 1
- 7. Number of requests denied, in whole..... 1
- 8. Number of requests withdrawn..... 0
- 9. Number of requests referred or forwarded to other public bodies..... 0
- 10. Other disposition 4 (no records)

NUMBER OF REQUESTS THAT RELIED UPON EACH FOIA EXEMPTION

- 11. Exemption 1 - D.C. Official Code § 2-534(a)(1)..... 1
- 12. Exemption 2 - D.C. Official Code § 2-534(a)(2)..... 2
- 13. Exemption 3 - D.C. Official Code § 2-534(a)(3)

 - Subcategory (A)..... -
 - Subcategory (B)..... -
 - Subcategory (C) -
 - Subcategory (D) -
 - Subcategory (E) -
 - Subcategory (F) -

- 14. Exemption 4 - D.C. Official Code § 2-534(a)(4)
- 15. Exemption 5 - D.C. Official Code § 2-534(a)(5)..... 7

16. Exemption 6 - D.C. Official Code § 2-534(a)(6)	1
Subcategory (A).....	
Subcategory (B).....	
17. Exemption 7 - D.C. Official Code § 2-534(a)(7).....	-
18. Exemption 8 - D.C. Official Code § 2-534(a)(8).....	-
19. Exemption 9 - D.C. Official Code § 2-534(a)(9).....	-
20. Exemption 10 - D.C. Official Code § 2-534(a)(10).....	-
21. Exemption 11 - D.C. Official Code § 2-534(a)(11).....	-
22. Exemption 12 - D.C. Official Code § 2-534(a)(12).....	-

TIME-FRAMES FOR PROCESSING FOIA REQUESTS

23. Number of FOIA requests processed within 15 days.....	6
24. Number of FOIA requests processed between 16 and 25 days.....	0
25. Number of FOIA requests processed in 26 days or more.....	1
26. Median number of days to process FOIA Requests.....	8

RESOURCES ALLOCATED TO PROCESSING FOIA REQUESTS

27. Number of staff hours devoted to processing FOIA requests.....	20
28. Total dollar amount expended by public body for processing FOIA requests.....	\$0

FEEES FOR PROCESSING FOIA REQUESTS

29. Total amount of fees collected by public body.....	\$0
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PROSECUTIONS PURSUANT TO SECTION 207(d) OF THE D.C. FOIA

30. Number of employees found guilty of a misdemeanor for arbitrarily or capriciously violating any provision of the District of Columbia Freedom of Information Act.....	0
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QUALITATIVE DESCRIPTION OR SUMMARY STATEMENT

Pursuant to section 208(a)(9) of the D.C. FOIA, provide in the space below or as an attachment, “[a] qualitative description or summary statement, and conclusions drawn from the data regarding compliance [with the provisions of the Act].”

DACL timely responded to six of the seven FOIA requests it received during FY20. The seventh was more resource-intensive and as a result, DACL took significantly more time to respond as permitted by the 2020 legislation that tolled District agency FOIA deadlines during the public health emergency.

Agency Name

Department of Aging & Community Living

**Freedom of Information Act Report for Fiscal Year 2021 to date
October 1, 2020 through February 23, 2021**

FOIA Officer Reporting Adam Mingal

PROCESSING OF FOIA REQUESTS

- 1. Number of FOIA requests received during reporting period 4
- 2. Number of FOIA requests pending on October 1, 2020..... 1
- 3. Number of FOIA requests pending on February 23, 2021..... 0
- 4. The average number of days unfilled requests have been pending before each public body as of February 23, 2021..... 28

DISPOSITION OF FOIA REQUESTS

- 5. Number of requests granted, in whole..... 0
- 6. Number of requests granted, in part, denied, in part..... 0
- 7. Number of requests denied, in whole..... 0
- 8. Number of requests withdrawn..... 0
- 9. Number of requests referred or forwarded to other public bodies..... 0
- 10. Other disposition 5 (DAACL had no responsive records for any of the requests processed in FY21)

NUMBER OF REQUESTS THAT RELIED UPON EACH FOIA EXEMPTION

- 11. Exemption 1 - D.C. Official Code § 2-534(a)(1)..... -
- 12. Exemption 2 - D.C. Official Code § 2-534(a)(2)..... -
- 13. Exemption 3 - D.C. Official Code § 2-534(a)(3)..... -
 - Subcategory (A)..... -
 - Subcategory (B)..... -
 - Subcategory (C) -
 - Subcategory (D) -
 - Subcategory (E) -
 - Subcategory (F) -
- 14. Exemption 4 - D.C. Official Code § 2-534(a)(4) -
- 15. Exemption 5 - D.C. Official Code § 2-534(a)(5)..... -

- 16. Exemption 6 - D.C. Official Code § 2-534(a)(6) -
 Subcategory (A).....
 Subcategory (B).....
- 17. Exemption 7 - D.C. Official Code § 2-534(a)(7).....
- 18. Exemption 8 - D.C. Official Code § 2-534(a)(8).....
- 19. Exemption 9 - D.C. Official Code § 2-534(a)(9).....
- 20. Exemption 10 - D.C. Official Code § 2-534(a)(10).....
- 21. Exemption 11 - D.C. Official Code § 2-534(a)(11).....
- 22. Exemption 12 - D.C. Official Code § 2-534(a)(12).....

TIME-FRAMES FOR PROCESSING FOIA REQUESTS

- 23. Number of FOIA requests processed within 15 days..... 3
- 24. Number of FOIA requests processed between 16 and 25 days..... 0
- 25. Number of FOIA requests processed in 26 days or more..... 2
- 26. Median number of days to process FOIA Requests..... 17

RESOURCES ALLOCATED TO PROCESSING FOIA REQUESTS

- 27. Number of staff hours devoted to processing FOIA requests..... 2
- 28. Total dollar amount expended by public body for processing FOIA requests..... \$0

FEES FOR PROCESSING FOIA REQUESTS

- 29. Total amount of fees collected by public body..... \$0

PROSECUTIONS PURSUANT TO SECTION 207(d) OF THE D.C. FOIA

- 30. Number of employees found guilty of a misdemeanor for arbitrarily or capriciously violating any provision of the District of Columbia Freedom of Information Act..... 0

QUALITATIVE DESCRIPTION OR SUMMARY STATEMENT

Pursuant to section 208(a)(9) of the D.C. FOIA, provide in the space below or as an attachment, “[a] qualitative description or summary statement, and conclusions drawn from the data regarding compliance [with the provisions of the Act].”

As of February 23, 2021, DACL has no outstanding FOIA requests. DACL had no responsive documents for any of the five requests processed in Fiscal Year 2021.

Attachment Q27 - Salaries (FY2020)

Name	Program & Activity Name	Activity Code	Program Code	Title	Position Number	Salary	FY20 Fringe (22.3%)	Bonus/OT
Newland,Laura S	Agency Management Services	1000	1010	Director	00019749	\$ 189,193.53	\$ 42,190.16	\$ -
Stowe,Heather	Home and Community Based Support	9400	9430	Clinical Director	00093373	\$ 164,800.00	\$ 36,750.40	\$ -
Barrera-Mercado,Cristian E.	Agency Management Services	1000	1010	Chief Operating Officer	00100149	\$ 160,000.00	\$ 35,680.00	\$ -
King,Garret	Agency Management Services	1000	1010	Chief of Staff	00071576	\$ 150,979.62	\$ 33,668.46	\$ -
Mingal,Adam Branden	Agency Management Services	1000	1010	General Counsel	00087790	\$ 138,943.95	\$ 30,984.50	\$ -
Washington Jr.,Ransom	Home and Community Based Support	9400	9430	Program Manager	00075445	\$ 135,000.00	\$ 30,105.00	\$ -
Lyles,Yolanda	Agency Management Services	1000	1010	Chief Information Officer	00100216	\$ 131,000.00	\$ 29,213.00	\$ -
Frazier,Michelle K	Home and Community Based Support	9400	9430	Program Manager	00093755	\$ 129,411.00	\$ 28,858.65	\$ -
Dorbin,Karen	Consumer Info., Assistance and Outreach	9200	9230	Director of Communications	00073400	\$ 125,000.00	\$ 27,875.00	\$ -
Manuel,Eric D	Agency Management Services	1000	1010	Program Manager	00088689	\$ 118,450.00	\$ 26,414.35	\$ -
Craig,Clarence F	Home and Community Based Support	9400	9430	SUPERVISORY SOCIAL WORKER	00099712	\$ 115,861.99	\$ 25,837.22	\$ -
Richardson Dalzell,Elaine	Home and Community Based Support	9400	9430	SUPERVISORY SOCIAL WORKER	00099838	\$ 115,000.00	\$ 25,645.00	\$ -
Hagos,Regat G.	Agency Management Services	1000	1010	Resource Allocation Analyst (T	00071542	\$ 113,617.00	\$ 25,336.59	\$ -
Crowder,Maxine R	Agency Management Services	1000	1010	Program Analyst	00016920	\$ 113,002.00	\$ 25,199.45	\$ -
Richardson,Angela Maria	Home and Community Based Support	9400	9430	Deputy Director of Communications	00047119	\$ 113,000.00	\$ 25,199.00	\$ -
Jerrels,Alesia	Home and Community Based Support	9400	9430	SUPERVISORY SOCIAL WORKER	00099841	\$ 113,000.00	\$ 25,199.00	\$ -
Sanga,Nkwenti Patrick	Agency Management Services	1000	1010	Resource Allocation Analyst	00001984	\$ 110,191.00	\$ 24,572.59	\$ -
Smith,Teresa Belinda	Home and Community Based Support	9400	9430	Social Worker	00099700	\$ 105,339.00	\$ 23,490.60	\$ -
Akinkuowo,Eniola O	Home and Community Based Support	9400	9430	Social Worker	00099721	\$ 105,339.00	\$ 23,490.60	\$ 606.77
Baktash,Sina	Home and Community Based Support	9400	9430	SUPERVISORY SOCIAL WORKER	00099710	\$ 104,201.88	\$ 23,237.02	\$ -
Washington,Rinaldo B	Agency Management Services	1000	1010	Special Projects Coordinator	00097172	\$ 101,758.00	\$ 22,692.03	\$ -
Thompson,Alice Arcenia	Consumer Info., Assistance and Outreach	9200	9215	Community Outreach Specialist	00046346	\$ 101,758.00	\$ 22,692.03	\$ -
Woods,Margaret L	Home and Community Based Support	9400	9430	Program Coordinator	00077732	\$ 101,758.00	\$ 22,692.03	\$ -
Brewer,Barbara Jane	Home and Community Based Support	9400	9430	Social Worker	00099713	\$ 100,225.00	\$ 22,350.18	\$ 7,879.42
Oloughlin,Charlayne Letitia	Home and Community Based Support	9400	9430	Social Worker	00099715	\$ 100,225.00	\$ 22,350.18	\$ -

Attachment Q27 - Salaries (FY2021 as of 1/31/21)

Name	Program & Activity Name	Activity Code	Program Code	Title	Position Number	Salary	FY21 Fringe (22.3%)	Bonus/OT
Newland,Laura S	Agency Management Services	1000	1010	Director	00019749	\$ 189,193.53	\$ 42,190.16	\$ -
Stowe,Heather	Home and Community Based Support	9400	9430	Clinical Director	00093373	\$ 164,800.00	\$ 36,750.40	\$ -
Barrera-Mercado,Cristian E.	Agency Management Services	1000	1010	Chief Operating Officer	00100149	\$ 160,000.00	\$ 35,680.00	\$ -
King,Garret	Agency Management Services	1000	1010	Chief of Staff	00071576	\$ 150,979.62	\$ 33,668.46	\$ -
Mingal,Adam Branden	Agency Management Services	1000	1010	General Counsel	00087790	\$ 138,943.95	\$ 30,984.50	\$ -
Washington Jr.,Ransom	Home and Community Based Support	9400	9430	Program Manager	00075445	\$ 135,000.00	\$ 30,105.00	\$ -
Lyles,Yolanda	Agency Management Services	1000	1010	Chief Information Officer	00100216	\$ 131,000.00	\$ 29,213.00	\$ -
Frazier,Michelle K	Home and Community Based Support	9400	9430	Program Manager	00093755	\$ 129,411.00	\$ 28,858.65	\$ -
Dorbin,Karen	Consumer Info., Assistance and Outreach	9200	9215	Director of Communications	00073400	\$ 125,000.00	\$ 27,875.00	\$ -
Pogach,Dari	Agency Management Services	1000	1010	Special Assistant	00102429	\$ 123,577.00	\$ 27,557.67	\$ -
Manuel,Eric D	Agency Management Services	1000	1010	Program Manager	00088689	\$ 118,450.00	\$ 26,414.35	\$ -
Craig,Clarence F	Home and Community Based Support	9400	9430	SUPERVISORY SOCIAL WORKER	00099712	\$ 115,861.99	\$ 25,837.22	\$ -
Richardson Dalzell,Elaine	Home and Community Based Support	9400	9430	Supervisory Social Worker	00099838	\$ 115,000.00	\$ 25,645.00	\$ -
Hagos,Regat G.	Agency Management Services	1000	1010	Resource Allocation Analyst (T	00088309	\$ 113,617.00	\$ 25,336.59	\$ -
Crowder,Maxine R	Agency Management Services	1000	1010	Program Analyst	00016920	\$ 113,002.00	\$ 25,199.45	\$ -
Richardson,Angela Maria	Consumer Info., Assistance and Outreach	9200	9215	Deputy Director of Communication	00047119	\$ 113,000.00	\$ 25,199.00	\$ -
Jerrels,Alesia Turner	Home and Community Based Support	9400	9430	SUPERVISORY SOCIAL WORKER	00099841	\$ 113,000.00	\$ 25,199.00	\$ -
Sanga,Nkwenti Patrick	Agency Management Services	1000	1010	Resource Allocation Analyst	00001984	\$ 110,191.00	\$ 24,572.59	\$ -
Smith,Teresa Belinda	Home and Community Based Support	9400	9430	Social Worker	00099700	\$ 105,339.00	\$ 23,490.60	\$ -
Akinkuowo,Eniola O	Home and Community Based Support	9400	9430	Social Worker	00099721	\$ 105,339.00	\$ 23,490.60	\$ 694.14
Thompson,Alice Arcenia	Consumer Info., Assistance and Outreach	9200	9215	Community Outreach Specialist	00046346	\$ 104,569.00	\$ 23,318.89	\$ -
Baktash,Sina	Home and Community Based Support	9400	9430	SUPERVISORY SOCIAL WORKER	00099710	\$ 104,201.88	\$ 23,237.02	\$ -
Washington,Rinaldo B	Agency Management Services	1000	1010	Special Projects Coordinator	00097172	\$ 101,758.00	\$ 22,692.03	\$ -
Woods,Margaret L	Home and Community Based Support	9400	9430	Program Coordinator	00077732	\$ 101,758.00	\$ 22,692.03	\$ -
Fletcher,Megan Ann	Home and Community Based Support	9400	9430	Management Analyst	00087502	\$ 101,758.00	\$ 22,692.03	\$ -
Brewer,Barbara Jane	Home and Community Based Support	9400	9430	Social Worker	00099713	\$ 100,225.00	\$ 22,350.18	\$ 2,495.49
Oloughlin,Charlayne Letitia	Home and Community Based Support	9400	9430	Social Worker	00099715	\$ 100,225.00	\$ 22,350.18	\$ 3,508.37

Attachment Q28 - Overtime Pay (FY2020)

Position Number	Name	Activity Code	Program Code	Program & Activity Name	Position Title	Salary	FY20 Fringe (22.3%)	Overtime Pay
00099713	Brewer,Barbara Jane	9400	9430	Home and Community Based Support	Social Worker	\$ 100,225.00	\$ 22,350.18	\$ 7,879.42
00099703	Johnson,Sammie	9400	9430	Home and Community Based Support	Social Worker	\$ 81,505.00	\$ 18,175.62	\$ 6,214.04
00099720	Silva,Sierra	9400	9430	Home and Community Based Support	Social Worker	\$ 77,229.00	\$ 17,222.07	\$ 4,205.68
00099714	Ndichu,Eric W.	9400	9430	Home and Community Based Support	Social Worker	\$ 89,997.00	\$ 20,069.33	\$ 3,435.73
00099702	Luster,Joann	9400	9430	Home and Community Based Support	Social Worker	\$ 92,195.00	\$ 20,559.49	\$ 2,896.15
00099706	Meyers,Leslie Ross	9400	9430	Home and Community Based Support	Social Worker	\$ 83,643.00	\$ 18,652.39	\$ 1,769.55
00099716	Chase,Darrell	9400	9430	Home and Community Based Support	Program Analyst	\$ 87,440.00	\$ 19,499.12	\$ 1,454.64
00099699	Reed,Kevin D.	9400	9430	Home and Community Based Support	SOCIAL WORKER	\$ 75,091.00	\$ 16,745.29	\$ 1,190.48
00099697	Watson-Brooks,Karen Y.	9400	9430	Home and Community Based Support	SOCIAL WORKER	\$ 92,195.00	\$ 20,559.49	\$ 992.15
00099698	Reyes-Negron,Karen	9400	9430	Home and Community Based Support	SOCIAL WORKER	\$ 89,997.00	\$ 20,069.33	\$ 956.73
00099721	Akinkuowo,Eniola O	9400	9430	Home and Community Based Support	Social Worker	\$ 105,339.00	\$ 23,490.60	\$ 606.77
00099708	Cacho Sr.,Andrew C	9400	9430	Home and Community Based Support	Social Worker	\$ 79,367.00	\$ 17,698.84	\$ 543.83
00099711	BYRD,DAMON	9400	9430	Home and Community Based Support	Social Worker	\$ 92,195.00	\$ 20,559.49	\$ 456.74
00085907	Butler,Mia	9200	9230	Consumer Info., Assistance and Outreach	Customer Service Specialist	\$ 69,429.00	\$ 15,482.67	\$ 259.26
00071543	Dozier,Antonette D	1000	1010	Agency Management Services	Staff Assistant	\$ 65,747.00	\$ 14,661.58	\$ 252.87
00099705	Floyd,Cecily Williams	9400	9430	Home and Community Based Support	Social Worker	\$ 83,643.00	\$ 18,652.39	\$ 239.78

Attachment Q28 - Overtime Pay (FY2021)

Position Number	Name	Activity Code	Program Code	Program & Activity Name	Position Title	Salary	FY21 Fringe (22.3%)	Overtime Pay
00099715	Oloughlin,Charlayne Letitia	9400	9430	Home and Community Based Support	Social Worker	\$ 100,225.00	\$ 22,350.18	\$ 3,508.37
00099713	Brewer,Barbara Jane	9400	9430	Home and Community Based Support	Social Worker	\$ 100,225.00	\$ 22,350.18	\$ 2,495.49
00099697	Watson-Brooks,Karen Y.	9400	9430	Home and Community Based Support	SOCIAL WORKER	\$ 92,195.00	\$ 20,559.49	\$ 1,782.03
00099706	Meyers,Leslie Ross	9400	9430	Home and Community Based Support	Social Worker	\$ 83,643.00	\$ 18,652.39	\$ 1,261.05
00099720	Silva,Sierra	9400	9430	Home and Community Based Support	Social Worker	\$ 77,229.00	\$ 17,222.07	\$ 1,224.38
00099699	Reed,Kevin D.	9400	9430	Home and Community Based Support	SOCIAL WORKER	\$ 77,229.00	\$ 17,222.07	\$ 1,108.24
00099711	BYRD,DAMON	9400	9430	Home and Community Based Support	Social Worker	\$ 92,195.00	\$ 20,559.49	\$ 698.30
00099721	Akinkuowo,Eniola O	9400	9430	Home and Community Based Support	Social Worker	\$ 105,339.00	\$ 23,490.60	\$ 694.14
00099703	Johnson,Sammie	9400	9430	Home and Community Based Support	Social Worker	\$ 81,505.00	\$ 18,175.62	\$ 670.30
00085913	Ellerbe,Sherri A	9200	9230	Consumer Info., Assistance and Outreach	Customer Service Specialist	\$ 71,406.00	\$ 15,923.54	\$ 274.64
00099716	Chase,Darrell	9400	9430	Home and Community Based Support	Program Analyst	\$ 89,997.00	\$ 20,069.33	\$ 126.62

MASTER AGREEMENT

BETWEEN

**THE AMERICAN FEDERATION OF STATE,
COUNTY AND MUNICIPAL EMPLOYEES,
DISTRICT COUNCIL 20,
AFL-CIO**

AND

**THE GOVERNMENT OF THE
DISTRICT OF COLUMBIA**

EFFECTIVE THROUGH SEPTEMBER 30, 2010

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PREAMBLE

The District of Columbia Comprehensive Merit Personnel Act (D.C. Law 2-139, Title I, Chapter 6, Subchapter 1, D.C. Official Code § 1-601.02) states that the Council of the District of Columbia declares that it is the purpose and policy of this act to assure that the District of Columbia Government shall have a modern flexible system of public personnel administration, which shall “provide for a positive policy of labor-management relations including collective bargaining between the District of Columbia and its employees”

The District of Columbia Comprehensive Merit Personnel Act (D.C. Law 2-139, Title 1, Chapter 6, Subchapter XVIII, (D.C. Official Code) Section 1-617.01) states [t]he District of Columbia Government finds and declares that an effective collective bargaining process is in the general public interest and will improve the morale of public employees and the quality of service to the public.

The District of Columbia Comprehensive Merit Personnel Act (D.C. Law 2-139, Title 1, Chapter 6, Subchapter XVIII, (D.C. Official Code) Section 1-617.01(b) provides for collective bargaining between the Mayor of the District of Columbia and labor organizations accorded exclusive recognition for employee representation for employees of the District of Columbia Government.

Pursuant to the District of Columbia Comprehensive Merit Personnel Act (D.C. Law 2-139, Title 1, Chapter 6, Subchapter XVIII, (D.C. Official Code) Section 1-617.10), various local unions or District Council 20 of the American Federation of State, County and Municipal Employees, AFL-CIO, (herein “AFSCME” or the “Union”) have been certified and/or recognized as the exclusive collective bargaining agent for employees of the District of Columbia Government (hereinafter the “District” or the “Employer”).

Accordingly, AFSCME and the District enter into this Agreement, which shall have as its purposes:

- (1) Promotion of a positive policy of labor-management relations between the District of Columbia Government and its employees;
- (2) Improvement of morale of employees in service to the District of Columbia Government;
- (3) Enhancement of the quality of public service to the citizens of the District of Columbia;
- (4) Creation of a government that works better; and
- (5) Promotion of the rights of District of Columbia Government employees to express their views without fear of retaliation.

AFSCME and the District of Columbia Government declare that each party has been afforded the opportunity to put forth all its non-compensation proposals and to bargain in good faith. Both parties agree that this Agreement is the result of their collective bargaining and each party affirms its contents without reservation. This Preamble is intended to provide the background and purpose of the Collective Bargaining Agreement. Alleged violations of the Preamble per se will not be cited as contract violations.

ARTICLE 1 **RECOGNITION**

Section 1 – Recognition:

The District of Columbia Government (hereinafter referred to as the “District” or “Employer”) hereby recognizes as the sole and exclusive representative for the purpose of collective bargaining, the American Federation of State, County and Municipal Employees, AFL-CIO, District of Columbia District Council 20, and its affiliated Local Unions (hereinafter referred to collectively as the "Union" or "AFSCME") for each of the bargaining units under the personnel authority of the Mayor for which AFSCME is the certified collective bargaining representative.

Section 2 - Bargaining Units Descriptions:

This Agreement may also include agencies with independent personnel authority if they have executed an addendum opting to be covered by the provisions herein.

Section 3 - Coverage:

AFSCME, the certified exclusive representative of all employees in the bargaining unit referenced above, shall be responsible for representing the interests of employees in the units without discrimination as to membership; provided, however, that an employee who does not pay dues or service fees may be required by the Union to pay reasonable costs for personal representation.

Section 4 – New Units:

Bargaining units of employees under the administrative jurisdiction of the Mayor of the District of Columbia certified during the term of this Agreement shall be covered by the provisions of this Agreement, if agreed to by the parties.

Section 5 – Unit Clarification(s):

The Union and the Employer shall file a Joint Petition with the Public Employee Relations Board (hereinafter referenced as PERB) to clarify and correct inaccuracies contained on the current unit certifications. Prior to filing of the joint petition, the Union and Employer shall confer on the revised unit descriptions.

ARTICLE 2
MANAGEMENT RIGHTS

Section 1 – Management Rights in Accordance with the Comprehensive Merit Personnel Act (CMPA):

(a) Management's rights shall be administered consistent with D.C. Official Code §1-617.08, 2001 edition as amended.

(b) All matters shall be deemed negotiable except those that are proscribed by this subchapter. Negotiations concerning compensation are authorized to the extent provided in Sections 1-617.16 and 1-617.17.

Section 2 - Impact of the Exercise of Management Rights:

Management rights are not subject to negotiations; however, in the Employer's exercise of such rights, the Union may request the opportunity to bargain the impact and effects, where there has been an adverse impact upon employees regarding terms and conditions of employment.

ARTICLE 3
UNION RIGHTS AND SECURITY

Section 1 – Exclusive Agent:

The District shall not negotiate with any other employee organization or group with reference to terms and/or conditions of employment for employees represented by AFSCME. AFSCME shall have the right of unchallenged representation in its bargaining units for the duration of this Agreement in accordance with PERB Interim Rules, Section 502.9(b).

Section 2 – Meeting Space:

Upon request at least one day in advance, the Employer will provide meeting space as available for bargaining unit business. Except as provided elsewhere in this Agreement, meetings will be held on the non-work time of all employees attending the meetings. The Union will be responsible for maintaining decorum at meetings on the Employer's premises and for restoring the space to the same condition to which it existed prior to the meetings.

Section 3 – Access to Employees:

The Union shall have access to all new and rehired employees to explain Union membership, services and programs. Such access shall occur during either a formal orientation session or upon

such employees' reporting to their work site within thirty (30) calendar days of employees' appointment or reappointment.

Section 4 - Dues Checkoff:

The Employer agrees to deduct union dues bi-weekly from the pay of employee members upon proper authorization. The employee must complete and sign Form 277 to authorize the withholding. The amount to be deducted shall be certified to the Employer in writing by the appropriate official of District Council 20. It is the responsibility of the employee and the Union to bring errors or changes in status to the attention of the Employer. Corrections or changes will be made at the earliest opportunity after notification is received but in no case will changes be made retroactively. Union dues withholding authorization may be cancelled upon written notification to the Union and the Employer within the thirty (30) calendar day period prior to the anniversary date of this Agreement. When Union dues are cancelled, the Employer shall withhold a service fee in accordance with Section 5 of this Article.

Section 5 - Service Fees:

In keeping with the principle that employees who benefit by the Agreement should share in the cost of its administration, the Union shall require that employees who do not pay Union dues shall pay an amount (not to exceed Union dues) that represents the cost of negotiation and/or representation. Such deductions shall be allowed when the Union presents evidence that at least 51% of the employees in the unit are members of the Union.

Section 6 – Cost of Processing:

The Employer shall deduct \$.05 per deduction (dues or service fee) per pay period from each employee who has dues or service fees deducted. This amount represents the fair value of the cost to the Employer for performing the administrative services and is payable to the Office of Labor Relations and Collective Bargaining.

Section 7 - Hold Harmless:

The Union shall indemnify, defend and hold the Employer harmless against any and all claims, demands and other forms of liability, which may arise from the operation of this Article. In any case in which a judgment is entered against the Employer as a result of the deduction of dues or other fees, the amount held to be improperly deducted from an employee's pay and actually transferred to the Union by the Employer, shall be returned to the Employer or conveyed by the Union to the employee(s), as appropriate.

ARTICLE 4
LABOR-MANAGEMENT MEETINGS

Section 1 – Labor-Management Partnerships:

Consistent with the principles of the D.C. Labor-Management Partnership Council, the parties agree to establish and support appropriate partnerships within the individual agencies covered by this Agreement. The purpose of such partnership will be to promote labor-management cooperation within a high-quality work environment designed to improve the quality of services delivered to the public.

Agency partnership should ordinarily be made up of equal numbers of high-level officials of labor and management who will meet regularly to consider such issues as they choose to discuss. Decisions by the partnership are by consensus only.

Section 2 – Labor-Management Contract Review Committee:

Appropriate high-level management and union representatives shall meet at least monthly, at either party's request, to discuss problems covering the implementation of this Agreement. The findings and recommendations of the Contract Review Committee will be referred to the Director for action. The Director or his/her designee shall respond in writing to any written finding and recommendation of the committee within a reasonable period.

ARTICLE 5
DISCRIMINATION

Section 1 – General Provisions:

The Employer agrees that it will not in any way discriminate against any employee because of his/her membership or affiliation in or with the Union or service in any capacity on behalf of the Union. Each employee of the District Government has the right, freely and without fear of penalty or reprisal:

- (1) To form, join and assist a labor organization or to refrain from this activity;
- (2) To engage in collective bargaining concerning terms and conditions of employment, as may be appropriate under this law and rules and regulations through a duly designated majority representative; and,
- (3) To be protected in the exercise of these rights.

Neither party to this Agreement will discriminate against any employee with regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, physical handicap, political affiliation, or as otherwise provided by law.

Section 2 – Equal Employment Practices:

The Employer agrees to vigorously continue the implementation of its Equal Employment opportunity Program as approved by the Director, D.C. Office of Human Rights. For the purpose of this Agreement, the Department/Agency's Affirmative Action Plan will be observed. Progress reports will be sent to the Union periodically as to the implementation of the Affirmative Action Plan.

The Union shall designate an Affirmative Action Coordinator who shall, upon request, attend meetings of the Department's Affirmative Action Counselors, and be permitted to meet with Department EEO officials to discuss implementation of the Affirmative Action Plan including Departmental policies and programs.

Vacancy Announcements for Departmental vacancies shall be posted at all work locations. One copy of the notice shall be supplied to appropriate Union Shop Stewards.

Section 3 – Discrimination Charges:

Any charges of discrimination shall be considered by the appropriate administrative agency having jurisdiction over the matter and shall therefore not be subject to the negotiated grievance procedure.

ARTICLE 6
UNION RIGHTS AND RESPONSIBILITIES

Section 1 – Union Stewards:

Union Stewards shall be designated by the Union and shall be recognized as employee representatives. Union Stewards shall be employed at the same work area or shift as employees they are designated to represent. When a union steward is transferred by an action of management (not including promotion or transfer at the employee's request), the steward may continue to act as a steward for his/her former work site for a period not to exceed 45 days from original notification. The Union will supply the Employer with lists of stewards' names, which shall be posted on appropriate bulletin boards. The Union shall notify the Employer of changes in the roster of Stewards. Stewards are authorized to perform and discharge union duties and responsibilities, which may be assigned to them under the terms of this Agreement.

Section 2 – Performance of Duties:

Stewards shall obtain permission from their immediate supervisors prior to leaving their work assignments to properly and expeditiously carry out their duties during a reasonable amount of official time to be estimated in advance whenever possible. Before attempting to see an employee, the Steward will obtain permission from the employee's supervisor. Such permission will be granted unless the employee cannot be immediately relieved from his assigned duties, in which case permission will be granted as soon as possible thereafter. If the immediate supervisor is unavailable, permission will be requested from the next highest level of supervision. Requests by Stewards for permission to meet with employees and/or by employees to meet with Stewards will not require prior explanation to the supervisor of the problems involved other than to identify the area to be visited and the general purpose of the visit i.e., grievance investigation, labor-management meetings, negotiation sessions, etc.

A Steward thus engaged will report back to his/her supervisor on completion of such duties and return to their job. The employer agrees that there shall be no restraint, interference, coercion, or discrimination against a Steward in the performance of such duties.

Section 3 – Union Activities on Employer's Time and Premises:

The Employer agrees that during working hours, on the Employer's premises and without loss of pay, in accordance with Article 6 of this Agreement, Union representatives shall be allowed to:

- A. Post Union notices on designated Union bulletin boards (with a copy given to the Employer);
- B. Attend negotiation meetings;
- C. Transmit communications authorized by the District Council and Local Union or its officers to the Employer or his/her representative;
- D. Consult with the Employer or his/her representative, District Council and Local Union Officers, other Union representatives or employers, concerning the enforcement of any provisions of this Agreement, and other Labor-Management activities. Official time does not include internal Union activities; and
- E. Solicitation of Union membership and distribution of literature shall be confined to the non-working time of all employees involved and out of sight of the public.

Section 4 – Visits by Union Representatives:

The Employer agrees that representatives of the American Federation of State, County and Municipal Employees whether local, Union representatives, District council representatives, or

International representatives shall have full and free access except in secured areas, to the premises of the Employer at any time during working hours to conduct Union business. Advance notification will be given to the appropriate supervisor of the facility to be visited to permit scheduling that will cause minimal disruption of the work activities.

Section 5 – Union Insignia:

The Employer agrees that the employee has a right to participate and identify with the Union as his/her representative in collective bargaining matters; therefore, the Employer agrees that such identification devices as emblems, buttons and pins supplied by the Union to the employees within the bargaining unit may be worn on their uniforms, except for uniformed police.

Section 6 – Official Time:

Union representatives who engage in labor management activities during working hours shall indicate on the “Official Time Report” the activity performed. No Union representative will be disadvantaged in the assessment of his/her performance based on use of documented official time while conducting labor management business.

REPRESENTATIONAL FUNCTIONS OF OFFICIAL TIME (Activity)

1	Labor negotiations.
2	Contacts between employee representatives and employees provided for in the negotiated grievance procedure.
3	Grievance meetings and arbitration hearings.
4	Disciplinary or adverse action meetings, if the Union is designated as representative of the employee.
5	Attendance at an examination of an employee who reasonably believe he or she may be the subject of a disciplinary or adverse action and the employee has requested representation.
6	Attendance at board or other committee meetings on which the Union representatives are authorized membership by the Employer or the Agreement.
7	Attendance at meetings between the Employer and the Union.
8	Attendance at agency recognized/sponsored activities to which the Union has been invited.

Distribution: Original to Office of Labor Relations & Collective Bargaining
 Copy kept by Supervisor & Union Representative

ARTICLE 7

DISCIPLINE

Section 1:

Discipline shall be imposed for cause, as provided in the D.C. Official Code § 1-616.51 (2001 ed.).

Section 2:

For the purposes of this Article, discipline shall include the following:

- a. **Corrective Actions:** Written reprimands or suspensions of nine (9) days or less;
- b. **Adverse Actions:** Removal, suspension for more than nine (9) days; or a reduction in rank or grade or pay for cause.

Section 3:

Discipline will be appropriate to the circumstances, and shall be primarily corrective, rather than punitive in nature. After discovery of the incident, the investigations shall be conducted in a timely manner and discipline shall be imposed upon the conclusion of any investigation or the gathering of any required documents, consistent with the principle of progressive discipline and D.C. Office of Personnel regulations.

Section 4:

If a supervisor has reason to discipline an employee, it shall be done in a manner that will not embarrass the employee before other employees or the public.

Section 5:

Unless there is a reasonable cause to believe that an employee's conduct is an immediate hazard to the agency, the employee or other employees, or is detrimental to public health, safety or welfare, an employee against whom adverse action is proposed shall be entitled to at least thirty (30) days advance written notice of proposed adverse action (or fifteen (15) days if corrective action is proposed). The notice will identify the causes and the reasons for the proposed action.

Section 6:

Recognizing that the Union is the exclusive representative of the employees in the bargaining unit, the Department shall in good faith attempt to notify the Union of proposed disciplinary actions. Each Department shall notify the union of the method of notification. Further the Employer agrees

to notify the employee of his or her right to representation in corrective or adverse actions. The material upon which the proposed discipline is based shall be made available to the employee and his/her authorized representatives for review. The employee or his/her authorized representative will be entitled to receive a copy of the material upon written request.

Any information that cannot be disclosed to the employee, his representative, or physician shall not be used to support the proposed action.

Section 7:

Except in the special circumstances referred to in Section 5 above, an employee shall be entitled to at least ten (10) workdays to answer the notice of proposed corrective or adverse action. If the proposed action is removal, the employee shall upon request, be granted an opportunity to be heard prior to a final decision. This opportunity to be heard shall be afforded by a person designated by the agency head. This person shall not be in the supervisory chain between the proposing and/or deciding official(s) and shall not be subordinate to the proposing official. This person shall review the employee's answer, discuss the proposed action with the employee and/or his representative and appropriate representatives of the Employer and make a recommendation to the deciding official who will act upon the recommendation, as he/she deems proper.

Section 8:

The person proposing a disciplinary action shall not be the deciding official unless the proposing official is the agency head or Director of Personnel.

Section 9:

Except in the special circumstances referred to in Section 5 above, an employee against whom a corrective or adverse action has been proposed shall be kept in an active duty status during the notice period.

Section 10:

The deciding official shall issue a written decision within forty-five (45) calendar days from the date of receipt of the notice of proposed action which shall withdraw the notice of proposed action or sustain the proposed action in whole or in part. The forty-five (45) day period for issuing a final decision may be extended by agreement of the employee and the deciding official. If the proposed action is sustained in whole or in part, the written decision shall identify which causes have been sustained and which have been dismissed, describe whether the proposal penalty has been sustained or reduced and inform the employee of his or her right to appeal or grieve the decision, and the right to be represented. The final decision shall also specify the effective date of this action.

Section 11:

In any circumstance in which the Employer has reasonable cause to believe that an employee's conduct is an immediate hazard to the employing agency, to the employee involved or other employees, or is detrimental to public health, safety or welfare the Employer may place an employee on administrative leave whether or not notice of proposed action has been given to the employee.

Section 12:

Notice of final decision, dated and signed by the deciding official, shall be delivered to the employee on or before the time the action is effective. If the employee is not in a duty status at that time, the notice shall be sent to the employee's last known address by certified or registered mail.

Section 13:

Except as provided in Section 14 of this Article, employees may grieve actions through the negotiated grievance procedure, or appeal to the office of Employee Appeals (OEA) in accordance with OEA regulations but not both. Once the employee has selected the review procedure, that choice shall be the exclusive method of review.

Section 14:

The removal of an employee during his or her probationary period is neither grievable nor appealable and shall be done in accordance with the DPM.

Section 15:

If a final decision is grieved through the negotiated grievance procedure a written grievance shall be filed with the deciding official within fifteen (15) workdays after the effective date of the action.

Section 16 – Troubled Employees:

In appropriate cases, consideration shall be given to correcting the problem through the D.C. Consultation and Counseling Service. When the District implements a new employee assistance program, this shall take the place of the D.C. Consultation and Counseling Service.

Section 17:

Whenever an employee is questioned by a supervisor with respect to a matter for which a disciplinary action is intended against the employee, the employee may, upon request, consult with a union official or other representative. Upon such request, the supervisor will stop the questioning until the employee can consult with such representative, but in no event will such questioning be

delayed beyond the end of the employee's following shift. When and if questioning is resumed, an employee may have a union official or other representative present.

ARTICLE 8

TRAINING AND CAREER LADDER

Section 1 – Basic Training:

Other than skills necessary to qualify for the position, the Employer agrees to provide each employee with basic training or orientation for the safe and effective performance of his/her job. Such training shall be provided at the Employer's expense and, if possible, during the employee's regular workday. If the employee is required to participate in training outside of regular work hours, the employee will be compensated in accordance with the Compensation Units 1 and 2 Agreement. Continued training shall be within budgetary constraints.

Section 2 - Continued Training Opportunities:

The Employer will encourage and assist employees in obtaining career related training and education outside the Department by collecting and posting current information available on training and educational opportunities. The Employer will inform employees of time or expense assistance the Employer may be able to provide.

Section 3 - Career Ladder:

The parties recognize and endorse the value of employee training and career ladder programs. Both parties subscribe to the principles of providing career development opportunities for employees who demonstrate potential for advancement. The feasibility of upward mobility and training programs for unit employees shall be a proper subject for labor-management meetings. Career ladder promotions when effected, shall be in accordance with DPM Chapter 8, Part II, Subpart 8, and Appendix A.

Section 4 - Experience Verification:

When an institution of higher learning provides credit for on-the-job experience, the Employer will, at the request of the employee, provide pertinent information to verify the employee's experience with the District. The employee shall provide the relevant documents and information necessary for the release of the employee's information to the relevant institution.

Section 5 - Union Sponsored Career Advancement Programs:

Management and the Union support the objective of meaningful career advancement for District Government workers in the areas of promotion, transfers and filling of vacancies. In keeping with this objective, the Union will investigate and develop programs to enhance opportunities for

career advancement such as: career counseling services; placement of career planning resource materials on site; correspondence course arrangements with area colleges, universities, vocational and technical schools; and workshops on resume writing and interview skills.

Programs that are developed will be presented and discussed during appropriate labor-management committee meetings for review and consideration.

ARTICLE 9

SAFETY AND HEALTH

Section 1 - Working Conditions:

A. The District shall provide and maintain safe and healthful working conditions for all employees as required by applicable laws. It is understood that the District may exceed standards established by regulations consistent with the objectives set by law. The Employer will make every effort to provide and maintain safe working conditions. AFSCME will cooperate in these efforts by encouraging its members to work in a safe manner and to obey established safety practices and regulations.

B. Matters involving safety and health will be governed by the D.C. Occupational Safety and Health Plan in accordance with Subchapter XXI of the Comprehensive Merit Personnel Act (1980, as amended). The District will promptly make every effort to qualify its plan under the Occupational Safety and Health Administration (OSHA) as established by the U.S. Department of Labor.

C. The District shall furnish and maintain each work place in accordance with standards provided within this Section.

Section 2 - Employees Working Alone:

Employees shall not be required to work alone in areas beyond the call, observation or periodic check of others where dangerous chemicals, explosives, toxic gases, radiation, laser light, high voltage or rotary machinery are to be handled, or in known dangerous situations whenever the health and safety of an employee would be endangered by working alone.

Section 3 - Corrective Actions:

A. If an employee observes a condition, which he or she, believes to be unsafe, the employee should report the condition to the immediate supervisor.

B. If the supervisor and employee agree that a condition constitutes an immediate hazard to the health and safety of the employee, the supervisor shall take immediate precautions to protect the employee.

C. If the supervisor and employee do not agree that a condition constitutes an immediate hazard to the health and safety of the employee, the matter may be immediately referred by the employee to the next level supervisor or designee. The supervisor or designee shall meet as soon as possible with the employee and his or her AFSCME representative, and shall make a determination.

D. Employees shall not be required to operate equipment that has been determined by the Employer or the appropriate D.C. Safety Officer to be unsafe to use, when by doing so they might injure themselves or others.

Section 4 - Medical Service: On-the-Job Injury:

A. The District shall make first-aid kits reasonably available for use in case of on-the-job injuries. If additional treatment appears to be necessary, the District shall arrange immediately for transportation to an appropriate medical facility.

B. The need for additional first-aid kits will be an appropriate issue for Safety Committee determination. Recommendations of the Safety Committee will be referred to the appropriate agency officials.

Section 5 - Safety Devices and Equipment:

Protective devices and protective equipment shall be provided by the District and shall be used by the employees.

Section 6 - Safety Training:

A. The District shall provide safety training to employees as necessary for performance of their job. Issues involving safety training may be presented to the Safety Committee established in Section 8(A).

B. The District shall provide CPR training to all employees who request such training.

Section 7 - Information on Toxic Substances:

Employees who have been identified by the Safety Committee and the Department or District Safety Officer as having been exposed to a toxic substance (including, but not limited to asbestos) in sufficient quantity or duration to meet District Government standards shall receive appropriate health screening. In the absence of District Government standards, the Safety Committee and Safety Officer will refer to standards established by other appropriate authorities such as Occupational Safety and Health Administration (OSHA), National Institute for Occupational Safety and Health (NIOSH) or the Environmental Protection Agency (EPA).

Section 8 - Safety Committees:

A. A Safety Committee of three (3) representatives from AFSCME and three (3) representatives from the District is hereby established in each department/agency.

B. One (1) AFSCME and one (1) District representative shall each serve as co-chairpersons of the Committee. The Agency's Risk Management official shall serve on the Safety Committee as one of the Agency's representative.

C. The Safety Committee shall:

1. Meet on a monthly basis, unless mutually agreed otherwise. Prior to regularly scheduled monthly meeting, labor and management must submit their respective agendas to each other at least five (5) days in advance;

2. Conduct safety surveys, consider training needs, and make recommendations to the agency/department head and the Office of Risk Management;

3. Receive appropriate health and safety training.

D. Final reports or responses from agency/department heads (or designees) shall be provided to the Safety Committee within a reasonable period of time on safety matters initiated by the Committee.

E. In departments/agencies where there is more than one Local Union, there shall be a safety committee for each Local Union, unless otherwise agreed upon.

F. Safety Committees may be reorganized upon agreement of both parties.

Section 9 - Medical Qualification Requirements:

The District agrees to abide by the provisions of Chapter 8, Sections 848.19 and 848.20 of the D.C. Personnel Regulations as published in the D.C. Register, Volume 32, April 5, 1985 (32 DCR 1858, 1911).

Section 10 - Light Duty:

A. The District agrees to provide light duty assignments for Employees injured on the job to the extent that such light duty is available as follows:

1. To be eligible for light duty, the employee must be certified by the employee's attending physician. The certification must identify the employee's impairments and the type of light duty he or she is capable of performing.

2. The Employee will be given light duty assignments for which he or she is qualified, initially within his or her own Bureau or organizational unit. If light duty is not available within the Bureau or organizational unit, suitable work will be sought elsewhere in the department/agency.

3. Light duty assignments shall not normally extend beyond 45 working days. However, if there are no other requests for light duty, this period may be extended until such time as the request is made by another employee. Employees unable to perform their regularly assigned duties after the expiration of that time shall make application for disability compensation or exercise such other options as may be available to employees under the provisions of this Agreement or under law, and in accordance with paragraph 5 below.

4. Where there are more requests for light duty than there are light duty assignments, assignments shall be made in the order of earlier date of request.

5. When light duty is not available, an employee must return to full duty or seek compensation or retirement from appropriate channels, or other assistance as may be available in accordance with Section 9. In the event compensation or retirement is not approved, the employee may be required to take a fitness for duty examination and may be separated if (a) found unfit to perform or (b) found fit but refuses to report for full duty.

Section 11 - Excessive Temperatures in Buildings:

Employees, other than those determined by the Employer to be essential, shall be released from duty or reassigned to other duties of a similar nature at a suitably temperate site because of excessively hot or cold conditions in the building. This determination will be made by the Employer as expeditiously as possible and shall be based upon existing procedures. In lieu of dismissal, the Employer may reassign employees to other duties of similar nature at a suitably temperate site. The cost of authorized transportation will be assumed by the Employer. Administrative leave will be granted if authorized by the Mayor or his or her designee.

Section 12 - Employee Health Services:

Employees covered by this Agreement shall have access to employee health services provided by the Employer consistent with the Comprehensive Merit Personnel Act (D.C. Law 2-139). Employee health services shall include such services as provisions for emergency diagnosis and emergency treatment of illness, physical examination including, but not limited to, pre-employment, fitness for duty or disability retirement evaluation; treatment of minor illness; preventive services; health information to assist employees to protect, conserve, and improve physical and mental health; and counseling and appropriate referrals to the D.C. Consultation and Counseling Service.

Section 13 - Maintenance of Health Records:

Medical records of employees shall be maintained in accordance with the provisions of Chapter 31 of the D.C. Government regulations that maintain confidentiality of those records. Medical records shall not be disclosed to anyone except in compliance with applicable rules relating to disclosure of information. Copies of rules relating to medical information will be made available to AFSCME.

Section 14:

A. The Employer agrees to follow Mayor's order 87-95 regarding ergonomic policy for use of video display terminals.

B. VDT continuous users who operate a VDT for more than two continuous hours shall be allowed to move out of their chairs for brief periods to perform other tasks as specified by their supervisor.

C. If a pregnant employee, who is a continuous VDT user, submits a medical statement from her physician which recommends limiting her use of the VDT during the term of her pregnancy because of exposure to radiation, reasonable consideration will be given to providing the employee with other available duties, within the work unit, for which she is qualified and which her doctor certifies that she can perform.

Section 15:

The Employer agrees to provide the Union with a copy of all current D.C. Safety Officers, and revisions as they occur.

ARTICLE 10
GENERAL PROVISIONS

Section 1 – Work Rules:

Employees will be advised of verbal and written work rules, which they are required to follow. The Employer agrees that proposed new written work rules and the revision of existing written work rules shall be subject to notice and consultation with the Union.

Section 2 - Distribution of Agreement:

The Employer and the Union agree to share equally in the cost of reproducing this contract for employees and supervisors. The parties shall mutually agree upon the cost and number of copies to be printed.

ARTICLE 11
BULLETIN BOARDS

The Employer agrees to furnish suitable Bulletin Boards and/or space to be placed at locations mutually acceptable to the Union and the Employer. The Union shall limit its posting of notices and bulletins to such Bulletin Boards.

ARTICLE 12
PERSONNEL FILES

Section 1 - Official Files:

The Employer shall maintain the official files of all personnel in all units covered by this Agreement in the Office of Personnel. Records of corrective actions or adverse actions shall be removed from an employee's official file in accordance with the DPM.

Section 2 - Right to Examine:

Each employee shall have the right to examine the contents of his/her personnel files upon request.

Section 3 – Right to Respond:

Each employee shall have the right to answer any material filed in his/her personnel file and his/her answer shall be attached to the material to which it relates.

Section 4 - Right to Copy:

An employee may copy any material in his/her personnel file.

Section 5 – Access by Union:

Upon presentation of written authorization by an employee, the Union representative may examine the employee's personnel file and make copies of the material.

Section 6 – Confidential Information:

The DC Office of Personnel shall keep all arrests by the Metropolitan Police, fingerprint records, and other confidential reports in a confidential file apart from the official personnel folder.

Section 7 - Employee to Receive Copies:

A. The employee shall receive a copy of all material placed in his/her folder in accordance with present personnel practices. Consistent with this Article when the Employer sends documents to be placed in an employee's personnel folder which could result in disciplinary action or non-routine documents which may adversely affect the employee, the employee shall be asked to acknowledge receipt of the document. The employee's signature does not imply agreement with the material but simply indicates he/she received a copy.

B. If an employee alleges that he/she was not asked to acknowledge receipt of material placed in his/her personnel folder as provided in this section the employee will be given the opportunity to respond to that document and the response will be included in the folder.

Section 8 – Access by Others:

The Employer shall inform the employee of all requests outside of the normal for information about him/her or from his/her personnel folder. The access card signed by all those who have requested and have been given access to the employee's file shall be available for review by the employee.

ARTICLE 13
SENIORITY

Section 1 - Definition:

Seniority means an employee's length of continuous service with the Employer from his/her date of hire for purposes of this Article only. Employees hired on the same day shall use alphabetical order of surname in determining seniority.

Section 2 - Breaks in Continuous Service:

An employee's continuous service shall be broken by voluntary resignation, discharge for cause or retirement. If an employee returns to his former, or a comparable, position within one year, the seniority he had at the time of his/her departure will be restored but he/she shall not accrue additional seniority during his/her period of absence.

Section 3 - Seniority Lists:

Each agency with employees covered by this Agreement shall provide the Union semi-annually with list of names of employees represented by the Union in that Agency. The list will be in seniority order as defined by Section 1 of this Article. Also, each agency will supply the Union semi-annually with lists of new hires in bargaining unit positions and with names of unit employees who have left the agency since the last seniority list.

Section 4 - Reassignments:

A reassignment requested by an employee to a position in the same classification within an agency/department may be effected by mutual agreement.

Section 5 - Promotions:

A. Whenever a job opening occurs, in any existing job classification or as the result of the development or establishment of a new job classification, a notice of such opening shall be posted on all bulletin boards for ten (10) working days prior to the closing date. A copy of the notices of job openings will be given to the appropriate Union Steward at the time of posting.

B. During this period, employees who wish to apply for the open position or job including employees on layoff may do so. The application shall be in writing, and it shall be submitted to the appropriate Personnel Office.

C. Management has the right to determine job qualifications, provided they are limited to those factors' directly required to satisfactorily perform his/her job. Where all job factors are relatively equal, the employee with the greatest departmental seniority within the unit shall be promoted.

Section 6 - Change to Lower Grade:

A. The term "change to lower grade", as used in this provision means change of assignment from a position in one job classification to a lower paying position in the same job classification.

B. Demotions may be made to avoid laying off employees, to provide for employees who request a change to lower grade for personal convenience, or to change an employee to a lower grade when he/she is unable to perform satisfactorily the duties of his/her position.

Section 7 - Individual Work Schedules:

Work schedule changes initiated by the Employer affecting an individual employee shall be in accord with department/agency seniority, except where specific skills are needed.

Section 8 - Pay for Work Performed in Higher Graded Position:

A. Employees detailed or assigned to perform the duties of a higher graded position for more than four (4) pay periods in any calendar year shall receive the pay of the higher graded position. Assignment to a higher graded position for periods of at least one (1) pay period shall count toward the accumulation of the four (4) pay period requirement. The applicable rate of pay will be determined by application of D.C. government procedures concerning grade and step placement for

temporary promotions, and will be effective the first pay period beginning after the qualifying period has passed. An employee on detail to a lower graded position shall maintain the pay for his/her original position. Advance notice will be given to the Union of any detail exceeding one pay period.

B. This provision shall not apply to training programs.

C. Issues involving changed or additional duties assigned to an employee, within his/her present position, shall be considered in accordance with position classification procedures.

ARTICLE 14

INCLEMENT WEATHER CONDITIONS

Section 1 – Inclement Weather Work:

A. Any full-time employee who is scheduled to report for work and who presents himself for work as scheduled shall be assigned to at least eight (8) hours work.

B. If weather conditions do not permit the employee to perform his/her regularly scheduled duties and there is no other work available in line with his/her normal duties, the employee shall be given the option to perform other work or be paid at his/her regular rate for a minimum of four (4) hours and released from duty at his/her election on annual leave or leave without pay.

C. Employees working on snow detail or who are required to shovel snow shall be assigned in the following order:

1. Volunteers
2. In the inverse order of seniority

D. Employees with established health concerns may request to be exempt from snow shoveling assignments.

Section 2 - Reporting Time:

A. During inclement weather where the District Government has declared an emergency, employees (other than those designated emergency employees) will be given a reasonable amount of time to report for duty without charge to leave. Those employees required to remain on their post until relieved will be compensated at the appropriate overtime rate or compensatory leave for the time it takes his/her relief to report for duty.

B. The Employer agrees to dismiss all non-emergency employees when early dismissal is authorized by higher officials during inclement weather.

ARTICLE 15
HOURS OF WORK

Section 1 - Workday:

Except as provided in this Article, the normal workday for full-time employees shall consist of eight (8) hours of work within a 24-hour period. The normal hours of work shall be consecutive except that they may be interrupted by a lunch period.

Section 2 - Workweek:

Except as provided in this Article, the workweek for full-time employees shall normally consist of five (5) consecutive days, eight (8) hours of work, Monday through Friday, totaling forty (40) hours. Special schedules will be established for employees, other than employees in continuous operations, who are required to work on Saturday, Sunday or seasonal schedules as part of their regular workweek.

Section 3 - Continuous Operations and Shifts:

The workday for employees in 24-hour continuous operations shall consist of eight hours of work. Work schedules for employees assigned to shifts, showing the employee's workdays, and hours, shall be posted on appropriate bulletin boards. All employees shall be scheduled to work regular work shifts i.e., each work shift shall have a regular starting and quitting time.

Section 4 - Changes in Work Schedules:

Except in emergencies, regular work schedules shall not be changed without ten (10) working days advance notice.

Section 5 - Flexible/Alternative Work Schedules:

A. The normal work hours may be adjusted to allow for flexible/ alternative work schedules, with appropriate adjustments in affected leave and compensation items (e.g., overtime, premium pay, compensatory leave, etc.). Such schedules may be appropriate where (1) it is cost effective, (2) it increases employee morale and productivity, or (3) it better serves the needs of the public. The Union will be given advance notice (when flexible/alternative work schedules are proposed) and shall be given the opportunity to consult.

B. An alternative work schedule will provide that overtime compensation will not begin until the regularly scheduled workday or tour of duty has been completed. Other premiums will be based on the regularly scheduled workday of the employees. An alternative work schedule shall not affect the existing leave system. Leave will continue to be earned at the same number of hours per pay period as for employees on five (5) day, forty (40) hour schedules and will be changed on an hour-by-hour basis.

ARTICLE 16
ADMINISTRATION OF LEAVE

Section 1 – General:

Employees shall be eligible to use leave in accordance with the personnel rules and regulations. Any request for a leave of absence shall be submitted in writing by the employee to his/her immediate supervisor. The request shall state the length of time off the employee desires, the type of leave requested and the reason for the request. An excused absence is an absence from duty without loss of pay and without charge to leave when such absence is authorized by statute or administrative discretion.

Section 2 - Annual Leave:

A. Normal Requests for Leave: A request for a short leave of absence, not to exceed three days, shall be requested in writing on the proper form and answered before the end of the work shift in which the request is submitted. A request for a leave of absence between four to seven days must be submitted five (5) calendar days in advance and answered within five days, except for scheduled vacations, as provided for in Section 2 of this Article. If the request is disapproved, the supervisor shall return the SF-71 with reasons for the disapproval indicated. Requests for annual leave shall not be unreasonably denied.

B. Emergency Requests: Any employee's request for immediate leave due to family death or sickness shall be granted or denied immediately.

C. Carryover: Annual leave, which is not used, may be accumulated from year to year. In general, the maximum allowable leave is thirty (30) days, unless the employee had a greater amount of allowable leave at the beginning of the leave year. Employees shall receive a lump sum leave payment for all accrued annual leave not used at the time of retirement, resignation or other separation from the employer, consistent with the negotiated Compensation Agreement.

D. Vacation Schedules: Every effort will be made to grant employees leave during the time requested. If the operations would suffer by scheduling all requests during a given period of time, a schedule will be worked out with all conflicts to be resolved by the application of seniority. After vacations are posted, no changes shall be made unless mutually agreeable or an emergency arises. Employees will be encouraged to schedule vacations through the year.

Section 3 - Sick Leave:

A. Requests:

1. Supervisors shall approve sick leave of employees incapacitated from the performance of their duties. Employees shall request sick leave as far in advance as possible prior to the start of their regular tour of duty on the first day of absence.

2. Sick leave shall be requested and approved in advance for visits to and/or appointments with doctors, dentists, practitioners, opticians, and chiropractors for the purpose of securing diagnostic examinations, treatments and x-rays.

3. Employees shall not be required to furnish a doctor's certificate to substantiate requests for approval of sick leave unless such sick leave exceeds three work days continuous duration. However, if Management has given written notice to an employee that there is a good reason to believe that the employee has abused sick leave privileges, then the employee must furnish a doctor's certificate for each absence from work, which is claimed as sick leave regardless of its duration. The Union will encourage employees to conserve sick leave for use during periods of extended illness.

4. Advance sick leave requests will be given prompt consideration by the Employer consistent with Section 3(b) of this Article when the following provisions are met:

(a) The request must be submitted in writing and must be supported by acceptable medical certificates:

(b) All available accumulated sick leave to the employee's credit must be exhausted. The employee must use annual leave he/she might otherwise forfeit.

(c) In the case of employees serving under temporary appointments, or under probationary or trial periods, advance sick leave should not exceed an amount which is reasonably assured will be subsequently earned during such period.

(d) The amount of sick leave advanced to an employee's account will not exceed 240 hours at any time. Where it is known that the employee is to be separated, the total sick leave advanced may not exceed an amount which can be liquidated by subsequent accrual prior to the separation.

(e) There must be a reasonable assurance that the employee will return to duty.

B. Advance Sick Leave: Advance sick leave may be granted to permanent or probationary employees in amounts not to exceed 240 hours. Furthermore, an employee may not be indebted for more than 240 hours of sick leave at any one time. Sick leave may be advanced to

employees holding a limited appointment or one expiring on a specific date, but not in excess of the total sick leave that would accrue during the remaining period of such appointment. In either case the employee request must be supported by a statement from his/her physician attesting that the employee has a serious disability or ailment and is incapacitated for duty and stating the period of time expected to be involved. The request should be denied only if the requirements of Section 3 (a) and (b) are not met or there is a reason to believe that the employee will not return to duty or that he/she has abused the sick leave privilege in the past.

C. All accrued and accumulated sick leave must be exhausted before the advance sick leave is credited. Accrued and accumulated annual leave may remain standing to the credit of employees. The Employer will use its best efforts to answer an employee's request for advanced sick leave within fifteen (15) working days. However, an employee is responsible for applying advance sick leave in writing as far in advance as possible. If the request is denied, the reasons for such denial shall be given in writing. Further, the employee will be given consideration for LWOP consistent with the provisions of personnel rules and regulations.

Section 4 – Other Paid Leave:

A. **Military Leave:** Full-time employees are entitled to leave as reserve members of the armed forces or as members of the National Guard to the extent provided in D.C. Official Code Section 1-612.03(m) and applicable rules and regulations and the Compensation Units 1 & 2 Agreement, which provide in part the following:

1. Members of the D.C. National Guard are entitled to unlimited military leave without loss of pay for any parade or encampment with the D.C. National Guard when ordered by the Commanding General, excluding weekly drills and meetings.

2. Additional military leave with pay will be granted to full-time employees who are members of the reserve components of the Armed Forces or the National Guard for the purpose of providing military aid to enforce the law for a period not to exceed 22 workdays per calendar year.

B. **Court Leave:** Employees shall be granted leave of absence with pay anytime they are required to report for jury duty or to appear as a witness on behalf of the District of Columbia Government, or the Federal or a State or Local Government, in accordance with personnel rules and regulations.

C. **Voting Leave:** Where the polls are not open at least three hours either before or after an employee's regular hours of work, he/she may, upon request, be granted an amount of excused time which will permit him/her to report to work three hours after the polls open or leave work three hours before the polls close, whichever requires the lesser amount of time off. Leave for voting will be allowed in accordance with the personnel rules and regulations.

D. **Funeral Leave:** Funeral leave shall be granted in accordance with the Compensation Units 1 & 2 Agreement.

E. Civic Duty: Upon advance request and adequate justification employees required to appear before a court or other public body on public business in which they are not personally involved shall be granted leave of absence with pay unless paid leave is prohibited by Federal or District Regulations or Statutes.

F. Examinations: Employees shall be excused without charge to leave in accordance with personnel rules and regulations for the purpose of taking an employment medical examination and examination for induction or enlistment in the active Armed Forces, a District Government owned vehicle operator examination, a civil service examination or other examination which his/her department has requested him/her to take in order to qualify for reassignment, promotion, or continuance of his/her present job, but not for the reserve Armed Forces. An employee shall also be excused without charge to leave for the purpose of taking an examination whenever, in the judgment of the Department or agency head, the District Government will benefit thereby. Absence from duty in order to take an examination primarily for the employee's own benefit and not connected to the District Government must be requested in accordance with the general leave provisions.

Section 5 - Leave Without Pay:

A. General: Leave of absence without pay for a limited period may be granted at the supervisor's discretion for a reasonable purpose if requested in advance in writing.

B. Union: Employees elected to any Union office or selected by the Union to do work which takes them from their employment with the Employer shall at the written request of the employee and the Union be granted a leave of absence without pay; provided the written request states the purpose and duration of the absence, and is submitted thirty (30) calendar days in advance of the commencement of the desired period of absence. If the Employer indicates that the requested leave will unduly hamper its operations, it may offer an alternative for consideration by the Union.

C. The initial leave of absence shall not exceed one (1) year. Leaves of absence for Union officials may be extended for similar periods. No more than one employee from a bargaining unit shall be on such extended leave at the same time.

D. Parenthood Leave: Maternity leave before and following childbirth shall be granted at the request of the employee. The employee is obligated to advise her supervisor substantially in advance of the anticipated leave date. This period of absence shall be determined by the employee, her physician and her supervisor. Maternity leave is chargeable to sick leave or any combination of sick leave, annual leave, or leave without pay. Paternity leave may be granted for a period of up to two (2) weeks following childbirth, and may be extended at the supervisor's discretion. Such leave shall be a combination of annual leave or leave without pay.

E. Leave may be granted for a period of up to two (2) weeks to an employee who is adopting a child, with extensions made at the discretion of the supervisor. Such leave shall be a combination of annual leave or leave without pay.

F. Union Officer Leave: Attendance at Union sponsored programs may be approved annual leave or leave without pay in accordance with normal leave practices unless Administrative Leave has been approved.

G. Educational Leave: After completing one (1) year of service an employee upon request may be granted a leave of absence for educational purposes provided that successful completion of the course will contribute to the work of the Department. The period of leave of absence may not exceed one (1) year, but may be extended at the discretion of the Employer. If an employee is returning from educational leave during which he/she has acquired the qualification of a higher rated position he/she shall not have lost any of his/her rights in being evaluated for the higher graded position.

ARTICLE 17

ADMINISTRATION OF OVERTIME

Section 1 -Distribution:

Overtime work shall be equally distributed among employees. Specific arrangements for the equitable distribution of overtime shall be agreed to at Union Management Cooperation Meetings. Individual employee qualifications shall be considered when decisions are made on which employees shall be called for overtime work.

Section 2:

Management will solicit volunteers when overtime work is required. In the event a sufficient number of qualified volunteers are not available to perform the job functions, overtime work will be assigned to equally qualified employees in inverse order of seniority, unless a different system is worked out on a local-by-local basis. Instances of hardship should be presented to the supervisor and shall be considered on a case-by-case basis.

ARTICLE 18

WAGES

Section 1:

The salaries and wages of employees shall be paid bi-weekly. In the event the scheduled payday is a holiday, the preceding day shall be the payday. If, for any reason, an employee's paycheck is not available on the prescribed day, or if it does not reflect the full amount due, that employee will be paid as quickly thereafter as is possible, and under no circumstances will he or she be required to wait until the next regular payday.

Section 2:

If an employee's paycheck is delayed, the employee shall immediately notify his/her supervisor. The supervisor shall initiate efforts through the agency controller to obtain a supplemental payment. Supplemental payments will not effectuate normal payroll deductions. Appropriate payroll deductions will be deducted from the employee's subsequent paycheck. (Except DHS, see Attachment 6.)

ARTICLE 19
REDUCTION-IN-FORCE

Section 1 - Definition:

The term reduction-in-force, as used in this Agreement means the separation of a permanent employee, his/her reduction in grade or pay, or his/her reduction in rank because of (a) reorganization, (b) abolishment of his/her position, (c) lack of work, (d) lack of funds, (e) new equipment, (f) job consolidation or (g) displacement by an employee with greater retention rights who was displaced because of (a) through (f) above.

Section 2 – Consultation:

The Employer agrees to consult in advance with the Union prior to reaching decisions that might lead to a reduction-in-force in the bargaining unit. The Employer further agrees to minimize the effect and such reduction-in-force on employees and to consult with the Union toward this end.

Section 3 - Procedure:

A reduction-in-force will be conducted in accordance with the provisions set forth in the Comprehensive Merit Personnel Act [(CMPA), D.C. Official Code § 1-624].

Section 4 – Impact and Effects Bargaining:

In the event of a reduction-in-force, the Employer shall, upon request, provide the Union with appropriate information to insure that the Union can engage in impact and effects bargaining over the reduction-in-force.

Section 5 - Review of Procedures:

In the event of reduction-in-force, the affected employee will receive credit for his/her performance in accordance with the Comprehensive Merit Personnel Act, [D.C. Official Code Ann., Title 1, Section 1-624 (2001 Edition)].

ARTICLE 20
CONTRACTING OUT

Section 1:

During the term of this Agreement the Department shall not contract out work traditionally performed by employees covered by this Agreement, except where Manpower (including expertise and technology) and/or Equipment in the department/agency are not available to perform such work, when it is determined by the Mayor that budgetary conditions exist requiring contracting out, or when it is determined by the Department that emergency conditions exist requiring such contracting out (provided however that the contracting out is for a period of time that the emergency exists). The Agency shall consult with the Union prior to any formal notice to contract out bargaining unit work.

Section 2:

When there will be adverse impact to bargaining unit employees, the Employer shall consult with the Union thirty (30) days prior to final action, except in emergencies. The Union shall have full opportunity to make its recommendations known to the Employer who will duly consider the Union's position and give reasons in writing to the Union for any contracting out action. The Agency shall consult with the Union to determine if the needs of the Government may be met by means other than contracting out work traditionally performed by bargaining unit employees.

ARTICLE 21
STRIKES AND LOCKOUTS

Section 1 - Definition:

The term strike as used herein means any unauthorized concerted work stoppage or slowdown.

Section 2 - Strikes:

It shall be unlawful for any District Government employee or the Union to participate in, authorize or ratify a strike against the District.

Section 3 - Lockouts:

No lockout of employees shall be instituted by the Employer during the term of this Agreement except that the Employer in a strike situation retains the right to close down any facilities to provide for the safety of employees, equipment or the public.

Section 4 - Other Considerations:

At no time however, shall employees be required to act as strikebreakers.

ARTICLE 22
GRIEVANCE PROCEDURES

Section 1:

Any grievance or dispute which may arise between the parties involving the application, meaning or interpretation of this Agreement, shall be settled as described in this Article unless otherwise agreed to by the parties.

Section 2 - Procedure:

This procedure is designed to enable the parties to settle grievances at the lowest possible administrative level. Therefore, grievances should be filed at the lowest level where resolution is possible. Accordingly, a grievance may be filed at the Step in the grievance procedure where the alleged action, which precipitated the grievance, occurred.

Step 1: The employee and/or the Union shall take up the grievance or dispute with the employee's immediate supervisor as soon as is practicable, but no later than fifteen (15) working days from the date of the occurrence or when the Union and/or the employee first had knowledge of or should have known of the occurrence. The supervisor shall attempt to adjust the matter and shall respond to the Steward as soon as is practicable, but not later than fifteen (15) working days after the receipt of the grievance.

Step 2: If the grievance has not been settled, it shall be presented in writing by the employee and/or the Union to the second level supervisor within ten (10) working days after the Step 1 response is due or received, whichever is sooner. The written grievance shall be clearly identified as a grievance submitted under the provisions of this Article, and shall list the contract provision violated, a general description of the incident giving rise to the grievance, the date or approximate date and location of the violation and the remedy sought. The second level supervisor shall respond to the Union and/or employee in writing within ten (10) working days after receipt of the written grievance.

Step 3: If the grievance is still unresolved, it shall be presented in writing by the employee and/or Union to the third level supervisor within ten (10) working days after the Step 2 response is due or received, whichever is sooner. The third level supervisor shall respond in writing (with a copy to the Local President) within ten (10) working days after receipt of the written grievance.

Step 4: If the grievance is still unresolved, it shall be presented by the employee and/or the Union to the Office of the Director or his/her designated representative, in writing within fifteen (15) working days after the Step 3 response is due or received, whichever is sooner. The office of the Director, or his/her designated representative shall respond in writing (with a copy to the Local President) within fifteen (15) working days after the receipt of the written grievance and a copy to the Office of Labor Relations and Collective Bargaining.

Step 5: If the grievance is still unresolved, the Union may by written notice request arbitration within twenty (20) days after the reply at Step 4 is due or received, whichever is sooner.

Section 3 - Union Participation:

A. The Employer shall notify the Union in writing of all grievances filed by the employees, all grievance hearings and determinations when such employees present grievances without the Union. The Union shall have the right to have a representative present at any grievance hearing and shall be given forty-eight (48) hours notice of all grievance hearings.

B. Any grievance of a general nature affecting a large group of employees and which concerns the misinterpretation, misapplication, violation or failure to comply with the provisions of the Agreement shall be filed at the option of the Union at the Step or level of supervision where the grievance originates without resorting to previous steps.

Section 4 - Who May Grieve:

Either an employee or the Union may raise a grievance, and if raised by the employee, the Union may associate itself therewith at any time if the employee so desires. Whenever the Union shall raise or is associated with a grievance under this procedure, such a grievance shall become the Union's grievance with the Employer. If raised by the Union, the employee may not thereafter raise the grievance him/herself, and if raised by the employee, he/she may not thereafter cause the Union to raise the same grievance independently.

Section 5 - Selection of the Arbitrator:

A. The arbitration proceeding shall be conducted by an arbitrator to be selected by the Employer, through the Office of Labor Relations and Collective Bargaining, and by the Union as soon as possible after notice of intent to arbitrate is received. If the parties fail to select an arbitrator, the Federal Mediation and Conciliation Service (FMCS) or the American Arbitration Association (AAA) shall be requested to provide a list of seven (7) arbitrators from which an arbitrator shall be selected within seven (7) days after receipt of the list by both parties.

B. Both the Employer and the Union may strike three (3) names from the list using the alternate strike method. The party requesting arbitration shall strike the first name. The arbitration hearing shall be conducted pursuant to the American Arbitration Association guidelines unless modified by this Agreement.

Section 6 - Decision of the Arbitrator:

The decision of the arbitrator shall be final and binding on the parties and shall not be inconsistent with the terms of this Agreement. The arbitrator shall be requested to render his/her decision in writing within thirty (30) days after the conclusion of the arbitration hearing.

Section 7 - Expenses of the Arbitrator:

Expenses for the arbitrator's services and the proceeding shall be borne equally by the Employer and the Union. However, each party shall be responsible for compensating its own representatives and witnesses. If either party desires a record of the arbitration proceedings, it may cause such a recording to be made, providing it pays for the record and make copies available without charge to the other party and the arbitrator.

Section 8 - Time Off For Grievance Hearings:

The Employee, Union Steward and/or Union representative shall upon request, be permitted to meet and discuss grievances with designated management officials at each step of the Grievance Procedure within the time specified consistent with Section 3 of Article 6 on Union Stewards.

Section 9 – Time Limits:

All time limits set forth, in this Article may be extended by mutual consent, but if not so extended, must be strictly observed. If the matter in dispute is not resolved within the time period provided for in any step, the next step may be invoked.

Section 10:

Matters not within the jurisdiction of the department/agency will not be processed as a grievance under this Article unless the matter is specifically included in another provision of this Agreement or the Compensation Agreement.

Section 11:

A. The parties agree that a process of grievance mediation may facilitate satisfactory solutions to grievances prior to arbitration. Therefore, on an experimental basis and when mutually agreed to by the parties, a mediator may be selected and utilized to facilitate settlements. The mediator may not impose a settlement on the parties, and any settlement reached will not be precedential unless otherwise agreed to by the parties on a case-by-case basis.

B. Grievances may be combined for the purpose of mediation upon mutual agreement by the parties.

ARTICLE 23
EMPLOYEE RIGHTS

Employees of the Unit shall have and shall be protected in the exercise of the right, freely and without fear of penalty or reprisal, to form, join and assist the Union or to refrain from any such activity. Except as expressly provided herein, the freedom shall be recognized as extending to participation in the management of the Union and acting for it in the capacity of a union representative, including representation of its views to the officials of the Mayor, D.C. Council or Congress.

ARTICLE 24
NEW TECHNOLOGY AND EQUIPMENT

Section 1:

Whenever new equipment or technological changes will significantly affect operations, the Employer shall provide notice to the Union at least 60 days in advance. This time limit does not apply to the introduction of equipment or technological changes on an experimental basis. When the Employer introduces such equipment or technological changes on an experimental basis the Employer will notify the Union upon introduction as where the experiment is being conducted and its nature and intended duration and will provide 60 days notice if the experiment is to be instituted permanently.

Section 2:

The Employer shall provide any reasonable training for affected employees to acquire the skills and knowledge necessary for new equipment or procedures. The training shall be held during working hours, when reasonably available. The Employer shall bear the expense of the training.

Section 3:

If training is required by the Agency for employment and the training is held outside the employee's normal tour of duty, the employee shall receive compensatory time.

ARTICLE 25
JOB DESCRIPTIONS

Each employee within the unit shall receive a copy of his/her current job description upon request. When an employee's job description is changed, the employee and the Union shall be provided a copy of the new job description.

ARTICLE 26
SAVINGS CLAUSE

In the event any Article, Section or portion of the Agreement shall be held invalid and unenforceable by any court or higher authority of competent jurisdiction, such decision shall apply only to the specific Article, Section, or portion thereof specified in the decision, and upon issuance of such a decision, the Employer and the Union agree to immediately negotiate a substitute for the invalidated Article, Section or portion thereof.

ARTICLE 27
DURATION AND FINALITY

Section 1 - Duration of Agreement:

This Agreement shall be implemented as provided herein subject to the requirements of Section 1715 of the CMPA (Section 1-617.15(a), D.C. Official Code, 2001 Edition). This Agreement shall be effective as of the day of final approval, and shall remain in full force and effect until the 30th day of September, 2010. Should either party desire to renegotiate, renew, extend or modify this Contract, notice will be given in writing in accordance with the requirements of the Comprehensive Merit Personnel Act. This Agreement shall remain in full force and effect during the period of negotiations.

Section 2 - Finality:

This Agreement was reached after negotiations during which the parties were able to negotiate on any and all negotiable non-compensation issues, and contains the full agreement of the parties as to all such non-compensation issues that were or could have been negotiated. The Agreement shall not be reconsidered during its life unless by mutual consent or as required by law.

On this ____ day of October, 2006 and in witness to this Agreement, the parties hereto set their signatures.

**FOR THE DISTRICT OF COLUMBIA
GOVERNMENT**



Edward Reiskin
Interim City Administrator/
Deputy Mayor for Public Safety
And Justice



Natasha Campbell, Esq.
Supervisory Attorney Advisor
Office of Labor Relations
and Collective Bargaining

Carol Mitten, Director
Office of Property Management



Benita Anderson, Labor Liaison
Office of Property Management



James Brown, Executive Director
Office of the Cable Television and
Telecommunications

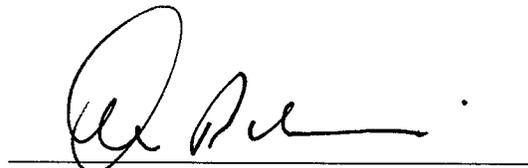
**FOR THE AMERICAN FEDERATION
OF STATE, COUNTY AND MUNICIPAL
EMPLOYEES**



Geo T. Johnson, Executive Director
AFSCME District Council 20



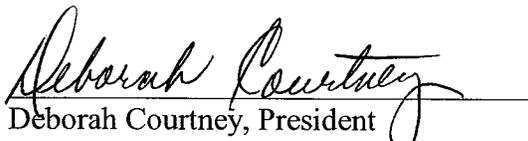
James E. Ivey, President
AFSCME District Council 20 and
AFSCME Local 2091



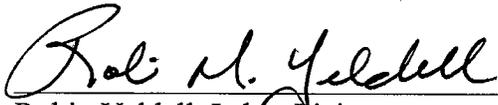
Al Bilik, Executive Assistant
AFSCME District Council 20



Brenda Featherstone, President
AFSCME Local 1200



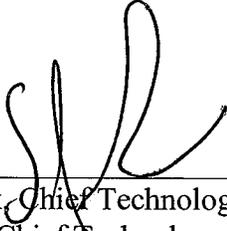
Deborah Courtney, President
AFSCME Local 2401



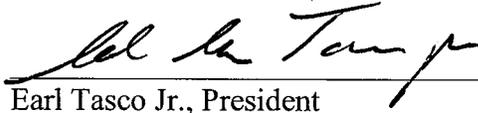
Robin Yeldell, Labor Liaison
Office of Cable Television and
Technology



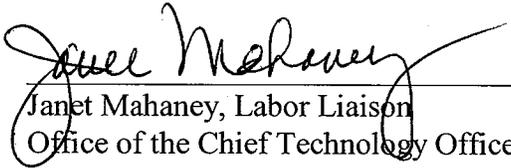
Cliff Dedrick, President
AFSCME Local 2743



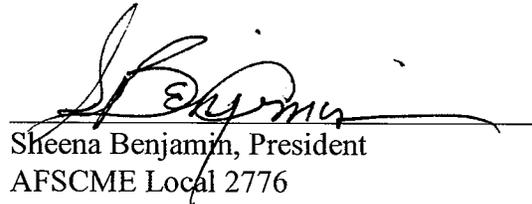
Suzanne Peck, Chief Technology Officer
Office of the Chief Technology Officer



Earl Tasco Jr., President
AFSCME Local 2092



Janet Mahaney, Labor Liaison
Office of the Chief Technology Officer



Sheena Benjamin, President
AFSCME Local 2776



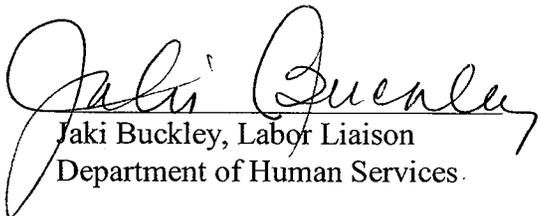
William Howland, Director
Department of Public Works



Bertha Guerra, Labor Liaison
Department of Public Works



Brian Wilbon, Interim Director
Department of Human Services



Jaki Buckley, Labor Liaison
Department of Human Services

Eugene A. Adams

Eugene Adams, Acting Attorney General
Office of the Attorney General

Patricia Higgins

Patricia Higgins, Labor Liaison
Department of Health

Gail Elkins Davis

Gail Elkins Davis, Labor Liaison
Office of the Attorney General

Dr. Gregg Kane

Dr. Gregg Kane, Director
Department of Health

Bernadine Booker Brown

Bernadine Booker-Brown, Labor Liaison
Department of Health

Thomas Hampton

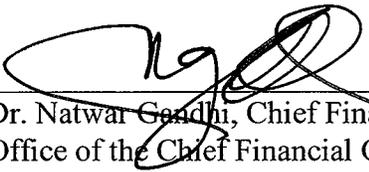
Thomas Hampton, ~~Director~~ *Commissioner*
Department of Insurance, Securities
and Banking

Patricia Haylock

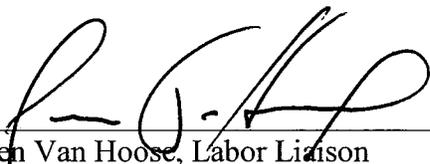
Patricia Haylock, Labor Liaison
Department of Insurance, Securities
and Banking

Dr. Patrick Canavan, Director
Department of Consumer and
Regulatory Affairs

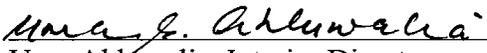
Deborah Bonsack, Labor Liaison
Department of Consumer and
Regulatory Affairs



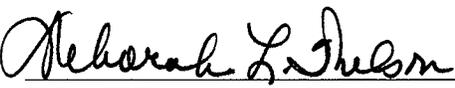
Dr. Natwar Gandhi, Chief Financial Officer
Office of the Chief Financial Officer



Ben Van Hoose, Labor Liaison
Office of the Chief Financial Officer



Uma Ahluwalia, Interim Director
Child and Family Services Agency



Debra Wilson, Labor Liaison
Child and Family Services Agency

**DEPARTMENT OF HUMAN SERVICES AND THE
AMERICAN FEDERATION OF STATE,
COUNTY AND MUNICIPAL EMPLOYEES
LOCAL 2401**

PARTIES

The parties to this Supplemental Agreement and Attachment to the Master Agreement between the American Federation of State, County and Municipal Employees (AFSCME), District of Columbia Council 20, AFL-CIO and the District of Columbia Government” are AFSCME, Local 2401 and District of Columbia agencies under the personnel authority of the Mayor that have collective bargaining units for which AFSCME, Local 2401 is the certified exclusive collective bargaining representative.

CASELOAD SIZE AND COVERAGE

Unmanageable caseloads and workloads in social service programs are a national problem, which has led to worker burnout, high turnover rates and service gaps for clients. Although, the Union recognizes the Agency's obligation to provide the optimum level of service to all eligible residents of the District of Columbia, consistent with statutory and court-mandated obligations; and to accomplish this within the budgetary and manpower resources which are available for that purpose, the Parties agree that a joint labor-management effort is appropriate to address this problem and the impact on the employees represented by AFSCME, Local 2401.

Accordingly, the parties agree to establish a joint labor-management committee to examine caseload size and coverage and the impact of workload assignments on bargaining unit employees. The committee shall explore solutions to the problem of unmanageable caseloads within the Department of Human Services (DHS) and Office of the Attorney General, Child Support Division and consider issues related to caseload size and coverage in agencies providing direct service delivery and those focusing on oversight or monitoring functions. Membership on the committee shall be determined and appointed by the parties but shall include individuals who have a working knowledge of the issues to be examined by the committee.

The parties agree that the committee shall:

1. Focus immediate attention on the DHS, Income Maintenance Agency;
2. Determine relevant comparisons for analysis of the District’s caseload issues, e.g. national standards in relevant program areas, studies and reports, guidance of relevant industry associations and governing bodies;

3. Seek the participation and assistance of the Child and Family Service Agency.
4. Recommend maximum caseload assignments that will allow employees to effectively perform their job responsibilities.

Within one year of its establishment, the committee shall issue its report and recommendations for a joint labor-management strategy for a long-term solution to the issue of unmanageable caseloads. During the initial year, the committee shall also explore the implementation of pilot programs within relevant agencies to as a means of developing more immediate options for addressing impacts on employees while allowing agencies to provide the optimum level of service to all eligible residents of the District of Columbia, within the budgetary and manpower resources, that include reasonable, obtainable performance requirements for bargaining unit employees.

This provision shall not be interpreted, in any way, to preclude management from assigning work or assigning employees. Rather, this provision represents the parties' joint commitment to work collaboratively to accomplish agency mission requirements and strategic plan goals, while recognizing the rights of employees and their desire for reasonable terms and conditions of employment.

OFFICIAL TRAVEL

The Employer agrees to provide and maintain vehicles for all field related duties in safe operating condition, and to present them for D.C. Safety Inspection at the prescribed time.

Management shall reimburse its employees for expenses incurred for official travel. Employees who have official approval to use their personnel vehicles for agency business shall be paid in accordance with the Compensation Agreement between the District of Columbia and Compensation Units 1 and 2. Reimbursement will be paid directly to the employee with a reasonable time after said expenses have been properly vouchered by said employee.

REST PERIODS

When an employee is required to work two (2) consecutive eight (8) hour shifts, the employee shall be afforded fifteen (15) minutes after the first shift and before the second shift providing there is no interruption of client services.

SAFETY COMMITTEE

A. A Safety Committee of three (3) representatives from AFSCME and three (3) representatives from the District is hereby established in each department/agency. One (1) AFSCME and one (1) District representative shall each serve as co-chairpersons

of the Committee. The Agency's Risk Management official shall serve on the Safety Committee as one of the agency representatives. The Safety Committee shall:

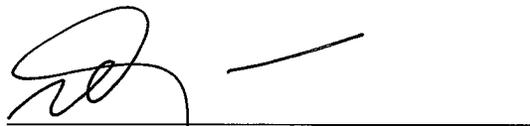
1. Meet on a monthly basis, unless mutually agreed otherwise. Prior to regularly scheduled monthly meeting, labor and management must submit their respective agendas to each other at least five (5) days in advance;
2. Conduct safety surveys, consider training needs, and make recommendations to the agency/department head and the Office of Risk Management;
3. Make recommendations to the Office of Risk Management and the department/agency heads; and,
4. Receive appropriate health and safety training.

B. Final reports or responses from agency/department heads (or designees) shall be provided to the Safety Committee within a reasonable period of time on safety matters initiated by the Committee.

C. Safety Committees may be reorganized upon agreement of both parties.

On this ____ day of October, 2006 and in witness to this Agreement, the parties hereto set their signatures.

**FOR THE DISTRICT OF COLUMBIA
GOVERNMENT**



**Natasha Campbell
Supervisory Attorney Advisor
Office of Labor Relations and
Collective Bargaining**



**Brian Wilson, Interim Director
Office of Human Services**

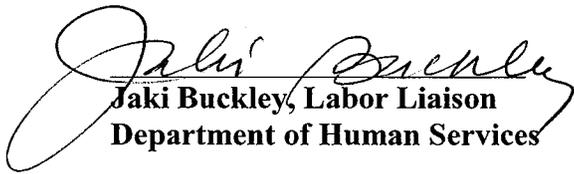
**FOR THE AMERICAN
FEDERATION OF STATE,
COUNTY AND MUNICIPAL**



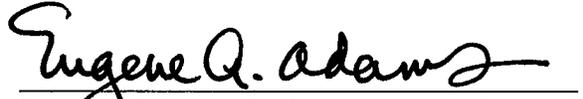
**Geo. T. Johnson,
Executive Director, AFSCME,
District Council 20**

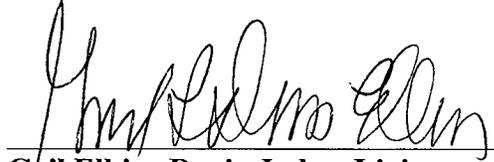


**Deborah Courtney, President
AFSCME, Local 2401**


Jaki Buckley, Labor Liaison
Department of Human Services


Al Bilik, Executive Assistant
AFSCME District Counsel 20


Eugene Adams, Acting Attorney General
Office of the Attorney General


Gail Elkins Davis, Labor Liaison
Office of the Attorney General

**ATTACHMENT NO. 11
TO MASTER AGREEMENT
BETWEEN THE
GOVERNMENT OF THE DISTRICT OF COLUMBIA
AND
AMERICAN FEDERATION OF STATE, COUNTY AND MUNICIPAL
EMPLOYEES
COVERING THE
DISTRICT OF COLUMBIA DEPARTMENT OF PUBLIC WORKS EMPLOYEES
IN THE BARGAINING UNIT REPRESENTED BY
AMERICAN FEDERATION OF STATE, COUNTY AND MUNICIPAL
EMPLOYEES
LOCAL 2091**

**ARTICLE 1
RECOGNITION**

The Parties shall file Joint Petitions with the Public Employee Relations Board (“PERB”) to clarify and correct unit certifications, which are inaccurate, or confusing as a result of Agency reorganizations, realignments or name changes. Prior to filing of the joint petitions, the Parties shall confer on the revised unit descriptions.

**ARTICLE 2
REST PERIODS**

All employees working eight (8) hour shifts shall be provided a fifteen (15) minute rest period for each half shift or four (4) hours worked to be scheduled by the supervisor to insure continuity of operations. Where possible, rest periods shall be scheduled at the middle of each half-shift or four (4) hours. The same principle shall apply for overtime worked beyond the regular shift except that the employee need work only one (1) or more hours to qualify for the fifteen (15) minute overtime rest period. Where possible, this initial overtime rest period shall be granted prior to the overtime work. The employee shall be given a fifteen (15) minute rest period for every four (4) hours or major portion thereof worked.

**ARTICLE 3
CLEAN-UP TIME**

Employees working eight (8) hour shifts shall be granted a fifteen (15) minute personal clean-up time prior to the end of the shift or prior to the end of overtime.

**ARTICLE 4
ICE MACHINES AND WATER COOLERS**

Section 1: The Employer agrees to furnish and maintain water coolers, ice machines, and cups wherever and whenever necessary. The Employer agrees to service and keep all water coolers, ice machines and drinking fountains in proper working condition.

Section 2: The Employer agrees to provide a stove or microwave and a refrigerator, at all permanent locations for employees' use. The Employer shall maintain stoves, microwaves and refrigerators in good working order subject to normal wear and tear.

**ARTICLE 5
SAFETY COMMITTEES**

Section 1: A Safety Committee comprised of five (5) representatives from AFSCME Local 2091 and five (5) representatives from the District are hereby established in the Department Solid Waste Management Administration. One (1) AFSCME and one (1) District representative shall each serve as co-chairpersons of the Committee. The Safety Committee shall:

- A. Meet on a monthly basis unless mutually agreed otherwise. Prior to regularly scheduled monthly meetings the parties shall submit issues for the agenda. A final agenda must be submitted at least five (5) days in advance of the meeting.
- B. Conduct safety surveys, consider training needs and make recommendations to the Agency; and,
- C. Consult with and advise department/agency safety officer and head; and
- D. Cooperate with the Office of Risk Management.

Section 2: Final reports shall be provided to the Safety Committee on all safety matters initiated by the Committee.

Section 3: The Safety Committee may be reorganized upon agreement of both parties.

**ARTICLE 6
OVERTIME**

Section 1: Management retains the unfettered right to determine necessary job requirements for assignments and to determine the employees who are eligible to work the assignments.

Section 2: Where management determines that employees are equally capable to perform overtime assignments, assignments will be offered to employees on a volunteer basis and distributed equitably among those employees.

Section 3: A list shall be posted for employees to sign up for overtime hours. For work on a Saturday after a Holiday, the list shall be posted for at least five days, two weeks prior to the Holiday. The employee must be present to sign his/her own name on the list. Management will not arbitrarily deny employees overtime. If an employee who volunteers is denied overtime, the supervisor shall notify the employee of the denial.

Section 4: Based on operational demands and/or emergencies when it becomes necessary for management to order mandatory overtime, prior to assigning employees, management will first attempt to request volunteers. If there is an insufficient number of volunteers, mandatory assignments shall be made equitably from among all qualified employees on a reverse seniority basis. For work on a Saturday after a Holiday, the list of mandatory assignments shall be posted at least five days prior to the Holiday.

Section 5: To be eligible for an overtime assignment employees must be able to perform the duties of the assignment as determined by management. Any employee who volunteers and is subsequently assigned to report for duty or is given a mandatory work assignment beyond normal work hours, but fails to report, shall be considered absent without leave (AWOL) and may be disciplined accordingly.

ARTICLE 7 EQUIPMENT AND TOOLS

Section 1: Employees shall be responsible for all equipment and tools issued to the employee by Management or signed out by the employee for temporary use. It shall be the responsibility of each employee to maintain tools and equipment in good working order and to notify management of the need to repair and/or service tools and equipment.

Section 2: Employees may be charged for lost tools and equipment or for loss or damages that result from the failure of an employee to make reasonable efforts to prevent such loss of damage.

Section 3: Employees may submit tools and equipment for replacement based upon a determination that the items are unserviceable; provided that the tools and/or equipment submitted for replacement is an item issued by the Department to the employee. Management shall determine serviceability of the items and establish the procedure to be used by employees to request replacements.

ARTICLE 8 UNIFORMS

Section 1: Employees assigned to the Solid Waste Education and Enforcement Program whose duties require uniforms shall be issued five (5) pairs of pants; five (5) long sleeve shirts; five (5) short sleeve shirts; five (5) winter polo shirts; five (5) summer polo shirts; one (1) pair safety shoes; one (1) raincoat or rain suit; and one (1) winter jacket.

Section 2: All other employees whose duties require uniforms, shall be issued eleven (11) basic uniforms (including shirts, pants and/or coveralls); one (1) set of thermal coveralls for employees who work outside; one (1) light jacket with zip-in lining; one (1) pair safety shoes; one (1) raincoat or rain suit. If appropriate, employees will also be issued one (1) safety vest; one (1) pair of safety goggles and one (1) back brace.

Section 3: Employees issued uniforms and safety equipment are required to wear uniforms and safety equipment on duty.

Section 4: Employees terminating their employment must return all uniforms and safety equipment to the General Foreman prior to receiving their final paycheck.

Section 5: Each employee shall be responsible for the care and upkeep of issued uniforms and safety equipment. Employees may be charged for lost uniforms and equipment or for loss or damages that results from the failure of an employee to make reasonable efforts to prevent such loss or damage.

Section 6: Employees may submit uniform items, including shoes (worn out) or safety equipment for replacement based upon a determination that the items are unserviceable; provided that the uniform and or equipment submitted for replacement is an item issued by the Department to the employee, as described above. The Uniform Committee shall determine serviceability of the items and establish the procedure to be used by employees to request replacements. Requests for replacement shall be submitted to the supervisor.

Section 7: At the request of the employee, the Uniform Committee will consider additional uniforms or protective equipment for employees engaging in brazing, welding, cutting, snow detail, or environmental hazards.

Section 8: Employees assigned to collection of dead animals will be provided appropriate equipment for protection. The Union may recommend new protective equipment and modifications to existing equipment for consideration by the Employer. The Employer shall provide and maintain in working order appropriately refrigerated vehicles used in dead animal collection.

ARTICLE 9
TRASH COLLECTION ROUTE MONITORING

On an as needed basis, the Parties shall form a joint labor-management work group to monitor trash collection routes by: (1) investigating complaints concerning inequities in route structure and (2) recommending to management necessary adjustments for implementation with supporting justification. Reports and recommendations will be a matter of record. The Union shall appoint no more than two employees to the route monitoring work group. An employee designated by the Union must be intimately familiar with the issues being studied. After completion of route inspections or other assigned committee duties, employees will return to their regularly assigned duties. If necessary, the employee shall be furnished transportation by the Employer to perform assigned route monitoring functions.

ARTICLE 10
REFUSE COLLECTION

Section 1 - Refuse Collection: Each workday employees assigned to a refuse collection crew shall be responsible for the satisfactory completion of a scheduled route or task. Upon satisfactory completion of a scheduled route or task, employees shall be considered to have completed their day. If more than eight (8) hours are required to satisfactory complete a scheduled route, the employees shall be compensated for the total number of hours worked. Notwithstanding the above, no crew shall be required to collect more than four (4) loads using a 16-Cubic Yard packer vehicle. A refuse collection crew shall be composed of a crew chief/motor vehicle operator and two sanitation work collectors.

Section 2: Each workday employees assigned to a refuse collection crew shall be responsible for the satisfactory completion of a scheduled route or task.

Section 3: The daily task for employees engaged in the collection of refuse means the satisfactory completion of a refuse collection route by a crew using the following work standards:

- A. All containerized and non-containerized refuse must be collected at the authorized point of collection and containers returned to their original location;
- B. All small bulk items, tree limbs and brush, bagged leaves and grass, Christmas trees, other containerized or bagged yard waste will be collected at the authorized point of collection; and
- C. The clean up of all spillage.

Section 4: In addition to the above work standards, refuse collection crews in the twice a week area shall perform the following task on assigned days.

Mondays and Tuesdays: Satisfactory completion of assigned route, not to exceed four (4) loads using a 16-Cubic Yard packer vehicle.

Wednesdays: Assigned to street and alley cleaning: All crews. Management reserves the right to assign trash collection work in lieu of street and alley cleaning assignments on Wednesdays.

Thursdays and Fridays: Satisfactory completion of assigned route to include all collectible bulky items, as set forth in Article 10, Section 3.B.

Section 5: The Parties agree that the joint labor-management work group, established in Article 9 of this Attachment, shall immediately begin the investigation of trash collection route structure and practices and, within six months of the date of this Agreement, consult, confer and provide recommendations concerning more effective methods of responding to constituent needs and current Agency workload requirements. Thereafter, the parties shall meet and bargain over (or in the alternative, through collaborative processes agree on) any proposed changes to trash collection route structure and practices.

Section 6 - Alley Cleaning: The employer reserves the right to assign trash crews to an alley-cleaning route. Satisfactory completion of an alley cleaning route shall include sweeping, brooming, shoveling and removal of all visible trash, small bulk, tree limbs and brush, bagged leaves and grass, Christmas trees, other containerized or bagged yard waste, and dirt from fence line to fence line. Upon satisfactory completion of a scheduled route or task, employees shall be considered to have completed their day.

ARTICLE 11 ENVIRONMENTAL CRIMES UNIT (ECU)

Section 1: Although employees assigned to the Environmental Crimes Unit (ECU) work under the general oversight of the MPD supervisor (sergeant) for daily operations, it is understood that these employees will remain administratively accountable to the command level DPW (Division Official).

Section 2: The employer agrees to provide employees assigned to ECU access to employee health services as proscribed in Article 9, entitled, ***Safety and Health***, Sections 7 and 12.

ARTICLE 12
COMMITTEE TO REVIEW PROCESS OF COLLECTION OF REFUSE AND RECYCLABLE PRODUCTS

Section 1: The Union and the Department agree to establish the “Committee to Review the Current Process of Collection of Refuse and Recyclable Products” (the Committee) to review the process of collection of refuse and recyclable products.

Section 2: The parties agree that within one month of the date of the ratification of this Agreement, the Committee to Review the Current Process of Collection of Refuse and Recyclable Products will be established.

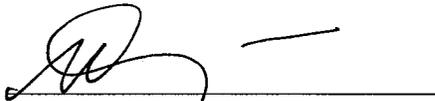
Section 3: The Committee shall be comprised of eight (8) members, with four (4) members designated by the Union and four (4) members designated by the Employer. The Committee will submit a report of its findings, including pros and cons of the current system or any proposed system(s); recommendations and conclusion(s) no later than (4) months after the initial meeting. The four (4) month period may be extended by mutual consent of the parties. The arbitration provisions outlined in the collective bargaining agreement may be invoked by either party to resolve issues. The Committee may by consensus discuss and consider other issues that are not mandatory bargaining subjects, if directly related to reviewing the current process of trash collection and recyclable products.

Section 4: The Committee shall meet at least once per month, unless mutually agreed otherwise. Each party may bring a specialist to speak on or clarify.

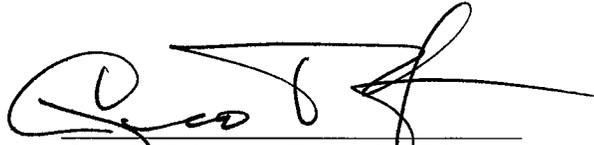
On this ____ day of October, 2006 and in witness to this Agreement, the parties hereto set their signatures.

**FOR THE DISTRICT OF COLUMBIA
GOVERNMENT**

**FOR THE AMERICAN FEDERATION
OF STATE, COUNTY AND
MUNICIPAL EMPLOYEES**



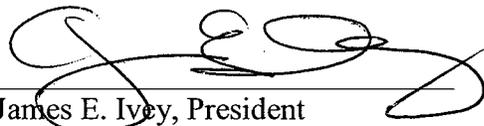
Natasha Campbell
Supervisory Attorney Advisor
Office of Labor Relations
And Collective Bargaining



Geo. T. Johnson, Executive Director
AFSCME District Council 20



William Howland
Director
Department of Public Works



James E. Ivey, President
AFSCME District Council 20 and
AFSCME Local 2091



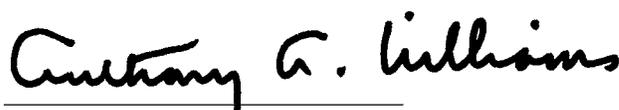
Bertha Guerra, Labor Liaison
Department of Public Works



Al Bilik, Executive Assistant
AFSCME District Council 20

APPROVAL

The Collective Bargaining Agreement between the District of Columbia Government and the American Federation of State, County and Municipal Employees, District Council 20 (for Locals 2091, 2743, 2401, 1200 and 2092), dated has been reviewed in accordance with Section 1715(a) of the District of Columbia Comprehensive Merit Personnel Act of 1978 (Section 1-617.15(a), D.C. Official Code, 2001 Edition) and is hereby approved this 28th day of December, 2006.



Anthony A. Williams
Mayor

FY20 Commission on Aging Attendance

Last Name	First Name	10/23/2019	11/20/2019	12/25/2019	1/22/2020	2/26/2020	3/25/2020	4/22/2020	5/20/2020	6/24/2020	7/22/2020	8/26/2020	9/23/2020	Present	Absent	Total FY19 Meetings	Average	Met Two-thirds requirement (to-date)
Bobo	Guleford	p	p	Cancelled	p	p	Cancelled	Cancelled	Cancelled	p	p	Recess	p	7	0	7	100%	yes
Giacomini	John	p	a	Cancelled	a	a	Cancelled	Cancelled	Cancelled	a	a	Recess	a	1	6	7	14%	no
Hair	Barbara	p	p	Cancelled	p	p	Cancelled	Cancelled	Cancelled	a	a	Recess	a	4	3	7	57%	yes
Hersh	Jo Anne	p	p	Cancelled	p	p	Cancelled	Cancelled	Cancelled	p	p	Recess	p	7	0	7	100%	yes
Hicks	Charles	a	p											1	1	2	50%	yes
Lee	Barbara	p	p	Cancelled	p	p	Cancelled	Cancelled	Cancelled	p	p	Recess	a	6	1	7	86%	yes
Lewis	Grace	p	p	Cancelled	p	p	Cancelled	Cancelled	Cancelled	a	a	Recess	p	5	2	7	71%	yes
Love	Alice	a	a	Cancelled	p	a	Cancelled	Cancelled	Cancelled	p	p	Recess	a	3	4	7	43%	no
Matthews	Carolyn	p	p	Cancelled	p	p	Cancelled	Cancelled	Cancelled	p	p	Recess	p	7	0	7	100%	yes
Miranda	Nancy	a	p	Cancelled	p	a	Cancelled	Cancelled	Cancelled	p	a	Recess	a	3	4	7	43%	no
Pierce	Hattie	a	a	Cancelled	a	p	Cancelled	Cancelled	Cancelled	p	p	Recess	a	3	4	7	43%	no
Pridgen	Marguerite	a	a	Cancelled	a	a	Cancelled	Cancelled	Cancelled	a	a	Recess	a	0	7	7	0%	no
Taylor	Mary	p	p	Cancelled	p	p	Cancelled	Cancelled	Cancelled	a	p	Recess	p	6	1	7	86%	yes
Whitfield	Gloria	p	p	Cancelled	a	a	Cancelled	Cancelled	Cancelled	a	a	Recess	a	2	5	7	29%	no
Wilson	Maria	a	a	Cancelled	a	a	Cancelled	Cancelled	Cancelled	p	p	Recess	p	3	4	7	43%	no

Key	
P	Present
A	Absent
	No longer a Commissioner

FY21 Commission on Aging Attendance

Last Name	First Name	10/28/2020	11/18/2020	12/16/2020	1/27/2021	2/24/2021	3/24/2021	4/28/2021	5/26/2021	6/23/2021	7/28/2021	8/25/2021	9/24/2021	Present	Absent	Total FY19 Meetings	Average	Met Two-thirds requirement (to-date)
Bobo	Guleford	p	p	p	p									4	0	4	100%	yes
Hair	Barbara	p	p	a	p									3	1	4	75%	yes
Hersh	Jo Anne	p	p	a	p									3	1	4	75%	yes
Lee	Barbara	p	p	p	p									4	0	4	100%	yes
Lewis	Grace	p	p	a	p									3	1	4	75%	yes
Love	Alice	a	a	a	a									0	4	4	0%	no
Matthews	Carolyn	p	p	p	p									4	0	4	100%	yes
Miranda	Nancy	p	p	a	a									2	2	4	50%	yes
Pierce	Hattie	p	p	p	a									3	1	4	75%	yes
Taylor	Mary	a	p	p	a									2	2	4	50%	yes
Whitfield	Gloria	p	p	p	p									4	0	4	100%	yes
Wilson	Maria	p	p	a	p									3	1	4	75%	yes

Key	
P	Present
A	Absent
	No longer a Commissioner

D.C. Commission on Aging
Wednesday, October 23, 2019
10:00 a.m.
AGENDA

- I. Call to Order
- II. Review and Approval of Minutes Commissioners
- III. Presentations
 - a. D.C. Office on Aging Update Laura Newland
Director
 - b. Dockless Scooter Parking PSA (DDOT) Vivian Guerra
A&C Coordinator
 - c. Department of Parks and Recreation Delano Hunter
Director
 - d. Property Tax Abatement Bill Irene Kang
Chief of Staff
- IV. New Business
 - a. November and December Schedule
- V. Committee Reports
 - a. Governance b. Elder Abuse and Financial Exploitation
 - c. Transportation d. Education and Employment
 - e. Housing f. Information and Education
 - g. Health and Wellness h.
- VI. Ward Reports
- VII. Public Comment
- VIII. Announcements
- IX. Adjournment

**District of Columbia Commission on Aging
Meeting Minutes for
Wednesday, October 23, 2019**

Attendance

Commissioners: Guleford Bobo, Chairman; Vice Chair Carolyn Matthews, John Giacomini, Barbara Hair, Jo Anne Hersh, Barbara Lee, Grace Lewis, Mary Taylor

Ex-Officio Members: David Quick (DCPL); Vivian Guerra (DDOT); Veronica Longstreth (DOH); Hector Rodriguez (DC Council)

Members of the Public: Buddy Moore (former Commissioner), Vanessa Gerideau (DPR), Tiffany Oscar, Joelle Purdy, Sharada Strasmore (DDOT), Irene Kang (DC Council), George Arnstein (former Commissioner), Delano Hunter (DPR)

Department of Aging and Community Living (DACL) Staff Present: Garret King, Chief of Staff, Tanya Reid, Administrative Support Manager, Lance Holt, Staff Assistant

I. Call to Order

Guleford Bobo (Chairman) called the meeting to order at 10:10 am.

II. Review and Approval of Minutes

The meeting minutes from the Commission's September 25, meeting were reviewed and approved without correction.

III. Presentation(s)

a. Department of Aging and Community Living Update

Chief of Staff Garret King mentioned that DACL is rolling out the agency's new brand. As part of the rollout the agency had townhall meetings at all of the wellness centers, discussing the agency's new brand and look. Seniors received some of new "swag", the Seabury vehicles has been rebranded with DACL's new logo.

Effective October 1st, Adult Protective Services (APS) was transferred to DACL. Clinical Director Heather Stowe is currently overseeing the team. The team is still housed at DHS, but hopefully by spring 2020 they will move to 500 K Street, after the build out is completed.

Refresher for all the Senior Wellness Centers should be done by December except for Congress Heights and Model Cities, as they will be having expansion. The expansions are scheduled to be completed by spring 2020; however, that may change once construction begins.

b. Dockless Scooter Parking DDOT

DDOT's Accessibility and Inclusion Coordinator Vivian Guerra and Shared Micromobility planner Sharad Strasmore gave a presentation on the dockless scooters addressing the safety concerns and shared a Public Service Announcement (PSA).

The idea of dockless scooters is to provide the District with more multi-mobile transportation options, encouraging visitors and residents to use options other than driving.

The PSA educated people on to what to do with the dockless scooters while riding, how to park them, rules of the road, etc.

Commissioner Hersh asked how many corral parking spots there for the scooters are, there are currently about 11 corral parking spots.

Vice Chairwoman Matthews brought up the issue about the scooters in the neighborhood just being parked anywhere, and not being picked up in timely fashion. The scooters often block sidewalks. Vivian responded that unused vehicles are picked up within 5 days; however, if they are mis-parked it should be picked up within 2 hours. If any are mis-parked residents can call 311 for a service request or residents can email dockless.mobility@dc.gov.

Commissioner JoAnne Hersh has been taking photos 6 months of the parking issues with scooters and bikes.

Chairman Bobo asked if there was a speed limit. The response was 10 mph.

Commissioner Barbara Lee asked who benefits from this. Vivian responded that the company receives the money from the user and the government receives a permit fee per vehicle. Any issues contact 311, any issues the commissioners put down in writing, so it will be brought to the attention of the DDOT Director, the Mayor and the Council.

c. Department of Parks and Recreation (DPR)

Director Delano Hunter highlighted some of DPR's FY19 accomplishments. DPR operates nearly 100 locations: 68 recreation centers; 33 aquatic facilities, 22 of which are outside facilities. They operate over 3600 programs across all wards. They manage: 112 athletic facilities; 28 gyms; and about 200 unique park spaces. DPR has a senior division and senior offerings through DPR's other divisions. IN FY19 there were 50 senior classes offered at pools, including senior specific classes at 21 of the outdoor pools. DPR has partnerships with UDC and YMCA to assist DPR with senior programming.

DPR's Senior Division is led by Cecily Mendie. She is a recreational professional, she went to school for recreation. She reports to Vanessa Gerideau. There are 2 dedicated facilities for seniors, Ft. Stevens and Theodore Hagans. There are 4 main events: Senior Olympics, Senior Picnic, Senior Cruise and Senior Fun Camp. The senior fun camp took about 75 seniors for 5 days to a camp in Scotland, MD. Seniors were able to fish, bike, arts and crafts. In FY20 DPR launched a new art program: "Young at Art" at 7 different locations.

Mayor Bowser invested money for Ft. Lincoln revitalization to demolish the school and turn it into comprehensive rec center and will have senior specific space. Theodore Hagan rec center will be demolished, but the pool will remain. There are thriving programs at the Therapeutic Recreation Center (TRC), the current facility will be demolished and rebuilt. It will be renamed the Joy Evans Center. It will be completed 18 months after the TRC is demolished.

Chairman Bobo asked about the commissioners having their meetings at certain recreation centers. Director Hunter said the Mayor has directed DPR to waive permit fees for all-daytime senior activities. There is a different permit to reserve spaces. Chairman Bobo requested to have someone from DPR to attend the monthly Commission meetings. Director Hunter designated Ms. Mendie and if she cannot attend Ms. Gerideau.

Commissioner had an issue with reserving bus trips to Baltimore. Director Hunter stated typically the radius is about 30 miles. They may be able to make exception for a Baltimore excursion.

Commissioner Hersh asked about where the TRC is located and how do seniors access it. Director Hunter informed the commission that the TRC is Ward 7 across from Fort Dupont Park. The TRC support programming for seniors and people with developmental disabilities. They have day programs and inclusive camps for young people with special needs. The inclusive camps are the anchor for the center. DACL's Deputy Director Aurora Delespin-Jones is working with DPR on senior programming for the TRC. The new facility will have a larger pool.

d. Property Tax Abatement Bill

Councilmember Anita Bonds' Chief of Staff Irene Kang gave information on the Property Tax Abatement Bill. Currently, Office of Tax and Revenue has a deferral program for seniors. This allow seniors in two different categories 70 years and older and 75 older to defer their taxes. The difference in categories is the interest rate. Councilmember Bonds introduced a bill to help the lowest income seniors, seniors at 20% and 40% of the area median income. Those seniors can get 80% and 90% off of their taxes. It went to Councilmember

Evans' committee, but it died last council period. This year to Councilmember Bonds is looking to introduce another bill. They do not have draft, yet.

Commissioner Lee asked if her children would be responsible for the taxes that were deferred. Irene responded that her children would be responsible for whatever taxes that were deferred between the time a person opts into the program and the time ownership of the property changed.

Commissioner Hersh asked if constituent support would be helpful at the hearing? Irene responded that the bill has not been introduced yet, but they will encourage Councilmember McDuffie to hold a hearing when the time comes. And if and when a hearing is held, she will let the Commission know.

IV. New Business

Commissioner Bobo mentioned that the November and December meetings will be rescheduled due to the holidays. The Commission decided on November 20th 1:00pm and December 18th 10:00am.

V. Committee Report

Governance: None

Transportation: None

Housing: None

Health and Wellness: DGS has updated the Wellness Centers. The centers are have gotten new roofs, carpet, and paint. The participants got to pick new colors.

Information and Education: None

VI. Ward Report

Ward 1: Vice Chair Matthews would like someone to come in and explain the lead pipe assistance program. There are a lot of variables to explain, detailed and it is confusing for seniors to decipher the program.

Ward 2: Commissioner Hersh met with West End GW Village, they are appreciated of DACL and their services.

Ward 3: Commissioner Giacomini has been in touch frequently with Palisades Village leadership and he is a liaison for Iona Senior services and 4 congregations.

Ward 4: Chairman Bobo thanked Comcast for the laptops they contributed to the seniors. Wards 4,7, & 8 had senior spa day. He thanked DPR for their help.

Ward 5: Commissioner Lee was concerned with crimes in her area. People have been getting robbed. The issue has been discussed at ANC meetings.

VII. Announcements

DCPL Ex-Officio member David Quick announced that the MLK Library will open up in one year, Lamond Riggs Library will open up in a year or two.

Hector Rodriguez mentioned that Councilmember Bonds has agreed to a DHCD Senior Housing Advisory Team, asking for volunteers.

Heather Foote announced that the Department for Hired Vehicles has suspended the shared ride program. If any sidewalk repairs are needed near the wellness centers or recreation centers, let her know and she will contact DDOT.

Chairman Bobo welcomed and thanked Former Ward 1 Commissioner, Buddy Moore, and former Ward 2 Commissioner, George Arnstein.

VIII. Adjournment

The meeting was adjourned at 11:55am.

These minutes were recorded by Tanya Reid, Administrative Support Manager, DC Department of Aging and Community Living, and were formally approved by the Commission on Aging on November 20, 2019.

Respectfully Submitted,



Tanya Reid
Administrative Support Manager
DC Department of Aging and Community Living

D.C. Commission on Aging
Wednesday, November 20, 2019
1:00 p.m.
AGENDA

- I. Call to Order
- II. Review and Approval of Minutes Commissioners
- III. Presentations
 - a. D.C. Office on Aging Update Laura Newland
Director
 - b. Lead Pipe Replacement Program (DOEE) Mackenzie Matthews
Energy Program Specialist
- IV. New Business
- V. Committee Reports
 - a. Governance
 - b. Elder Abuse and Financial Exploitation
 - c. Transportation
 - d. Education and Employment
 - e. Housing
 - f. Information and Education
 - g. Health and Wellness
 - h.
- VI. Ward Reports
- VII. Public Comment
- VIII. Announcements
- IX. Adjournment

**District of Columbia Commission on Aging
Meeting Minutes for
Wednesday, November 20, 2019**

Attendance

Commissioners: Guleford Bobo, Chairman; Vice Chair Carolyn Matthews, Nancy Miranda, Barbara Hair, Jo Anne Hersh, Barbara Lee, Grace Lewis, Mary Taylor, Barbara Hair, Charles Hicks, Gloria J. Whitfield

Ex-Officio Members: David Quick (DCPL); Vivian Guerra (DDOT); Hector Rodriguez (DC Council)

Members of the Public: MacKenzie Matthews (DOEE), Joelle Purdy (Washington Home)

Department of Aging and Community Living (DACL) Staff Present: Laura Newland, Director; Tanya Reid, Administrative Support Manager,

I. Call to Order

Guleford Bobo (Chairman) called the meeting to order at 1:11 pm with a moment of silence.

II. Review and Approval of Minutes

The meeting minutes from the Commission's October 23rd meeting were reviewed and approved with correction. Vivian Guerra from DDOT corrected that the 5th paragraph of the dockless scooter section should state mis-parked scooters should be picked up within two hours not two days, and residents can call 311 for a service request and email dockless.mobility@dc.gov.

III. Presentation(s)

a. Department of Aging and Community Living Update

Administrative Support Manager Tanya Reid announced the Mayor's Annual Holiday is on December 19th at the DC Armory, DAACL's Performance hearing is currently scheduled for February 25th and the Budget Hearing is scheduled for April 3rd. She encouraged the Commissioners to begin thinking about what Chairman Bobo and Vice Chairwoman Matthews should include in the Commissions testimony.

Commissioner Hicks stressed the importance of the hearings.

b. Lead Pipe Replacement Assistance Program (LPRAP)

Program Lead for the DC Department of Energy and Environment (DOEE) Lead Pipe Replacement Assistance Program, Mackenzie Matthews, discussed LPRAP. The program is through the Affordability and Efficiency division of

DOEE, the same division that does utility discounts and is responsible for LIHEAP. The program is considered an assistance program because DOEE can help fund lead pipe replacement for residents.

In FY 20, Mayor Bowser set aside \$2.8 million to address the District's lead pipe issues. \$1 million was set aside for when DC Water is doing capital improvements or emergency repairs and the surrounding houses need full lead replacements. Residents do not have to apply but they do have to agree to the replacement. DC Water can replace the lines in the street and the property at no cost to the owner; however, if a resident wants their lines changed outside of capital improvement or emergency repairs, they will have to pay for the cost.

The remaining \$1.8 million goes to properties with a partial lead pipe replacement. A partial lead pipe replacement means that a property has a completely lead line connecting the property to line in the street, and DC Water changed the line in the street to something other than lead. This mixed material increases the chance of lead entering the property. If the property has a partial lead line, the owner can receive 50% of the cost of replacement up to \$2,500. Additionally, some residents depending on household size and income receive 80% - 100% assistance.

Residents who received a mailer about the program from DC Water, received it because it is believed that the property is eligible. Residents can visit dcwater.com/leadmap to view the pipes under their property and see if their property is eligible. The map is not always accurate, but residence can call to identify discrepancies.

Residents can complete the application online or submit a paper application. In addition to the application, applicants will need to submit a photo ID, proof of property ownership, proof of income is optional (those owner's will only be considered to receive assistance with 50% of cost), a recent DC Water bill, quote for the replacement of the lead pipe. The quote comes from a contractor of the homeowner's choosing.

After the application is received it goes through two simultaneous stages of review. DOEE will review the application for income verification and application completeness. If anything is missing or illegible, DOEE will reach out to retrieve the needed information. DC Water will review the quote to ensure the quote makes sense for the property. If DC Water has questions, they will contact the resident. Once fully approved, the resident, contractor, and DC Water will receive the same benefit confirmation letter. The letter will outline the amount the District will pay and next steps for the homeowner and the contractor.

Commissioner Hicks asked if DOEE can recommend contractors. Ms. McKenzie stated that the legislation allows for DC Water to give out a list of contractors; however, currently does not exist.

Vice Chairwoman Matthews indicated that the process is difficult and asked about seniors who need assistance with the process. Ms. McKenzie indicated that communication and flexibility for anyone having difficulty with the application. The resident can call her for assistance. Home visits have been done for other programs to help with application or to verify if denials were appropriate.

Chairman Bobo asked if it was the homeowner's income or the household. Ms. McKenzie said it was the household's income.

Commissioner Miranda asked when the money was released, how much has been used, and after it has been used will it be renewed. Ms. McKenzie stated Mayor Bowser signed the legislation and it became effective in March 2019 and the money was released on October 1, 2019. For the \$1.8 million, four households have been approved the partial replacements, she did not know the amount. For the \$1 million capital improvements, a project that was completed on Franklin Street allowed 33 households to receive complete lead pipe replacement at zero cost to them.

Commissioners Hicks and Hersh asked about safeguards against scammers. Ms. McKenzie stated one safeguard is DC Water reviewing the quotes, DCRA also comes out to check the work after it is completed. She also encouraged the Commission to come to the hearing on December 10th to put the concerns on record.

IV. New Business

V. Committee Report

Governance: None

Transportation: None

Housing: None

Health and Wellness: Chairman Bobo has been encouraging people to attend the wellness centers; however, some people are encountering bullying issues.

Information and Education: None

VI. Ward Report

Ward 1: Chairman Bobo announced that the senior Thanksgiving luncheon will be on November 25th. Commissioner Miranda met with Peter Rankin of AARP, he asked for assistance getting information to seniors. Also, Martha Ramirez would like to have a roundtable with the Commission to discuss how to ease Medicaid enrollment.

Ward 7: Chairman Bobo announced the Thanksgiving luncheon will be November 21st.

VII. Announcements

Chairman Bobo announced AARP had a forum on November 19th for senior apartment dwellers to bring their taxes from the past three years to get tax credits for housing. Vice Chairwoman Matthews stated that falls under Schedule H. The first time, residents can back 3 years.

Chairman Bobo reminded the Commission that the primary objective for the first quarter was housing. He encouraged the Commissioners to look at the website www.rootstorooftdc.com to a list of housing programs available. Commissioner Miranda liked the website, it was clear and easy to read. Ms. McKenzie also informed the Commission about an initiative through the LAB in the City Administrator's office called Front Door.

Vice Chairwoman Matthews stated a lot of the information about the programs are made available to the public, but sometimes it can be intimidating. She indicated something like a directory would be helpful. Commissioner Hicks agreed and thought churches may be a good way to reach people. Chairman Bobo stated DACL's Alice Thompson goes out to churches and has fairs, but it generally on Saturdays. Hector Rodriguez liked the idea of a housing directory that indicates what the program is, who is in charge, etc., and he volunteered to take the information back to Councilmember Bonds.

Mr. Rodriguez also announced that Councilmember Bonds introduced a bill to extend rent control. One hundred-thirty-one people signed up for the hearings. The bill is currently in committee for markup. The extension is from 2020 to 2030. Chairman Bobo asked what the cap was for seniors. Mr. Rodriguez said he'd have to get that information for him. Commissioner Hair stated tenants needed programs to teach them how to pay rent, how to take care of the property, etc. She believes most programs benefit the tenants but not many for the landlords.

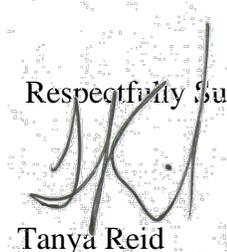
Vivian Guerra announced that DDOT is having open houses through the city to share information on safety, transportation and transportation planning projects. The next one will be December 7th in Ward 4.

VIII. Adjournment

The meeting was adjourned at 2:56 pm.

These minutes were recorded by Tanya Reid, Administrative Support Manager, DC Department of Aging and Community Living, and were formally approved by the Commission on Aging on January 22, 2020.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'TR', is written over a faint, dotted grid background.

Tanya Reid
Administrative Support Manager
DC Department of Aging and Community Living

D.C. Commission on Aging
Wednesday, January 22, 2020
10:00 a.m.
AGENDA

- I. Call to Order
- II. Review and Approval of Minutes Commissioners
- III. Presentations
 - a. D.C. Office on Aging Update Laura Newland
Director
- IV. New Business
 - a. Testimony for Oversight Hearing
- V. Committee Reports
 - a. Governance b. Elder Abuse and Financial Exploitation
 - c. Transportation d. Education and Employment
 - e. Housing f. Information and Education
 - g. Health and Wellness h.
- VI. Ward Reports
- VII. Public Comment
- VIII. Announcements
- IX. Adjournment

**District of Columbia Commission on Aging
Draft Meeting Minutes for
Wednesday, January 22, 2020**

Commissioners Present

Guleford Bobo, Chairman; Vice Chair Carolyn Matthews, Barbara Hair, Jo Anne Hersh, Barbara Lee, Grace Lewis, Alice Love, Nancy Miranda, Mary Taylor

DACL Staff Present

Tanya Reid, Administrative Support Manager, Lance Holt, Staff Assistant

Ex Officio Members Present

Vivian Guerra, DDOT; Veronica Longstreth, DC Health

Guest Present

Tiffany Oscar, Cody Ugolini, Charlene Williams

- I. **Call to Order**
Guleford Bobo (Chairman) called the meeting to order at 10:05 am.

- II. **Review and Approval of Minutes**
The meeting minutes from the Commission's November 20th meeting were reviewed and approved without correction.

- III. **Presentations**
Laura Newland, Director, DACL. Talked about Home Delivered Meals and Safe-at-Home. Through FY19 for Safe-at-home, there were 3,000 in home adaptations, this program started FY16. 1,400 cameras have been installed for FY19 in home adaptations 1,162.00 individual households, 676 households received cameras.
 - Ward 1: 61 in home adaptations: 20 cameras installed
 - Ward 2: 19 in home adaptations: 2 cameras installed
 - Ward 3: 17 in home adaptations: 2 cameras installed
 - Ward 4: 203 in home adaptations: 122 cameras installed
 - Ward 5: 239 in home adaptations: 153 cameras installed
 - Ward 6: 126 in home adaptations: 44 cameras installed
 - Ward 7: 289 in home adaptations: 214 cameras installed
 - Ward 8: 213 in home adaptations: 119 cameras installed.

The projection for FY2020 is a similar amount. There are two different types of home delivery meal plans. Frozen Meal Delivery, this is done once every two weeks. The other plan is catered through Dutch Mill, Monday, Wednesday and Friday, you must be home to receive this, includes a hot meal and cold milk for the next day.

Director Newland mentioned that there is an inclement weather drill that is used for the meals: this includes checking the news for updates, reaching out to the executive

team, the communications team, reminding the grantees of their role. There are back up plans for each phase. Working on more volunteer base models, to make it more flexible.

Commissioner Hair asked if the clients for the frozen foods have meal options on what they can have. Director Newland's response, these are prepared meals. There were 3,500 home delivered meals to the clients in FY19. There were over 750,000 meals delivered for both programs.

Director Newland mentioned that she will be have a meeting with her internal staff to discuss ideas of additional things that can be done to prevent Senior Hunger Issues. Commissioner Love asked about the Safe-at-Home Program regarding the contractors being used. Director Newland's responded that the agency was liable, the work is insured, there are specific rules, and the requirements are lengthy. Chairman Bobo mentioned that on the grounds of St. Elizabeth there is a new shelter area designated for seniors who are part of the general population area.

IV. **New Business**

a. **Testimony for the Oversight Hearing**

Chairman Bobo said he will email a copy of last year's questions and responses for the oversight hearing to everyone. The Performance Hearing will be February 25th.

Vivian Guerra from DDOT mentioned that DDOT will have their Performance Hearing on January 28th. She also gave a handout for DDOT's Ward 5 Open House Safety Improvements, Trinidad Recreation Center February 8 from 12:00pm to 2:00pm.

Vice Chair Matthews mentioned that her handicapped parking sign in front of her house was placed incorrectly. Vivian said she would follow up.

V. **Committee Reports**

Chairman Bobo asked that Commissioners Love and Miranda follow up with DHCD for senior housing updates. Schedule housing as the first project. Commissioner Love suggested that we invite DC Housing Authority.

Commissioner Taylor mentioned that at Washington Senior Wellness Center there is a high volume of traffic, people are using this area as a short cut. Vivian said she would follow up.

Vice Chairman Matthews mentioned that at the Bernice Fonteneau Senior Wellness Center, there are no signs for the crosswalk, sometimes when cars park in the area, it is hard to cross the street.

Commissioner Love announced that the Women's Democratic Club received a grant to honor the 100 Year Old Seniors, this is the 100th Year of Women's Suffrage for Voting. This information would go to the Washingtonian Magazine.

Chairman Bobo, announced on November 8th the first senior assisted living facility in Ward 8 broke ground. It will hold 152 seniors. It is being built with healthcare funds

VI. **Adjournment**

The meeting was adjourned at 12:11pm.

These minutes were recorded by Lance Holt, Staff Assistant, DC Department of Aging and Community Living and were formally approved by the Commission on Aging on xxxxxxxx.

Respectfully Submitted,

Lance Holt
Staff Assistant
DC Department of Aging and Community Living

D.C. Commission on Aging
Wednesday, February 26, 2020
10:00 a.m.
AGENDA

- I. Call to Order
- II. Review and Approval of Minutes Commissioners
- III. Presentations
 - a. DACL Update Laura Newland
Director
- IV. Committee Reports
 - a. Governance
 - b. Elder Abuse and Financial Exploitation
 - c. Transportation
 - d. Education and Employment
 - e. Housing
 - f. Information and Education
 - g. Health and Wellness
- V. Ward Reports
- VI. Ex Officio Updates
- VII. Public Comment
- VIII. Announcements
- IX. Adjournment

**D.C. Commission on Aging
Draft Meeting Minutes
Wednesday February 26, 2020
10:00 a.m.**

Commissioners Present

Commissioner Guleford Bobo, Chairperson, Carolyn Matthews Vice-Chairperson, Barbara Hair, JoAnne Hersh, Grace Lewis, Hattie Pierce, Mary Taylor

DACL Staff Present

Garret King, Chief of Staff, Lance Holt, Staff Assistant

Ex-Officio Present

Vivian Guerra, DDOT; Aimelia Siemson, from Councilmember Bonds Office; Judge Terrell, DOES; David Quick, DCPL; Veronica Longstreth, DC Health

Guest Present

Veronica Ingram, Ward 4 Mini Commission; Joelle, Program Manager from the Washington Home; Heather Foote, Age-Friendly City; Deborah Grimstead, Alzheimer's Association

I. **Call to Order**

Chairperson Bobo called the meeting to order at 10:09 am with a moment of silence.

II. **Presentations**

a. **Department of Aging and Community Living Update**

Chief of Staff Garret King provided an update on the Performance Oversight Hearing that took place the day before from 10am – 7pm. He mentioned that the agency's strategic plan was discussed during the hearing. DACL is set to hire three staff members to help with the strategic plan. Housing and employment were also discussed during the hearing.

Chairman Bobo stated he wanted an update on the 14 senior housing projects in the works. Mr. King stated he would try to get DHCD to attend March's meeting.

Commissioner Hersh asked what the topics around employment were. Mr. King stated that Councilmember Bonds and Silverman have been hearing there is lack of employment for seniors. He mentioned that Director Newland and the DOES' Director have been meeting to come up with ideas to help with this issue. He also encouraged the Commission to present any ideas they had.

Vice Chairman Matthews recommended working with the Department of Labor because the poverty level is not reflective of actuality.

Chairman Bobo had concerns about apartment complexes slated as a village. Mr. King said some members of the apartments do believe they are a village.

Chairman Bobo also pointed out that Villages are doing a good job of collaborating.

Vice Chair Matthews asked if Villages will be put across the city. Mr. King stated Villages are grassroots, it is driven by the Community.

Commissioner Lee asked if DACL is aware of housing issues for seniors in Brookland. Mr. King was not aware of any concerns but stated Commissioner Lee can refer any concerns to him.

Mr. King informed the Commission that the agency's budget oversight hearing is scheduled for April 3, 2020. He also gave dates of the DACL's budget townhall meetings:

- March 23, 2020 at RISE Demonstration Center
- March 24, 2020 at St. Albans
- March 25, 2020 at the Prince Masonic Hall
- March 27th at Vida Brightwood

III. Ward Reports

- a. **Ward 1** – Vice Chair Matthews attended the Mayor's Budget Forum in Edgewood. At Chairwoman Matthews' table they thought Early Childhood development was important. The census was that by helping kids and their parents early on a lot of the issues with housing, crime, etc. would be curtailed.

She also brought the concern of "no-papering" drug dealers and users. She'd like to have someone from the US Attorney's office to attend the Commission meeting. Judge Terrell mentioned that it is not always that the dealers are being "no papered", they are being released until they go to trial.

There was a lengthy issue over crime and safety.

- b. **Ward 2** – Commissioner Hersh reached out to the Lead Agency directors in Ward 2. She met with the Lead agency Director for Terrific and IONA. She got an overview of each of their services.
- c. **Ward 8** – Chairman Bobo said he attended several meetings; one was in PG County where Domestic Violence was a topic. His takeaway is that people's concerns of abuse should be taken seriously.

He also attended a meeting at the Asian Pacific Islander meeting, the concern he heard was there was not a lot of Asian speaking providers.

Additionally, he spoke about concerns regarding DPR. Vice Chair Matthews piggybacked and stated she had concerns about DPR's budget for seniors.

Commissioner Hair mentioned that Mr. Yates and the YMCA did a workout class at the Village.

IV. **Ex-Officio Updates**

- a. **Council** – Aimelia Siemson reported that Councilmember Bonds had some follow up questions from the hearing. She asked how the Commission assesses/discovers community needs. Chairman Bobo stated each Commissioner is involved in their community. They are connected through ANCs, churches, etc. The Commissioners do outreach in their communities. Commissioner Hersh added that at each of the Commission’s meetings the Commissioners report back any concerns they have.
- b. **DOH** – Veronica Longstreth stated there is a fact sheet about Coronavirus on the DC Health website. People can refer to the fact sheet to help avoid rumors.

Ward 4 Mini Commissioner Chair, Veronica Ingram, asked if the District has their own guidelines. Ms. Longstreth stated that DC follows the CDC guidelines.

- c. **DDOT** – Vivian Guerra informed the Commission that she is willing to bring in DDOT staff from specific areas, such as the Circulator, to address any questions/concerns that the Commission may have.

She also told the Commission that the Age Friendly transportation domain will meet on March 4th at DDOT headquarters.

DDOT’s Community engagement team is having community engagement meetings in each ward. The next meeting will be in Ward 3 on March 14th.

She also encouraged the Commission to participate in DDOT’s budget hearing on April 6th.

V. **Public Comment**

Deborah Grimstead of the Alzheimer’s Association encouraged the Commissioners to submit their Census questionnaire in timely fashion.

Heather Foote, Age Friendly City, reported she is ongoing discussion with the Department for Hired Vehicles. She has concerns about the senior accessibility of the information that gets out, especially in wards 4, 5, 7, and 8. She is concerned that many seniors are not aware of the transportation options available. She announced that the Ward 7 senior wellness center provided good feedback.

Janice Williams works with the Ward 4 Mini Commission and Brandon Todd’s advisory council. She wanted to advise the agency that Hattie Holmes did not have security. Mr. King was aware of the issue and has informed DGS about it.

Veronica Ingram, Chair of the Ward 4 Mini Commission, announced that the Mini Commission’s swearing in ceremony will take place on March 12th.

VI. **Adjournment**

The meeting adjourned at 12:11pm

These minutes were formally approved by the Commission on Aging on XXXX.

DRAFT

D.C. Commission on Aging
Wednesday, June 24, 2021
10:00 a.m.
AGENDA

- I. Call to Order
- II. Review and Approval of Minutes Commissioners
- III. Presentations
 - a. DACL Update Laura Newland
Director
- IV. Committee Reports
 - a. Governance
 - b. Elder Abuse and Financial Exploitation
 - c. Transportation
 - d. Education and Employment
 - e. Housing
 - f. Information and Education
 - g. Health and Wellness
- V. Ward Reports
- VI. Ex Officio Updates
- VII. Public Comment
- VIII. Announcements
- IX. Adjournment

D.C. Commission on Aging
Meeting Minutes
Wednesday June 24, 2020
10:00 a.m.

Commissioners Present

Commissioner Guleford Bobo, Chairperson, Carolyn Matthews Vice-Chairperson, Nancy Miranda, JoAnne Hersh, Barbara Lee, Hattie Pierce, Maria Wilson, Alice Love

DACL Staff Present

Laura Newland, Executive Director, Garret King, Chief of Staff, Tanya Reid, Executive Assistant, Lance Holt, Staff Assistant

Guest Present

Vivian Guerra, DDOT; Veronica Longstreth, DOH; Aimellia Siemson, DC Council

I. **Presentations**

a. **Department of Aging and Community Living Update**

Director Newland informed the Commission that DACL was waiting on the Committee markup for the budget, but she did not anticipate any budget reductions. Chairperson Bobo asked the Director how her 2021 budget was received. The Director thought it was received well by the community and the Council. The Director also informed the Commission that DHCD has a new rent program that helps all DC residents who cannot pay their rent due to COVID-19.

b. **Questions/Concerns from the Commissioners**

Chairperson Bobo mentioned that he watched the DPR hearings and heard Director Hunter state that DPR was doing a lot of things involving seniors, he wondered if they were coordinating with DACL. The Director responded that she had been talking to Director Hunter about how the agencies could work together.

Vice-Chairperson Matthews is working with ANC Commissioner Ward 1 on the lead pipe situation. DOEE said she was qualified, and DC Water said she did not. DC Water records are not up-to-date, and they need to do more investigation. DC Water & DOEE are not on the same page. She told the Commissioners if any other Commissioners heard of people being turned down for the program, forward the information to her and she will help investigate.

Commissioner Miranda mentioned that the online grid is not accurate; there are no funds available for proper cleaning. We are looking for guidance with Garfield Terrace.

Commissioner Pierce flagged that a senior was having trouble accessing Safe at Home, she was able to help the senior get a stair lift. She has the contact number of the person who helped her, if other Commissioners needed the number. Director Newland stated that Safe at Home is currently only doing emergency home adaptations but encouraged the Commissioners to send the names of seniors who having trouble accessing services from DACL to her.

Commissioner Miranda had concerns about Garfield Terrace. Normally the building uses income from the use of the building's washers and dryers to get the building cleaned, but people have not been using the machine's and the building is not clean. Aimellia from Councilmember Bonds' office will follow up with the concern.

Commissioner Lee asked about masks and hand sanitizers for seniors. Director Newland stated that the agency is not handing out masks or hand sanitizer to seniors. Commissioner Pierce recommended contacting the ANC Commissioner for assistance.

Commissioner Wilson asked if DACL has a way of reaching out to seniors who are home alone. The Director informed the Commissioners about the Call and Talk line.

Chairperson Bobo thanked Director Newland and her staff for their help.

Vice-Chairperson Matthews wants to know the accounting of the number of Commissioners. She was concerned about not having the right amount of people in the meetings.

Commissioner Bobo asked Aimellia about the residential facility at Walter Reed. Aimellia gave an update.

II. Ward Reports

Ward 1

Vice Chair Matthews testified for MPD budget. She stated some of the people were vulgar, out of 90 only about 6 people discussed the budget.

Ward 2

No updates. Chairperson Bobo asked that Commissioner Hersh update him on Stead rec center, he's interested in it.

Ward 3

No Update

Ward 4

No update

Ward 5

No update

Ward 6

No Update

Ward 7

No Update

Ward 8

New hospital coming to Ward 1 next Howard University, it will be run by the Adventist group. New hospital coming to Ward 8 on St. Elizabeth's, it will be run by George Washington University. The concerns about the hospital in Ward 8 is that the current hospital does not have programming for seniors, so the community wants to be sure that new hospital does.

Chairperson Bobo is working Age Friendly to provide work opportunities for seniors in the healthcare field on a part-time basis. Seniors are concerned that working part-time will put their housing benefits, etc. in jeopardy. It is currently focused in Wards 5 & 8, due to location of new facilities. Vice Chairperson Matthews would like it to be for all DC residents. He thinks the efforts will be expanded.

He also thanked Vivian Guerra for assisting with the Washington Wellness Center to get the traffic calmer.

Chairperson Bobo thanked the Commissioners for all of the work they have been doing for the District's seniors.

Chairperson Bobo said that he would send out an email for the July meeting.

III. Public Comments

Vivian Guerra mentioned that the Vision Zero team focuses on the safety of all populations; the Commissioners should continue to forward traffic concerns to her and she will get the information to the right people.

She also informed the Commissioners of DDOT's COVID-19 responses. Some initiatives like "Slow Street", "Streeteries" that allows more room for restaurants to have outside dining, sidewalk extensions/expansions. She encouraged the Commissioners to contact DDOT if they know of restaurants/businesses that will benefit from pick-up/drop-off.

There is emergency proposed rule making for the dockless program to allow for fleet increases under certain conditions. There is a 30-day public comment period. The Commission should feel free to provide comment.

The DC Circulator Transit development plan which looking for the circulator to expand with a new route in Ward 7. There has not been a lot of public outreach due to COVID. No decision will be made until there has been robust public outreach. A lot of data analysis is still being done.

Aimellia asked if the Commissioners had any feedback on meal delivery. Commissioner Miranda stated she's heard only 30 out of 180 residents, an extensive list was sent to DACL of all residents. Mr. Jackson says that Terrific, Inc. is not providing all of the meals that they are supposed. Chief of Staff Garret King stated that Terrific, Inc. knocked on everyone's door to ensure they were not missing any seniors. All of the seniors that wanted meals were receiving meals. He also stated if Mr. Jackson has any seniors he think were missed, he can share with DACL.

Commissioner Bobo stated he's heard positive feedback about the meals.

IV. Adjournment

The meeting was adjourned at 11:06am.

These minutes were recorded by Lance Holt, Staff Assistant, DC Department of Aging and Community Living and were formally approved by the Commission on Aging on July 22, 2020.

Respectfully Submitted,

Lance Holt

/s/ Lance Holt

Lance Holt

Staff Assistant

DC Department of Aging and Community Living

D.C. Commission on Aging
Wednesday, July 22, 2020
10:00 a.m.
AGENDA

- I. Call to Order
- II. Review and Approval of Minutes Commissioners
- III. Presentations
 - a. DACL Update Laura Newland
Director
 - b. Right Care, Right John Donnelly, Sr.
Assistant Fire Chief
 - c. Produce Plus Charanya Sundar
Public Health Nutritionist
- IV. Committee Reports
 - a. Governance
 - b. Elder Abuse and Financial Exploitation
 - c. Transportation
 - d. Education and Employment
 - e. Housing
 - f. Information and Education
 - g. Health and Wellness
- V. Ward Reports
- VI. Public Comment
- VII. Announcements
- VIII. Adjournment

**Virtual D.C. Commission on Aging
Meeting Minutes
Wednesday July 22, 2020
10:00 a.m.**

Commissioners Present

Commissioner Guleford Bobo, Chairperson; Carolyn Matthews Vice-Chairperson; JoAnne Hersh; Barbara Lee; Hattie Pierce; Maria Wilson; Alice Love; Mary Taylor

DACL Staff Present

Tanya Reid, Administrative Support Manager, Lance Holt, Staff Assistant, Charanya Sundar, Public Health Nutritionist

Ex-Officio Members

Veronica Longstreth (DOH); David Quick (DCPL); Aimellia Siemson (DC Council); Mary Terrell (DOES); Vivian Guerra (DDOT)

Guest Present

John Donnelly (FEMS)

I. **Call to Order**

Chairperson Guleford Bobo called the meeting to order at 10:03 am with a moment of silence.

II. **Review and Approval of Minutes**

The meeting minutes from the Commission's June 2020 meeting were reviewed and approved without correction.

III. **Presentations**

a. **Department of Aging and Community Living Update**

Joy Evans from DPR mentioned that there would be a Caregiving Outreach at the Recreation Center July 31st at 6:00pm

b. **Right Care, Right Now**

Assistant Fire Chief John Donnelly, Sr. discussed the Nurse Triage portion of the District's *Right Care, Right Now* program. The program is designed to help get people to the right care they need. The emergency room is not always the answer for medical needs. The goal is to keep the emergency room for emergencies. When a person calls 911 for not immediately life threatening or low acuity health issues (i.e. low grade fever, stitches), the call will be transferred to a nurse line, the nurse will ask the caller questions, based on the answers the nurse will arrange transportation (i.e. Uber) to one the twenty-five neighborhood clinics. DC Medicaid patients also get a return trip.

Over the past year, there have been over 5,500 calls diverted to the nurse triage line from 911. Since Providence hospital has closed, the nurse triage line has sent clients in that area to Providence's Urgent Care.

During COVID, the nurse triage line has been able to send ready responder group, which can come to houses instead of having patients go to the emergency room. Some days, 10% of medical calls have been able to go into the nurse triage line. The average time of pick up to a clinic is 18 minutes.

Chairman Bobo asked Assistant Fire Chief (AFC) Donnelly to explain the decrease in hospitalizations and the 20 percent reduction in ambulance calls.

AFC Donnelly explained that there are not has many people in the city during the day and the nightclubs are closed at night. The hospitals are in good shape, there are rooms available; however, in May, the hospitals were close to capacity. In case there is a Fall wave there is a hospital set up in halls B & C at the Convention Center.

Vice Chairperson Matthews asked about the constituents that are illiterate or mentally challenged that cannot accurately express themselves, how will they be assisted by the nurse triage line?

AFC Donnelly responded that those callers would not go through the nurse triage line, they would go through a 911 operator.

Commissioner Wilson requested a list of senior services being offered.

Tanya Reid responded that DACL is in the process of revamping the guide.

Commissioner Hersch requested information in a written format regarding the Right Care Right.

AFC Donnelly responded he would send the information to Tanya.

c. Produce Plus

DACL's public health nutritionist, Charanya Sundar, presented on the *Produce Plus* program. *Produce Plus Direct* funded by DC health and administered by DC Greens. It provides locally grown fresh produce to DC residents July 14th through September 30th on a first come, first serve basis.

Pre-COVID participants would receive coupons to be used at any farmer's markets. Post-COVID participants are matched with one farmer's market for pick-up or delivery of a fresh produce box. Pick-ups are time slotted.

Participants get a small (feeds 1 person), medium (feeds 2-3 people) or large (feeds 3 -5 people) box that includes the produce like green beans, sweet potatoes, watermelon. The boxes also have a newsletter with recipes and nutrition tips.

To be eligible, participants must be DC residents, any participant of SNAP, WIC, TANF, WIC FMNP, Senior FMNP, Medicaid, SSI, or QMB. No documentation is required for enrollment. DC residents can register call 202-888-4834, email produceplus@dcgreens.org, or online at <https://signup.dcgreens.org>.

Chairman Bobo asked what the capacity of people to serve.

Ms. Sundar responded the total number is 4,000 people, each market has between 50 – 100 people. Vice Chairwoman Matthews says that enrollment happens before July and fills up quickly.

Aimellia asked if this is available in all the wards?

Ms. Sundar responded that it was available throughout the District.

Aimellia asked how long it took for delivery after signing up.

Ms. Sundar was not sure of the exact timeframe but could ask Karen Franco at DC Health. She also added that the program had reduced wait time significantly by not requiring documentation.

Chairman Bobo asked if there were any other programs like Produce Plus Direct throughout the rest of the year.

Ms. Sundar responded that there are other organizations like DC Central Kitchen throughout the year. These programs can be found on <https://coronavirus.dc.gov/food>.

Commissioner Hersh asked if the enrollment in the other sizes boxes are enrolled as much as the small boxes. If there was more availability with the bigger boxes can families share them.

Ms. Sundar responded that usage of the larger boxes is the same.

IV. Ex-Officio Update

- a. Veronica Longstreth, DC Health, reminded everyone to remain safe. This is a busy time for DC Health. She encouraged everyone to visit <https://coronavirus.dc.gov> for the most up-to-date information.
- b. David Quick, DC Library, informed the Commission that some of the libraries are open for limited service. Most of the open libraries have computers available to use for 45-minute sessions. Computers are wiped down after each session. The libraries can also print items. The Martin Luther King Jr. Library will have its reopening on September 24th.
- c. Vivian Guerra, DDOT, encouraged the Commission to continue reporting issues to on sidewalks, crosswalks, traffic signals, or anything else that impacts public space to 311. The Council approved the Omni Bus legislation for Vision Zero.
- d. Aimellia asked the Commission if they had received any issues raised by the community. Councilmember Bonds what she could do to help.
 - i. Vice Chairwoman Matthews asked if Council was considering turning Real Property tax into a “utility bill.” Aimellia responded that after budget is wrapped up, the Council will begin work on legislation. The real property tax is one of the issues they will consider. Vice Chairperson Matthews stated that the tax assessment and development is hurting the seniors.
 - ii. Chairman Bobo heard from a senior that the apartment building the senior lived in was not being maintained appropriately by the manager. Aimellia

asked Chairman Bobo to provide the specific information to her. The normal protocol is for the tenant to first contact the property manager and then DCHA.

- e. Aimellia stated that Councilmember Bonds wanted to know what the Commission's thoughts were on starting a program where volunteers go door to door to contact or find seniors to combat isolation.
 - i. Vice Chairman Bobo stated that DACL has the Call & Talk Program, DACL also has the ambassador program that will help other seniors in the community inform other seniors of programs available to them.

V. Ward Reports

Ward 1: Vice Chairwoman Matthews informed the Commission that the Taxi to Rail program has expanded, it is citywide. She will follow up with David Do, Director of the Department of For-Hire Vehicles. Chairman Bobo said he would reach out to Heather Foote from Age-Friendly City. Vice Chairwoman Matthews also pointed out that there has been more violence in Wards 1 and 4.

Ward 6: Reported she had concerns with the amount of activity on Barracks Row.

Ward 8: Senior buildings are being built throughout the city. There are a lot of proposed senior housing in Ward 8. There is one going up at Atlantic and South Capitol streets. There are 2000 applicants but only 120 units approved.

No reports for wards 2, 3, 4, 5, and 7.

VI. Announcements

September election for commissioner nominations will be August 22nd. Send nominations to Tanya Reid at tanya.reid@dc.gov. The Commission will not meet in August.

The Commission will continue on the plan created at 2019's Retreat. Chairman Bobo will send out a survey to the Commissioners about how they'd like to handle the plan.

Tanya Reid reminded the Commissioners of the attendance requirements.

VII. Adjournment

The meeting adjourned at 11:21am

These minutes were recorded by Lance Holt, Staff Assistant, DC Department of Aging and Community Living, and were formally approved by the Commission on Aging on October 28, 2020.

Respectfully Submitted,

Lance Holt

/s/ Lance Holt
Staff Assistant
DC Department of Aging and Community Living

D.C. Commission on Aging
Wednesday, September 23, 2020
10:00 a.m.
AGENDA

- I. Call to Order
- II. Review and Approval of Minutes Commissioners
- III. Presentations
 - a. DACL Update Laura Newland
Director
- IV. Committee Reports
 - a. Governance
 - b. Elder Abuse and Financial Exploitation
 - c. Transportation
 - d. Education and Employment
 - e. Housing
 - f. Information and Education
 - g. Health and Wellness
- V. Ward Reports
- VI. Ex-Officio Updates
- VII. Election of Chair and Vice Chair
- VIII. Public Comment
- IX. Announcements
- X. Adjournment

**D.C. Commission on Aging
Virtual Meeting Minutes
Wednesday September 23, 2020
10:00 a.m.**

Commissioners Present

Commissioner Guleford Bobo, Chairperson, Carolyn Matthews Vice-Chairperson, JoAnne Hersh, Grace Lewis, Maria Wilson, Mary Taylor

DACL Staff Present

Garret King, Chief of Staff, Tanya Reid, Executive Assistant, Lance Holt, Staff Assistant

Guest Present

Vivian Guerra, DDOT; Amelia Siemson, from Councilmember Bonds Office; Cecily Mendie DPR; Judge Terrell, DOES; David Quick, DCPL

I. **Call to Order**

Chairperson Bobo asked for a moment of silence.

II. **Review and Approval of Minutes**

Minute approval held until next meeting.

III. **Presentations**

a. **Department of Aging and Community Living Update**

Garret mentioned that Mayor Bowser's Virtual Senior Symposium on September 22nd was successful. Vice Chairperson Matthews mentioned that she had trouble calling in.

Garret informed the Commission that the Council would be holding hearings on bills B23-537, the Senior Co-living program, and B23-643, Keeping Seniors cool. He informed the Commission that they could testify or provide feedback, if interested.

IV. **Committee Reports**

- a. **Transportation** – Chairman Bobo mentioned that the Circulator will continue through Ward 7.
- b. **Health and Wellness** – Chairman Bobo mentioned that thanks to the senior wellness centers doing welfare checks, they discovered that a senior who had

previously unenrolled in DACL's meal program had lost weight, due to difficulties obtaining food from Peapod. He gladly reported that the senior was able to get emergency meals and is now reenrolled.

- c. **Employment** – Vice Chairperson Matthews mentioned that due to COVID-19 some seniors are afraid to get involved with DOES' Senior Employment program.

V. **Ward Reports**

- a. **Ward 1** – Vice Chair Matthews has been pushing DOEE's DC Cool Seniors program. She also reported that there have been a lot of shootings on Newton Street outside of Bernice Fonteneau Senior Wellness Center
- b. **Ward 2** – No Report
- c. **Ward 3** – No Report
- d. **Ward 4** – Commissioner Wilson seniors in the ward are concerned about voting, especially mail-in ballots.
- e. **Ward 5** – No Report
- f. **Ward 6** – No Report
- g. **Ward 7** – No Report
- h. **Ward 8** – Councilmember White held a phone town hall with seniors. Seniors had concerns about getting their IDs updated during COVID. East River Family Strengthening Collaborative informed seniors that they could help.

VI. **Ex-Officio Updates**

- a. **Council** – Aimelia Siemson reported that Council is wrapping up Council session 23. They've had roundtables on tenant protection and eviction. Any questions can be sent to housing@dccouncil.us.
- b. **DDOT** – Vivian Guerra reported that the Age Friendly DC transportation committee met. They discussed and assessed their goals. DDOT, WMATA, and DFHV are collaborating make sure they are being supportive of staff and the public during the public health emergency. DDOT is continuing to work on the Slow Streets initiatives. DDOT is also updating the District's long range transportation plan, which is a 20-year plan that is updated every five years.
- c. **DOH** – Veronica Longstreth reminded the Commission to stay safe during the pandemic. The latest updates related to virus can be found at coronavirus.dc.gov
- d. **DCPL** – MLK library is finished but cannot open due to the pandemic. Some libraries have a "Take-Out Plus" program, which allows people to come in and briefly use the computers and print documents. Polling boxes will be in front of all libraries except Lamond Riggs.
DPR – Cecily Mendie reported that DPR will be resuming some programming in October. A fair-weather fitness program, virtual book club, and young at art

programs. These programs will be outside, it will be about 15 registered participants. As DPR opens, they'll only start out with about 20 sites. Chairman Bobo asked if DPR had thoughts on increasing the number of senior sites. Ms. Mendie stated that currently it was not.

VII. Election of Chair and Vice Chair

Elections were postponed until October.

VIII. Adjournment

The meeting adjourned at 11:21am

These minutes were recorded by Lance Holt, Staff Assistant, DC Department of Aging and Community Living, and were formally approved by the Commission on Aging on October 28, 2020.

Respectfully Submitted,

Lance Holt

/s/ Lance Holt

Staff Assistant

DC Department of Aging and Community Living

D.C. Commission on Aging
Wednesday, October 28, 2020
10:00 a.m.
AGENDA

- I. Call to Order
- II. Review and Approval of Minutes Commissioners
- III. Presentations
 - a. Department of Aging and Community Living Laura Newland
Director
 - b. Department of Energy and Environment Lawanda Jones
- IV. Election of Chair and Vice Chair
- V. New Business
- VI. Committee Reports
 - a. Governance
 - b. Elder Abuse and Financial Exploitation
 - c. Transportation
 - d. Education and Employment
 - e. Housing
 - f. Information and Education
 - g. Health and Wellness
- VII. Ward Reports
- VIII. Public Comment
- IX. Announcements
- X. Adjournment

**D.C. Commission on Aging
Virtual Meeting Minutes
Wednesday October 28, 2020
10:00 a.m.**

Commissioners Present

Guleford Bobo, Chairperson; Carolyn Matthews Vice Chairperson; Gloria Whitfield; JoAnne Hersh; Grace Lewis; Maria Wilson; Barbara Hair; Barbara Lee; Nancy Miranda; Hattie Pierce

DACL Staff Present

Garret King, Chief of Staff, Tanya Reid, Executive Assistant, Lance Holt, Staff Assistant

Ex-Officio Members Present

Vivian Guerra, DDOT; Amelia Siemson, from Councilmember Bonds Office; Danilo Pelletiere, DHCD, David Quick, DCPL; Mary Terrell, DOES; Dr. Sheila Jones, DHS

Guest Present

LaWanda Jones, DOEE

- I. **Call to Order**
Chairperson Bobo called the meeting to order at 10:08 am. He began the meeting with a moment of silence.

- II. **Review and Approval of Minutes**
Both July's and September's meeting minutes were approved with one correction each.

- III. **Presentations**
 - a. **Garret King, DACL**
No major update. DACL is working on finalizing the budget. Chairman Bobo wanted a flier for the QMB program. Chief of Staff Garret King recommended seniors reach out to DACL and speak with a State Health Insurance Program counselor.

 - b. **LaWanda Jones, Department of Energy & Environment (DOEE)**
LaWanda Jones, gave an overview of several programs offered through the DOEE. Seniors who receive SSI can automatically receive weatherization assistance and the emergency mechanical system program regardless of the household income.

Through *the Emergency Mechanical System* program DOEE will repair or replace hot water tanks, furnace, central AC units, heating systems and gas only stoves.

Lead Reduction: program mainly targets household where children 5 and under reside, and the houses were generally built 1970s or earlier. The income guideline is a little higher than the weatherization income guideline, it is based on household income.

Weatherization Assistance Program: energy efficiency measures (air sealing, insulation, windows, doors, attic, crawl space, etc.) measures are identified through an energy audit.

CRIAC: provides a monthly discount on DC Water Bill and residents can get a one-time payment for a DC water bill until January 1st. Funds are limited, so District residents should call as soon as possible. Residents can apply online at <https://doee.dc.gov/service/criacrelief>

IV. **Election of Chair and Vice Chair**

Chairperson Bobo and Vice Chairperson Matthews were reelected with a unanimous vote.

V. **New Business**

Due to the Thanksgiving and Christmas holidays the Commission voted to move the normal Commission on Aging meeting one week earlier; November 18th and December 16th.

VI. **Ex-Officio Update**

- a. Amelia Siemson – mentioned that there would be two upcoming hearings before Council. October 30th – 23-338 Evictions Records Ceiling Authority Amendment Act and November 9th – 23-873 and 23-972 Rent Stabilization/Control and Hardship petitions for landlords
- b. Vivian Guerra – the long-range transportation plan is updated every four to five years, especially would like to hear from seniors. There is more information on DDOT's website, www.wemovedc.org. They've received a lot of feedback from the younger population so feedback from seniors are needed. Feedback can be sent to movedc@dc.gov or phone 202-599-7371.

The circulator expansion for Ward 7, different routes are being proposed.

- c. David Quick – Central Library is officially reopened. Fifteen libraries are open for limited services.
- d. Danilo Pelletiere – DHCD is currently focused on housing stability and eviction. DHCD and DHHS has rental assistance available for extremely low-income or just below median income households. Emergency Rental Assistance program and COVID Housing Assistance Program (CHAP) which is federally funded. Single Family Rehab Program is accepting application, the program is only doing roof repair (up to \$20,000) and significant accessibility improvements (up to \$30,000). There are several requirements needed to qualify for the program. DCHFA has the Mortgage Assistance Program to assist people who need help with their mortgage.
- e. Judge Mary Terrell – reminded the Commissioners about the Age Friendly Long-Term Healthcare meetings for ages 50+ looking for a job pathway into the health profession.
- f. Dr. Jones – DHS has Pandemic Emergency Program Medically Vulnerable (PEPV) for persons 55+. This is a program with the intent to bring people who are immunocompromised or have medical vulnerabilities to 3 sites that operate using an outpatient model. The three sites are the Holiday Inn located at 1501 Rhode Island Ave NW; the Arboretum hotel located at 1917 Bladensburg Rd NE; and the Fairfield Inn located at 2305 New York Ave. NE.

VII. **Ward Reports**

- a. Ward 1 – Vice Chair Matthews needed clarity on DPR pool usage so Vice Chair Matthews can share with Michelle Singleton at Bernice Fonteneau.
- b. Ward 2 – Commissioner Miranda stated Vida Senior Center received a grant for iPads.
- c. Ward 4 – Commissioner Wilson asked if there was a confidentiality agreement regarding abuse. Garret mentioned if someone calls into the agency your report will be confidential.
- d. Ward 5 – Commissioner Lee mentioned that residents in Ward 5 put out a flier offering to pick up the ballots of seniors that have a disability, cannot get out of their homes, and those who are leery due to COVID and take the ballots to the Board of Elections drop box.
- e. Ward 8 – Chairperson Bobo stated that Board of Elections will bring ballot boxes to senior buildings for three hours, along with drop off ballots on Election Day. He also mentioned that DOH are turning senior buildings into Corona virus testing sites so seniors will not have to leave the building.

VIII. **Adjournment**

The meeting adjourned at 11:24am

These minutes were recorded by Lance Holt, Staff Assistant, DC Department of Aging and Community Living, and were formally approved by the Commission on Aging on November 18, 2020.

Respectfully Submitted,

Lance Holt

/s/ Lance Holt

Staff Assistant

DC Department of Aging and Community Living

D.C. Commission on Aging
Wednesday, November 8, 2020
10:00 a.m.
AGENDA

- I. Call to Order
- II. Review and Approval of Minutes Commissioners
- III. Presentations
 - a. Department of Aging and Community Living Laura Newland
Director
- IV. New Business
 - a. Attendance Reminder
- V. Committee Reports
 - a. Governance
 - b. Elder Abuse and Financial Exploitation
 - c. Transportation
 - d. Education and Employment
 - e. Housing
 - f. Information and Education
 - g. Health and Wellness
- VI. Ward Reports
- VII. Ex-Officio Updates
- VIII. Public Comment
- IX. Announcements
- X. Adjournment

**D.C. Commission on Aging
Virtual Meeting Minutes
Wednesday November 18, 2020
10:00 a.m.**

Commissioners Present

Guleford Bobo, Chairperson; Carolyn Matthews Vice Chairperson; Gloria Whitfield; JoAnne Hersh; Grace Lewis; Maria Wilson; Barbara Hair; Barbara Lee; Nancy Miranda; Hattie Pierce, Mary Taylor

DACL Staff Present

Laura Newland, Director, Garret King, Chief of Staff, Tanya Reid, Administrative Support Manager, Lance Holt, Staff Assistant

Ex-Officio Members Present

Councilmember Anita Bonds; Amelia Siemson, Councilmember Bonds Office; Vivian Guerra, DDOT; Danilo Pelletiere, DHCD; Dr. Sheila Jones, DHS; Veronica Longstreth, DOH

I. **Call to Order**

Chairperson Bobo called the meeting to order at 10:06 am. He began the meeting with a moment of silence.

II. **Review and Approval of Minutes**

October meeting minutes were approved without correction.

III. **Presentations**

a. **Laura Newland, DACL**

Since COVID-19, APS referrals have not increased, they remain steady. DACL sent out mailers to over 80,000 seniors in the District. The new elder abuse office in the Office of the Attorney Generals office has been busy. There has been an increase in fraud and financial abuse cases. Most of these referrals are coming from banks and financial institutions.

DACL sent out a half-page mailer to the District's seniors. The mailing list was consisted of seniors 60+ who were registered to vote and DACL's client list. The mailer included contact information for Adult Protective Services, Child Protective Services, and the Domestic Violence Hotline.

Director Newland addressed why there is a difference in age for services. DACL considers anyone 60+, this comes from the federal Administration for Community

Living age. DACL uses this age because they receive funding from the federal government.

The second month of FY21 has started. DACL is working with its grantees to setup for a successful fiscal year and to ensure that they remain engaged with their participants. There has been a lot of focus on virtual activities; however, on 20% - 25% of the participants are engaging.

For Thanksgiving, there will be a client calling list. The meal participants will get a special Thanksgiving meal. DACL is thinking ahead toward the other holidays.

Commissioner Matthews mentioned there are a lot of activities happening simultaneously and some are not comfortable or do not know how to sign on. She believes a hinderance is not knowing how to access the virtual platforms. Director Newland's responded that it may be time for a technology refresher course.

Chairperson Bobo commented that Ward 8 has a contest and that seems to encourage more participants to get online.

Commissioner Hersh said that Iona has a biweekly newsletter that offers technology refresher information.

Commissioner Matthews brought up that depression, mental health issues and other aspects are holding some seniors back. Director Newland is having the grantees do a mini assessment to see which participants need higher touches.

Councilmember Bonds noted that isolation is a factor. She offered to help in any way she could.

IV. **New Business**

- a. Chairperson Bobo reminded the commissioners they needed to attend at least 70% of the meetings to be compliant. Vice Chairperson Matthews reminded the Commission that they must complete the agenda set forth at the 2019 retreat.

V. **Committee Reports**

Commission needs to revamp the committees. There is currently no one on the governance committee. Hattie Pierce offered to work on the housing committee with Commissioner Miranda. If there are any commissioners interested on working on any of the committees contact someone already on that committee.

VI. **Ward Reports**

Ward 1: Concern about the mental health of the seniors. Weatherization and LIHEAP programs are very successful.

Ward 5: Commissioner Lewis stated her church has over 2,000 members and the members contact each other to make sure they all are doing well.

Commissioner Pierce mentioned that she has taken on six seniors to help get them food and she makes calls at least 12 seniors. There are other members in the Fort Lincoln community who have done the same. She encourages other Commissioners to contact seniors.

Ward 7: Commissioner Taylor has been delivering food on Saturdays to seniors who cannot get out.

Ward 8: Chairman Bobo mentioned that Ward 8 Councilmember White will be taking donations for turkey give away on Wednesday November 25th. United Medical Center has a van that does COVID-19 testing senior centers. Several other Commissioners mentioned they'd seen the van throughout all wards.

VII. **Ex-Officio Updates**

D.C. Council: Councilmember Bonds updated that 350 turkeys will be given away on Monday November 23rd. Councilmember Bonds suggests that everyone do whatever they can to reach out to someone, even if only for a few moments. It really helps people, even those who are not shut in.

She also mentioned that oversight hearings will begin in a couple of months. They will be done differently, this year. In addition to the numbers and other information that are normally requested, the Council will drill down to discover what can really be done to make a difference in the population we serve.

Councilmember Bonds asked if the Commission had looked into the type of housing seniors would like in their community. Is it senior only buildings, or seniors mixed in with other families, low-level townhomes, etc.? She also asked what feedback the Commissioners were getting for assisted living and parking.

Vice Chair Matthews said it was a combination of accommodations. More assisted living is needed for seniors. Chairman Bobo agreed with Vice Chair Matthews. He also discussed there being more housing units and not adequate parking. He mentioned there

should be some units dedicated to people with wheelchairs and similar devices. As a real estate agent, Commissioner Miranda has found that people are seeking multigenerational living, quality air circulation, and outdoor spaces. She stated she would follow up with Councilmember Bonds on housing/real estate.

DHCD: Danilo Pelletiere informed the Commission that the Emergency Rental Assistance is available, it is administered through the Department of Human Resources. You do not need to be evicted to receive funding. Residents can apply multiple times. The COVID-19 Housing Assistance Program (CHAP) can fund up to 80% median family income; however, most people are extremely low-income.

The Fortitude and Delta Towers will have a ribbon cutting ceremony. DHCD has closed on two senior projects, Abrams Hall, on former Walter Reed campus, and Spring Flats. DHCD is surveying the landlords as to what they need for assistance so that they can maintain their properties and mortgages. He will follow-up in November's meeting.

Danilo will send a list of senior projects that they have and send it to Tanya Reid.

DOH: Veronica Longstreth followed up on Councilmember Bonds' housing discussion, she noted that housing should be affordable and meet wheelchair regulation. She also discussed COVID fatigue, people are not as vigilant as they need to be. People in long-term care facilities have not seen their families in a long time. She reminded Commissioners they can go to coronavirus.dc.gov to find the available testing sites.

DHS: Dr. Sheila Jones discussed the need for affordable assisted living. There are many seniors who have no place to go. DHS along with other partners have established three sites where older adults who are medically vulnerable with no place to go can come, but it is only temporary. Some have home health aides and it would be great to have affordable housing with room for the home health aides.

DDOT: Vivian Guerra provided updates from the Age Friendly City Taskforce meeting. She mentioned DDOT was able to increase the timing of pedestrian crossings at almost 100 intersections. They focused on areas where older adults said there was not enough time to cross the street. They also engaged with the bicycle advisory council on older adult bicycle management about things such as adaptive bikes. WAMTA is looking to increase scooter corals around metro stations. They completed the pilot on "No Right Turn on Red", at this time it is unknown if it will continue. The Department for Hired Vehicles has added some local grocery stores within DC borders to the Transport DC program. DFHV through the Senior MedExpress program they added deliveries of meals and food items. The Circulator will continue to suspend fares.

VIII. **Adjournment**

The meeting adjourned at 11:47

These minutes were recorded by Lance Holt, Staff Assistant, DC Department of Aging and Community Living, and were formally approved by the Commission on Aging on December 16, 2020.

Respectfully Submitted,

Lance Holt

/s/ Lance Holt

Staff Assistant

DC Department of Aging and Community Living

D.C. Commission on Aging
Wednesday, December 16, 2020
10:00 a.m.
AGENDA

- I. Call to Order
- II. Review and Approval of Minutes Commissioners
- III. Presentations
 - a. Department of Aging and Community Living Laura Newland
Director
- IV. New Business
- V. Committee Reports
 - a. Governance
 - b. Elder Abuse and Financial Exploitation
 - c. Transportation
 - d. Education and Employment
 - e. Housing
 - f. Information and Education
 - g. Health and Wellness
- VI. Ward Reports
- VII. Ex-Officio Updates
- VIII. Public Comment
- IX. Announcements
- X. Adjournment

**D.C. Commission on Aging
Virtual Meeting Minutes
Wednesday December 16, 2020
10:00 a.m.**

Commissioners Present

Guleford Bobo, Chairperson; Carolyn Matthews Vice Chairperson; Gloria Whitfield; JoAnne Hersh; Mary Taylor, Barbara Lee; Hattie Pierce

DACL Staff Present

Laura Newland, Director, Tanya Reid, Administrative Support Manager, Lance Holt, Staff Assistant

Ex-Officio Members Present

Cesar Barreto, DDOT, Aimelia Siemson, from Councilmember Bonds Office; Danilo Pelletiere, DHCD; Dr. Sheila Jones, DHS; Veronica Longstreth, DC Health; Judge Mary Terrell, DOES

I. **Call to Order**

Chairperson Bobo called the meeting to order at 10:06 am. He began the meeting with a moment of silence.

II. **Review and Approval of Minutes**

November meeting minutes were approved as read.

III. **Presentations**

a. **Laura Newland, DACL**

There will be no holiday celebration this year. Director Newland asked the Commissioners if they know of a senior who would like to receive a call during the holidays to submit their names to Tanya. The calls will be done by staff who have volunteered. There will be a special Holiday Meal given to the seniors the week of Christmas. Grantees are making calls to their normal participants. Participation is lower than in-person participation.

DACL will be in contact with DC Health about the procedures for flu vaccinations for seniors. Once people get vaccinated for COVID-19 they will still need to practice social distancing and wear mask. Vice Chairwoman Matthews reminded the Commissioners about the importance of getting the shingles vaccine.

IV. New Business

Vice Chairperson Matthews mentioned that Washington Interfaith Network held a meeting on December 15th. They want people to work with them, so they can go before Council regarding development in the city. The target is affordable housing and homelessness.

V. Committee Reports

- a. **Transportation:** Cesar Barreto reported Move DC Round 2 public engagement will start in February. DDOT will present to the Commission on Move DC at January's meeting.
- b. **Housing:** Commissioner Miranda sent out a letter regarding senior affordable housing, homelessness among seniors, preservation, tenant protection programs. When Commissioner Miranda returns, Chairman Bobo would like to look at the programs that DACL has initiated and the program's success, such as Genesis. Vice Chairwoman Matthews has done research on the Affordable Dwelling Units (ADU) and homelessness among adults, seniors, and children.

Dr. Jones added through the PEP sites they have brought in over 200 chronically homeless older adults and matching them with permanent supportive housing. The challenges they face is that a lot of the clients are not document ready, mental and behavioral issues, and early stages of dementia. Also, people with criminal backgrounds make it difficult for landlords to accept them.

- c. **Health and Wellness:** Chairman Bobo attended a meeting hosted by the Attorney General. There was a discussion about long term care in which they discussed the concerns of caregivers and COVID-19. He learned that if a facility had someone with symptoms, they would stop visits for 14 days.

Also, Chairman Bobo drove by some of the wellness sites and wondered what security precautions were taken by DGS. Administrative Support Manager Tanya Reid mentioned that DACL facilities staff perform site visits to each wellness center. She also mentioned that PSD is doing security analysis of all of the sites to see how security can improve. Also, Chairman Bobo pointed out that Congress Heights Wellness Center has added a socialization hour on Zoom. This is slightly different because the virtual participation is generally a class, however this hour just allows the members to talk and catch up.

VI. Ward Reports

Ward 1: Vice Chairwoman Matthews informed the Commission that the Bernice Fonteneau Wellness Center was having their virtual holiday party.

Ward 2: Commissioner Hersch found a resource for virtual training called Cyber Seniors. They have a free 1:1 consultation service. Contact information: 844.217-3057, Cyberseniors.org.

Ward 5: Commissioner Pierce mentioned on Saturday December 19th at 2:00pm the Wesley House was having a door decorating celebration.

Ward 7: Commissioner Taylor stated she will be giving out socks and blankets to the homeless.

Ward 8: Congress Heights Wellness Center will have a New Year's Eve celebration on Zoom. He also mentioned he's participated in the Legacy senior village for approximately two years. The village uses the Visility phone app to distribute information. He gets a notification on his phone whenever they post.

VII. Ex-Officio Updates

DC Council: Amelia Siemson stated that the Council is wrapping up Council period 23.

DHCD: Danillo Pelletiere informed the Commission that DHCD is focusing on getting as many tenants enrolled in the latest rental assistance program by December 31st. They are distributing in the funds in two ways: 1) DHCD will pay 80% of the rental arrears and have the landlords waive the 20%. 2) for landlords who have less than 20 units.

DHS: Dr. Sheila Jones informed the Commission that they have seen an influx of coming into the Isolation and Quarantine sites, especially families.

DC Health: Veronica Longstreth reminded the Commissioners to be mindful of their interactions over the holidays. After Thanksgiving they did see an uptick in COVID-19 cases. DC Health is working with long term care facilities to combat isolation due to the virus.

VIII. Announcements

Commissioner Whitfield: every Wednesday food is giving out at the ARC on Mississippi Avenue SE. Just drive up and someone will hand you a bag.

IX. Adjournment

The meeting adjourned at 11:21

These minutes were recorded by Lance Holt, Staff Assistant, DC Department of Aging and Community Living, and were formally approved by the Commission on Aging on January 27, 2021.

Respectfully Submitted,

Lance Holt

/s/ Lance Holt

Staff Assistant

DC Department of Aging and Community Living

D.C. Commission on Aging
Wednesday, January 27, 2021
10:00 a.m.

AGENDA

- I. Call to Order
- II. Review and Approval of Minutes Commissioners
- III. Presentations
 - a. Department of Aging and Community Living Laura Newland
Director
 - b. Department of Transportation Nana Bailey-Thomas
 - c. DC Health COVID-19 Vaccination Ronald King
- IV. New Business
- V. Committee Reports
 - a. Governance b. Elder Abuse and Financial Exploitation
 - c. Transportation d. Education and Employment
 - e. Housing f. Information and Education
 - g. Health and Wellness
- VI. Ward Reports
- VII. Ex-Officio Updates
- VIII. Public Comment
- IX. Announcements
- X. Adjournment

**D.C. Commission on Aging
Virtual Meeting Minutes
Wednesday January 27, 2021
10:00 a.m.**

Commissioners Present

Guleford Bobo, Chairperson; Carolyn Matthews Vice Chairperson; Gloria Whitfield; JoAnne Hersh; Grace Lewis; Maria Wilson; Barbara Hair; Barbara Lee

DACL Staff Present

Garret King, Chief of Staff, Tanya Reid, Administrative Support Manager, Lance Holt, Staff Assistant

Ex-Officio Members Present

Nana Bailey, DDOT; Danilo Pelletiere, DHCD, Dr. Sheila Jones, DHS, Veronica Longstreth, DC Health, Amelia Siemson: Councilmember Bonds; Cecily Mendie, DPR, David Quick, DCPL

Guest Present

Cesar Barreto, DDOT; Samuel Brooks, DDOT; Veronica Ingram, Chair of Ward 4 Mini-Commission, Heather Foote, Age-Friendly City; Ronald King, DC Health

I. **Call to Order**

Chairperson Bobo called the meeting to order at 10:07 am. He began the meeting with a moment of silence.

II. **Review and Approval of Minutes**

December meeting minutes were approved.

III. **Presentations**

a. **Garret King, DACL**

DC Council announced the Performance Oversight Hearing dates. The public presents on February 26th and Government witness presents on March 15th. Tanya Reid will email information to the Commissioners for submitting testimony. Covid 19 Vaccinations for seniors are available; he encouraged the Commission to sign up for alerts.

b. **Samuel Brooks, DDOT**

Mr. Brooks provided an update on MoveDC, which is DDOT's plan that sets the 25-year vision for the District's transportation system. It is a federal requirement that must be updated regularly. DDOT conducted a survey to help them update the plan. Most of the survey's respondents were white and came from the central

part of the city. Another survey will launch in February 1st and close March 5th. DDOT is working with DCPS and wellness centers to help increase participation from Wards 5, 7, and 8.

c. **Ronald King, DC Health**

Mr. King stated there are two brands of vaccines: Pfizer and Moderna. There was initial hesitance from the public, but as more people get the vaccine the demand for vaccines has increased. The eastern part of the city and wards with larger populations of the African Americans and immigrants are affected by the virus at higher rates.

There are not enough vaccines due to poor planning from the previous administrations. On Wednesdays, the new vaccines are released to Wards 1, 5, 7, and 8. On Thursdays, new vaccines are released to other remaining wards whose death is not as high. People must make appointments to receive a vaccine. It is recommended that seniors have a younger person to register on the phone or on the computer.

Transportation services are available to help people get vaccinated.

A lengthy discussion ensued. Registering online is the best method to get an appointment and reaching out to primary care positions.

IV. **New Business**

- a. Vice Chairperson Matthews shared that in an Age Friendly DC meeting it was mentioned that more home health aides are needed. The Commission should assist with spreading the word.

It was also pointed out that the hourly wages increase is not sufficient for the type of work required. The turnover rate is high. The pay is normally \$15/hour but during COVID it is \$17/hr.

Commissioner Hersh suggested to have an incentive to get college credit /community credit.

V. **Committee Reports**

- a. **Housing:** Chairman Bobo wants to follow up on home sharing for seniors
- b. **Health & Wellness:** Bobo stated at the Public Safety meeting the Director of Behavioral Health pushed the importance of taking the vaccination. It is important because socialization is important for people's mental health.

He also mentioned the importance of continuing to distance even if vaccinated.

VI. **Ward Reports**

Ward 1: Vice Chair Matthews is concerned about the equity of the vaccines.

Ward 2: Commissioner Hersh received an email regarding college groups assisting seniors with registering for the vaccinations.

Ward 4: Commissioner Wilson that the Petworth Rec Ctr ribbon cutting happened. She's interested in joining the Housing and Exploitation committees.

Ward 8: Commissioner Hair thanked DACL for providing seniors who receives meals with the Beacon.

Chairman Bobo there will be opening a senior facility in March 2021.

VII. **Ex-Officio Updates**

Sheila Jones, DHS

DHS had to open another isolation and quarantine site. They no longer have the Quality Inn site.

Cecily Mendie, DPR

DPR is planning for a Platinum Year. DPR's Senior Services Division is so excited to share some of the things that we are working on for our 55+ population.

Programs that will be offered:

- Line Dance
- Fitness
- Quilting Instruction
- Jewelry Making Instruction
- Book Club- limited copies available
- Young at Art
- Platinum Strings Series Concert in the Park Pop Ups
- Platinum Planting Pop Ups
- Urban Gardening at Home
- Indoor Gardening at Home
- Repurposing Your Kitchen Containers
- Platinum Theater

VIII. **Adjournment**

The meeting adjourned at 12:17 pm

These minutes were recorded by Lance Holt, Staff Assistant, DC Department of Aging and Community Living, and were formally approved by the Commission on Aging on February 24, 2021.

Respectfully Submitted,

Lance Holt

Lance Holt
Staff Assistant
DC Department of Aging and Community Living

D.C. Commission on Aging
Wednesday, February 24, 2021
10:00 a.m.

AGENDA

- I. Call to Order
- II. Review and Approval of Minutes Commissioners
- III. Presentations
 - a. Department of Aging and Community Living Laura Newland
Director
- IV. New Business
- V. Committee Reports
 - a. Governance
 - b. Elder Abuse and Financial Exploitation
 - c. Transportation
 - d. Education and Employment
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- X. Adjournment

61. Please list specific outreach activities that DACL conducted in FY19, FY20, FY21 to date. (Please list each year's activities separately).

FY19 Outreach Events

10/3/2018	OTR DC Seniors
10/6/2018	ANC 1A Junk & Jam
10/6/2018	Senior's Day
10/9/2018	Claridge Towers Annual Health & Resource Fair
10/10/2018	Green Valley Apartments Annual Health Fair
10/10/2018	OTR DC Seniors
10/11/2018	2nd Annual John & Jill Conway Health & Resource Fair
10/11/2018	OTR DC Seniors
10/11/2018	Transportation Options Town Hall for Displaced Arthur Capper residents
10/12/2018	Casa Iris Health & Resource Fair
10/12/2018	Transportation Options Town Hall for Displaced Arthur Capper residents
10/13/2018	H Street Festival
10/15/2018	Brookland-Woodridge Chapter #2414 Community Presentation & Workshop
10/16/2018	ANC 4B09 Riggs Lasalle Presentation at community meeting
10/17/2018	OTR DC Seniors
10/17/2018	Southwest Waterfront Chapter 4751 7th Annual DC Office on Aging Sponsored Community Health, Wellness and Informational Fair
10/18/2018	DC Retired Educators Annual Business Meeting & DC Office on Aging Sponsored Community Health & Wellness Fair
10/19/2018	The Senior Zone/ DPR Senior Spa Day
10/20/2018	Northeastern Presbyterian Church 2018 Health Fair
10/21/2018	Manor Park Citizens Association Meeting
10/22/2018	DC Jail Workshop
10/22/2018	DC Jail Workshop

District of Columbia Department of Aging and Community Living

10/23/2018	11th Annual Mayor's Disability and Diversity Expo
10/23/2018	Church Event
10/23/2018	OTR DC Seniors
10/24/2018	DC Jail Workshop
10/25/2018	State of Ward 4 Senior Address
10/27/2018	Halloween at Rosedale
10/30/2018	OTR DC Seniors
10/31/2018	Horizon House Community Health and Resource Fair
11/2/2018	TERRIFIC, Inc. Caregivers Forum
11/7/2018	Hayes SWC Community Health and Wellness Fair
11/8/2018	Ward 4 Mini-Commission Meeting
11/9/2018	Pepco Energy Assistance Summit
11/13/2018	16th Street Civic Association Meeting
11/13/2018	Oasis Senior Homeless Center Community Health and Informational Fair
11/14/2018	AFSCME Retirees Presentation
11/16/2018	Senior Zone Senior Spa Day at Emery Recreation Center
11/17/2018	First Rising Mt. Zion Thanksgiving Dinner and Health Fair
11/19/2018	6th Annual DC Housing Authority Thanksgiving Seniors Luncheon
11/21/2018	2018 Feast of Sharing Unity Health Care & Safeway
12/4/2018	DCOA Sponsored Community Health & Informational Fair
12/5/2018	Office of Tax and Revenue Presentation and Workshop
12/7/2018	Terrific, Inc. Holiday Celebration at Nineteenth Street Baptist Church
12/12/2018	Mayor's 21st Annual Senior Holiday Celebration
12/14/2018	Howard University College of Dentistry Senior Holiday Celebration
12/17/2018	Community Presentation for the Membership of the Gateway Community Association
1/4/2019	Age-Friendly SMART goal Learning Circle
1/8/2019	Glover Park Citizens Association - Community Presentation on Resources and Services provided by DCOA & AARP Legal Counsel
1/9/2019	Presentation on DCOA Resources and Services at St. Paul's Rock Creek Church

District of Columbia Department of Aging and Community Living

1/9/2019	OTR DC Seniors - Real Property Tax Workshops
1/16/2019	UDC Senior Companion Health and Wellness Training
1/17/2019	Disability Forum
1/23/2019	Federal Bureau of Prisons Community Outreach Workshop
1/25/2019	Shawn Perry's Senior Spa Day @ Emery Heights Recreation Center
1/26/2019	The Legendary Jazz Musicians Health Fair
1/26/2019	The Legendary Jazz Musicians Health Fair
1/28/2019	Community Presentation for the membership of Gateway Community Association
1/29/2019	DC Jail Community Outreach Workshop to "Soon To Be Released Inmates
2/4/2019	Join Muriel Bowser at the 2019 Wilson Building Open House
2/6/2019	3rd Annual Central Union Mission
2/7/2019	The Young at Heart Senior Group
2/7/2019	Elder Housing Forum
2/8/2019	Howard University College of Dentistry Health Fair
2/13/2019	Hattie Holmes Senior Wellness Center p
2/14/2019	Meet & Greet the Residents of Girard Street
2/14/2019	Cupid's Kids Valentine's Cards Distribution
2/14/2019	ANC 3 B Meeting
2/17/2019	February Manor Park Citizens Association Meeting
2/26/2019	Shawn Perry's Senior Spa Day at Ft. Stanton Recreation Center
2/27/2019	Chinese New Year Celebration
2/27/2019	Young at Heart Seniors - Health & Resource Fair
2/27/2019	CAPPER COMMUNITY MEETING
3/1/2019	Discussion church staff about how to improve members' knowledge of DACL's services
3/4/2019	DC Senior Resource Group Meeting
3/6/2019	Fireside Chat & Community Presentation and Workshop for Residents at the Girard Street Apartments
3/7/2019	Presentation to Golden Age Seniors Group at Holy Temple Church Of Christ
3/9/2019	ANC 8A07 SMD Meeting
3/11/2019	Medstar Washington Hospital Center - Physicians Office Building

District of Columbia Department of Aging and Community Living

3/13/2019	DCOA, Our Partners & The Mayor's Office on African Affairs Graciously Supports African Heritage
3/19/2019	Community Presentation to the Residents of Ingleside at Rock Creek
3/20/2019	Allen House Community Health & Resource Fair
3/20/2019	Highland Dwellings Resident Council Meeting
3/21/2019	Sibley Plaza Community Health, Wellness & Resource Fair Presented
3/22/2019	Office of Councilmember Trayon White Sr. - Senior Spring Social
3/27/2019	Beckley Federal Prison - Workshop for soon to be released DC Residents age 50 and up
3/27/2019	Shawn Perry's Senior Zone - Senior Spa Day
3/29/2019	10th Annual Voices of Change Conference
4/2/2019	Budget Town Hall for Wards 1, 2, 6, and 6
4/2/2019	Community Presentation to the membership of the Palisades Citizens Association of DALC Resources and Services
4/3/2019	Community Presentation on the Department of Aging and Community Living to Residents of Maple Heights Senior Living
4/4/2019	Budget Town Hall Wards 3 & 4
4/6/2019	35th Annual Capital City Chapter of the Links, Inc. Senior Luncheon
4/8/2019	Budget Town Hall Wards 7 & 8
4/9/2019	Golden Rule Apartments 2nd Annual Community Resource in Collaboration with Columbus Property Management
4/10/2019	WTU Retirees Chapter 6th Annual Health & Resource Fair
4/10/2019	North Woodridge Citizens Association Meeting
4/10/2019	Model Cities Event
4/10/2019	Budget Town Hall at API Center
4/12/2019	Seabury at Friendship Terrace Community Health & Resource Fair and the Surrounding Community
4/12/2019	Budget Town Hall at Vida Brightwood
4/13/2019	Achieving Financial Success, Retirement Planning, Aging in Place and Eldercare
4/13/2019	Far Southeast Family Strengthening Collaborative (FSFSC) 20th Annual Business Meeting and Community Conference
4/18/2019	Housing Opportunities & Challenges for Persons Living HIV
4/18/2019	State of the District Address

District of Columbia Department of Aging and Community Living

4/18/2019	Ambassador Training
4/18/2019	5th Annual Chevy Chase Community Center - Health & Resource Fair
4/19/2019	Therapeutic Recreation Center Line Dance, Fitness and Community Health Fair
4/20/2019	Earth's Natural Force Connection: Earth Day Celebration 2019
4/24/2019	Michigan Park Christian Church Community Health & Fair
4/26/2019	Jubilee Housing Senior Club Community Health and Resource Fair
4/27/2019	Mayor's ANC Meet and Greet
4/27/2019	True Gospel Tabernacle Baptist Church 46th Anniversary Celebration: Health and Resource Fair
4/29/2019	Mayor's Centenarian Salute
4/30/2019	The Office of Health Care Ombudsman & Bill of Rights Health Care Resource Fair
5/1/2019	Ask Rayceen Show: Annual Community Forum - Intergenerational Dialog
5/1/2019	Health Care Resource Fair for residents of the Ft. Lincoln Senior Village Apartments
5/6/2019	Presentation on DACL Resources and Services - ANC 8E04
5/6/2019	It's My Time Senior Luncheon - Older Americans Month Celebration
5/7/2019	Victory Square 2nd Annual - Health & Resource Fair
5/8/2019	Mayor's Breakfast
5/10/2019	Seabury Ward 6 Older Americans Month Event
5/10/2019	Silver Pride
5/11/2019	Office of the Clean City Roll - Off Day in Foggy Bottom
5/13/2019	Aging in Place Panel Discussion
5/14/2019	ANC 7E Meeting
5/15/2019	Legal Counsel for the Elderly - National Senior Fraud Awareness Day
5/16/2019	7th Annual CPDC Older Americans Month 2019 Connect, Create, Contribute - Health and Resource Fair
5/16/2019	Ambassador Training
5/17/2019	Terrific, Inc. Older Americans Month Celebration Health and Resource Fair
5/18/2019	St. Gabriel Church Senior Luncheon
5/18/2019	MPD Youth and Family Services Division Missing Persons Event
5/20/2019	3rd Annual Resource Fair for Staff & Clients of Saint Elizabeth's Hospital
5/21/2019	Fairlawn Citizens Association Meeting

District of Columbia Department of Aging and Community Living

5/23/2019	East River Family Strengthening Collaborative Older Americans Month Celebration
5/23/2019	DACL Information Presentation to Soon to be Released Federal Prisoners at Cumberland
5/23/2019	Seabury Senior Day Out
5/29/2019	Ambassador Training
5/29/2019	Model Cities, Sr. Wellness Center, 26th Annual National Senior Health & Fitness Day
6/5/2019	Community Presentation at Mapleview
6/6/2019	US Citizenship and Immigration Services Elder Care Fair
6/6/2019	Senior Town Talk
6/7/2019	Dept. of Aging & Partners Community Presentation to the Nineteenth Street Baptist Church Senior Ministry
6/9/2019	Capital Pride Festival 2019
6/10/2019	Presentation to Edgewood Residents
6/10/2019	Northeast Boundary Civic Associations
6/12/2019	UDC Causes and DAACL 3rd Annual Senior Community Health, Wellness, and Resources Fair
6/13/2019	Visionary Square Health and Wellness Fair
6/14/2019	3rd Annual Carroll Apartments Health and Resources Fair
6/19/2019	8th Annual Mayor's Senior Symposium
6/22/2019	My Body is the Temple of the Holy Spirit
6/23/2019	Ward 4 Family Fun Day
6/25/2019	Northwest Neighbors Village Community Presentation and Workshops
6/26/2019	Hayes Senior Wellness Center Annual Health and Resources Fair
7/8/2019	Greenleaf Senior Building Community Health Fair
7/10/2019	Capitol Hill Towers Community Health & Wellness Fair
7/10/2019	Capitol Hill Towers Community Health & Wellness Fair
7/10/2019	DAACL Informational Presentation at Office of Unified Communications Lunch & Learn Series
7/12/2019	St. Paul Senior Center: Health and Resource Fair with Seventh District MPD
7/13/2019	Office of the Clean City Roll Off Day
7/13/2019	Roll-Off Day
7/15/2019	A Day of Service for Central Union Mission Families
7/17/2019	A Day of Service Central Union Mission Shelter

District of Columbia Department of Aging and Community Living

7/19/2019	Jazz at the Pavilion
7/20/2019	New Image Community Baptist Church's Annual Health Fair
7/20/2019	OCTO's All Hands on Tech Event
7/23/2019	Fort Dix Federal Prison - Workshop to Soon to Be Released DC Inmates
7/24/2019	Samuel Kelsey Senior Apartments - Information, Resources and Fun
7/25/2019	Sarah's Circle Community Health, Resource and Fun Fair
7/27/2019	The Matron's League presents a Caregiver's Conference
7/27/2019	Rhema Christian Center Church's First Responders' Appreciation Day Health and Career Fair
7/30/2019	Marshall Heights Community Development Organization's (MHCDO) Seniors Affordable Housing Event
7/31/2019	Green Valley Senior Apartments Community Health & Resource Fair
8/1/2019	DACL Presentation at Maryland Correctional Institute - Jessup
8/6/2019	2019 - NATIONAL NIGHT OUT
8/6/2019	2019 NATIONAL NIGHT OUT
8/6/2019	National Night Out
8/10/2019	Community Health, Resource and Fun Fair for the Amazing Grandparents at Plaza West
8/12/2019	Community Presentation & Workshop for the Residents of New Endeavors for Women
8/13/2019	DCHA Pizza with Seniors at Greenleaf Apartments
8/17/2019	All Hands on Tech
8/17/2019	Ridge Road Community Center's 3rd Annual Community Day
8/23/2019	Fairmont Washington, D.C. Georgetown's 10th Annual Sustainability, Health & Safety Fair
8/24/2019	Langston Day 2019
8/24/2019	EAST RIVER FAMILY STRENGTHENING COLLABORATIVE COMMUNITY HEALTH & EDUCATION FAIR
8/27/2019	Hazleton Federal Penitentiary
8/30/2019	Jazz at the Pavilion Summer Event Series
9/3/2019	Woodridge civic Association Senior meeting
9/4/2019	Congresswoman Eleanor Holmes Norton's Senior Fair
9/5/2019	Congress Heights Community PSA 706, 708 DAACL Presentation
9/9/2019	Deanwood Library Adult Services Community Presentation & Workshops

District of Columbia Department of Aging and Community Living

9/11/2019	The Senior Zone - Shawn Perry's Senior Spa Day
9/14/2019	Roll - Off Day
9/14/2019	Kenyan McDuffie's Ward 5 Day
9/14/2019	Gethsemane Baptist Church Annual Summer Cookout!
9/18/2019	DC Senior Wellness BBQ
9/19/2019	Samuel Kelsey's 4th Annual Community Health, Resources, and Fun Fair
9/20/2019	Homes for Hope, Inc, 4th Annual Senior Day
9/21/2019	2019 H Street Festival
9/23/2019	AARP Penn Branch Chapter Meeting
9/25/2019	OPC Social Services Summit
9/25/2019	Vida Senior Centers 6th Annual Senior Health Fair
9/28/2019	Hillcrest Day
9/28/2019	New Morning Star Baptist Church Community Day

District of Columbia Department of Aging and Community Living

FY20 Outreach Events

10/5/2019	Community Health & Resource Fair
10/5/2019	Michigan Park Christian Church - Community Health Fair
10/7/2019	Ambassador Training
10/7/2019	DACL & Partners Graciously Supports Ingleside at Rock Creek with Vista Healthcare Community, Health, Fun & Resource Fair
10/8/2019	Brookland Union Baptist Church Community Presentations
10/8/2019	DACL Brand Roll-Out at Bernice Fonteneau
10/9/2019	DACL & DCHA Collaborative Efforts
10/9/2019	DACL & Housing Authority Collaborative Efforts
10/9/2019	DACL Day at Hattie Holmes SWC
10/10/2019	DACL DAY at WSWC
10/10/2019	Trinidad Beautification Day
10/12/2019	DC Fire & EMS Dept. Recognizes National Fire Prevention Week
10/15/2019	Fairlawn Citizens Association Monthly Meeting
10/15/2019	DACL Day at Model Cities Senior Wellness Center
10/16/2019	AARP Chapter # 4751 8th Annual Health Fair
10/17/2019	Ambassador Training
10/17/2019	DC Retired Educators Annual Business Meeting
10/17/2019	DACL Day at Congress Heights Senior Wellness Center
10/18/2019	Hattie Holmes Senior Wellness Center's Annual Community Health, Resources and Fun Fair
10/19/2019	Holy Comforter Episcopal Church Multicultural Fiesta
10/19/2019	Northeastern Presbyterian Church Annual Health Fair
10/19/2019	Safe at Home and Program Presentation
10/21/2019	Park Hyatt Employee Day 2019 Wellness Fair
10/23/2019	Senior Spa Day at Fort Stanton Rec
10/24/2019	State of Ward 4 Seniors
10/26/2019	ANC 6A07 and the Community 2019 Safe Haven
10/28/2019	Community Presentation to the Residents of North Capitol at Plymouth

District of Columbia Department of Aging and Community Living

10/31/2019	Deanwood Community Trunk or Treat Hosted by Peace Fellowship Church
11/1/2019	2019 Caregiver Conference
11/2/2019	November Roll-Off Day
11/4/2019	Ambassador Training
11/4/2019	Community Resource Fair for the Membership of Tenth Street Baptist Church
11/5/2019	Hyatt Regency Washington 2019 Wellness Fair
11/7/2019	Ambassador Training
11/7/2019	Ambassador Training for PT Johnson
11/7/2019	Solar United Celebration
11/8/2019	DCHA' s Veterans Appreciation Event
11/12/2019	Penn Branch Citizens Civic Association Meeting
11/13/2019	Paul Laurence Dunbar Senior Apartments 2nd Annual Community Fair
11/13/2019	Senior Spa Day
11/14/2019	US Customs and Immigrations Services Benefits Fair
11/16/2019	Mayor's Vision for Equitable Housing - Sterling Falls
11/18/2019	The Kibar Halal Nutrition Center, Community Presentation and Workshop
11/21/2019	Ambassador Training
11/21/2019	2019 Consumer Forum & Youth Summit
11/23/2019	15th Annual Community Fair & Pre-Thanksgiving Brunch
11/25/2019	Edgewood Civic Association Community Meeting
11/25/2019	Community Health, Resource & Fun Fair for the Residents of Park 7 Apartment
11/26/2019	Emery Heights AARP Chapter 4194 Meeting
11/27/2019	Safeway Feast of Sharing
12/4/2019	United Way Project Homeless Connect
12/6/2019	Terrific, Inc. Lead Agency Wards 1, 2, 4, Senior Holiday Party
12/13/2019	VIDA's Holiday Event
12/19/2019	Mayor's Annual Senior Holiday Party
1/8/2020	Anacostia, Belleview, Congress Heights AARP Chapter Meeting
1/8/2020	DCPL Age Friendly Learning Circle
1/10/2020	Hayes Senior Wellness Center Community Presentation & Workshop

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1/13/2020	DACL's POP -UP informational Table to the Patients and Staff of POB
1/13/2020	Edgewood Terrace Resident Meeting
1/13/2020	DACL and Census Training for Emery Community Center Seniors Group
1/14/2020	Adas Behrend Senior Fellowship
1/15/2020	Institute of Gerontology - In Service Program
1/22/2020	DACL & Partners Community Health & Resource Fair
1/23/2020	Hayes SWC Community Presentation by OCTO - Smart Phone Apps
1/25/2020	Exit Plan Symposium
1/27/2020	DACL Pop-Up Information Table at POB
1/30/2020	MORCA Workshop for FCI Soon to be Released DC Residents
2/1/2020	Black History Month Kickoff
2/3/2020	Gethsemane Baptist Church Senior Fellowship Luncheon
2/6/2020	Behrend-Adas Senior Fellowship Community Workshop
2/7/2020	Howard University College of Dentistry
2/11/2020	Ambassador Training
2/12/2020	DACL & Partners Supports the Residents of Victory Heights 2nd Annual Health Fair
2/13/2020	Wheeler Creek Senior Valentine Day Celebration
2/14/2020	Cupid's Kids Valentine's Cards Distribution
2/18/2020	Brookland Civic Association
2/18/2020	Join Mayor Muriel Bowser at the 2020 Budget Engagement Forums,
2/18/2020	DACL and Census Presentation to AARP Chapter 4194
2/19/2020	Washington Senior Wellness Center
2/19/2020	DACL and Census Presentation to Carver Terrace residents
2/20/2020	Mayor Muriel Bowser 2020 Budget Engagement Forums
2/20/2020	Fort Lincoln Senior Apartments Community Presentation and Workshop
2/21/2020	Hattie Holmes Winter Wellness Fair
2/22/2020	Mayor Muriel Bowser 2020 Budget Engagement Forums
2/24/2020	API Community Presentations and Workshops
2/26/2020	DACL Presentation to ANC 1C
2/26/2020	Senior Spa Day at Fort Stanton Recreation Center

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2/27/2020	Washington Seniors Wellness Center Community Presentation and Workshops
2/27/2020	OTR Community Presentation and Workshop
2/28/2020	Central Union Mission Community Health and Resources Fair
3/5/2020	Community Presentations and Workshops
3/9/2020	DACL at Medstar Physician's Office Building
3/10/2020	DACL & Partners Community Presentations & Workshop
3/23/2020	Presentation Rendered by OCTO - Smart Phone Apps and Demonstration
9/9/2020	APS Presentation to DHCF LTCA
9/10/2020	Presentation to DC Bar Association
9/22/2020	2020 Senior Symposium
9/22/2020	Covid Crushers Contact Tracing Unit for the DOH
9/26/2020	LGBTQ Panel Discussion
9/30/2020	Congress Heights SWC LGBTQ Presentation
9/30/2020	Covid Crusher Contact Tracing Unit for DOH

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YTD FY21 Outreach Events

10/5/2020	Hattie Holmes Senior Wellness Center Town Hall
10/7/2020	Bernice Fonteneau Senior Wellness Center Town Hall
10/8/2020	Presentation to the Membership of Congress Heights Senior Wellness Center
10/6/2020	2020 Senior Symposium
10/9/2020	Covid Crushers Contact Tracing Unit for the DOH- To share information among contact tracing team
11/16/2020	LGBTQ Panel Discussion
11/17/2020	Congress Heights SWC LGBTQW Presentation To share information with Congress Heights SWC members
11/17/2020	AARP Chapter 4194
11/18/2020	UDC – Causes
11/20/2020	Jubilee Housing
11/23/2020	Iona Around Town
11/24/2020	Seabury Resources
12/1/2020	Iona Around Town
12/2/2020	Benning Heights Civic Assoc
12/3/2020	Central Union Mission
12/7/2020	Bernice Elizabeth Fonteneau SWC
12/8/2020	Washington Senior Wellness Center
12/10/2020	DC Retired Educators Assoc.
12/10/2020	Hayes Senior Wellness Center
12/14/2020	Hattie Holmes SWC
12/15/2020	AARP Chapter 4194
12/16/2020	UDC Causes
12/17/2020	Vida Seniors
12/21/2020	Iona Around Town
1/4/2021	A Conversation with DACL with the Membership of the Congress Heights Senior Wellness Center
1/5/2021	Presentation on DACL's Resources and Services to the membership of Glover Park Community Association
1/6/2021	Model Cities Town Hall Meeting, Plus A Conversation with DACL on Understanding the Qualified Medicare Beneficiary Program
1/6/2021	Conversation with DACL and OAG with the Membership of the Bernice Fonteneau Senior Wellness Center

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1/6/2021	A Conversation with DACL and US Atty Douglas Klein & the Membership of Congress Heights SWC Senior Abuse & Elder Exploitation
1/6/2021	A Conversation on Senior Abuse & Elder Exploitation to the seniors from the Model Cities Senior Wellness Center at 3:30 pm
1/13/2021	Conversation with US Atty and the Membership of the Model Cities Senior Wellness Center on Elder Abuse and Senior Exploitation
1/14/2021	Ward 4 Mini-Commission
1/14/2021	Hattie Holmes Town Hall
1/19/2021	AARP Chapter 4194 Emery Heights: A Conversation with AARP Staff Attorney - Probate & Wills & Lincoln Heritage Funeral Advantage - January Meeting
1/19/2021	Comm. Dianne Barnes 5E09 ANC Single Member District Meeting
1/21/2021	DACL & Partners Community Presentation to the Volunteers of the Institute of Gerontology College of CAUSE
1/25/2021	Around Town: Sponsored by Iona in Collaboration with DACL Presents - A conversation with Transport DC & Metro Access
1/27/2021	Covid-19 2021 Virtual Social Services Discussion & Networking Meeting
1/28/2021	LCSV Leadership Academy
2/4/2021	A Conversation with DACL & AARP: to the Membership of the Mt. Calvary Senior Program on the (QMB) Qualified Medicare Beneficiary Program and Other Related Services & AARP Wills and Probate Information
2/8/2021	A conversation with DACL's Partners to the Membership of the Hattie Holmes Senior Wellness Center
2/8/2021	A Conversation with the Staff of AARP on Wills, Probate, Medicare Patrol & Other Issues You Need to Know: With the Membership of Congress Heights Senior Wellness Center
2/10/2021	A Conversation with HESEMA, Lincoln Heritage Final Expenses & United Health - Important Information on Staying Safe, Healthy and making sure you are Covered for the residents of Samuel Kelsey Senior Apartments
2/10/2021	Senior Budget Engagement Forum
2/10/2021	OAG, AARP, APS Panel Presentation on Abuse, Neglect and Exploitation in Long Term Care
2/11/2021	A Conversation with DACL & Partners and the Residents of Wesley House
2/12/2021	AARP DC Access Live Event- 02/12/21 Vaccine Tele Town Hall
2/14/2021*	Cupid's Kids: Community Edition. Valentine's Cards Distribution (occurring throughout the week)
2/16/2021	[DC TROV] DC TROV Panel Discussion on Mandatory Reporting, Elder Abuse
2/16/2021	A Conversation with the Dept. of Insurance, Securities & Banking and AARP Chapter 4194
2/17/2021	USAO & Sibley Hospital Memory Screening
2/17/2021	New Samaritan Senior Group

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2/22/2021	Around Town - Sponsored by Iona in Collaboration with DACL: A conversation with Jean Bethel & the Office of the Peoples Counsel
2/22/2021	Conversation with DACL's Partners - Capital Caring and Fire EMS - Fire Safety and the Membership of the Congress Heights Senior Wellness Center

a. **Total number of applications received in FY19, FY20 and FY21 to date, with a breakdown by Ward.**

- In FY 2019 the Safe at Home (SAH) Program completed 2,195 intakes and enrolled 1,077 clients.

FY19		# of Client Intakes Completed	# of Clients Enrolled
Ward	1	105	55
	2	49	25
	3	35	21
	4	412	202
	5	476	234
	6	194	100
	7	523	239
	8	401	201
Age	Age 18-59	183	87
	Age 60 and over	2,012	990

- In FY 2020 SAH has completed 1,903 intakes and enrolled 1,143 clients. The ward breakdown is as follows:

FY20		# of Client Intakes Completed	# of Clients Enrolled
Ward	1	94	56
	2	26	18
	3	32	17
	4	346	202
	5	409	250
	6	166	95
	7	472	277
	8	358	228
Age	Age 18-59	177	104
	Age 60 and over	1,726	1,039

- In FY 2021 to date, SAH has completed 489 intakes, and enrolled 308 clients. The ward breakdown is as follows:

FY21		# of Client Intakes Completed	# of Clients Enrolled
Ward	1	23	9
	2	14	8
	3	11	6
	4	87	52
	5	92	63
	6	53	34
	7	97	64
	8	112	72
Age	Age 18-59	37	23
	Age 60 and over	452	285

- b. **Total number of applicants that were approved in FY19, FY20 and FY21 to date, with a breakdown by Ward.**

- In FY 2019, SAH successfully completed 1,162 home adaptation client projects. The breakdown by ward is as follows:

FY19		# of Applicants
Ward	1	60
	2	19
	3	17
	4	202
	5	238
	6	119
	7	294
	8	213
Total		1,162

- In FY 2020, SAH has completed 724 home adaptation client projects. The breakdown by ward is as follows:

FY20		# of Applicants
Ward	1	45
	2	14
	3	15
	4	125
	5	160
	6	64
	7	164
	8	137
Total		724

- In FY 2021 to date, SAH has completed 310 home adaptation client projects. The breakdown by ward is as follows:

FY21		# of Applicants
Ward	1	13
	2	9
	3	3
	4	51
	5	65
	6	25
	7	72
	8	72
Total		310

- c. **Please provide the age breakdown of the participants of the Safe at Home program.**

The SAH Program serves District residents, age 60 and over, or adults with disabilities, age 18 and over, who are homeowners or renters of a property used as a primary residence. Please see section (a) above for the age breakdown in FY19, FY20 and FY21 to date. (Please also refer to answer A).

d. Please provide a category breakdown of the in-home adaptations completed in the homes in FY19, FY20 and FY21 to date.

The tables below present a breakdown and count of each project completed by type, from highest number to lowest.

- In FY 2019 SAH installed a total of 10,590 in-home adaptation by type.

FY19 Safe at Home Program In-Home Adaptations	
Installation Type	# Installed
Grab Bar 18 inch	1032
Grab Bar 24 inch	545
Railing - Interior	434
Grab Bar 32 inch	419
Handheld Shower	373
Bed Handle	368
Lights (Night Light w/ Battery)	363
Chair Power Lift Recliner	340
Seat Shower with Back	330
Grab Bar Custom	309
Stairlift Straight Standard up to 300 lbs Interior	309
Clamp Handheld Shower on Grab Bar	298
Toilet Hinge riser with seat	297
Railing Iron Rail Without Pickets - Two Post (5' and Under)	287
Handheld Clamp	208
Lights Motion Sensor Indoor/Outdoor	181
Mats Shower/Bath	180
Reacher	154
Railing with Pickets Exterior 06 ft	145
Grab Bar 36 inch	133
Toilet Seat Elevated	130
Toilet Handles	122
Toilet Riser with handles	121
Railing with Pickets Exterior 07 ft	116
Railing without Pickets Interior 03 ft	111
Railing Wood Handrail Repair	106
Grab Bar "L"	101
Railing Metal Rail/Grab Bar Repair	99
Walker Rollator	93
Freedom Alert	90

Stairlift Straight Standard up to 300 lbs Exterior	86
Grab Bar 16 inch	84
Railing with Pickets Exterior 08 ft	81
Shower Curtain Curved Rod Roller Rings and Curtain	80
Shower/Bathmat	77
Tub Cut Custom	76
Laundry Backpack	75
Lights 3 Way Switch for Light on Stairs	74
Bench Tub Transfer Slide/Swivel	72
Furniture Risers	65
Railing with Pickets Exterior 09 ft	65
Railing with Pickets Exterior 05 ft	62
Railing without Pickets Interior 02 ft	59
Hurry Cane - Reg	55
Railing without Pickets Interior 12 ft	55
Toilet Comfort Height	55
Grab Bar Toilet Paper	54
Commode Bedside	52
Railing without Pickets Interior 05 ft	52
Railing without Pickets Interior 04 ft	50
Step Stool with Handle	48
Grab Bar 12 inch	44
Chair Shower Bariatric	41
Tub Lift Power	39
Railing Iron Rail Without Pickets - One Post (attached to wall)	38
Kitchen Perch Stool	35
Railing Iron Rail with Pickets - Two Post (5' and under)	35
Railing without Pickets Interior 06 ft	33
Power for Lift	32
Clamp Handheld Shower Installed on Wall	31
Super Pole with Pivot Arm	30
Mail Catcher	29
Concrete Repair (associated with modifications)	28
Railing without Pickets Exterior 07 ft	28
Railing without Pickets Interior 10 ft	27
Railing without Pickets Interior 11 ft	26

Railing without Pickets Interior 13 ft	26
Lights Install Bulb	25
Mail Catcher	23
Wheelchair Transport Transformer 18 inch	23
Wheelchair Transport Transformer 20 inch	23
Outlet/switch/light install	22
Railing without Pickets Interior 15 ft	22
Walker Rollator (bariatric)	22
Railing Pine Wood Handrail, sanded and painted/stained	20
Stairlift Straight Long up to 300 lbs Interior	20
Tub Transfer Bench Bariatric	19
Door Tap-n-go	18
Grab Bar 42 inch	18
Railing without Pickets Interior 14 ft	17
Ramps Custom	17
Railing without Pickets Interior 08 ft	16
Threshold Repair	16
Outlet/Switch Repair	15
Railing without Pickets Interior 07 ft	15
Railing without Pickets Exterior 08 ft	14
Stair Climber	14
Chair with Arms for Dressing	13
Hip Kit	13
Railing with Pickets Exterior 01 ft	13
Ramps Aluminum Modular Systems	13
Ramps Transition Modular 2 ft	13
Shower Curtain D-Ring Rod Kit and Curtain	12
Railing without Pickets Exterior 06 ft	11
Wheelchair Transport Transformer	11
Concrete Stairs	9
Rugs - Non-Slip	9
Super Pole Without Pivot Arm	9
Toilet Seat Hinge	9
Tub Cut 18 inch	9
Doorbell	8
Railing without Pickets Exterior 03 ft	8
Railing without Pickets Exterior 05 ft	8
Ramps Wood Platform for Portable Ramps	8
Chair Healthy Back Lift Chair with Heat	7
Grab Bar 48 inch	7

Railing without Pickets Exterior 11 ft	7
Railing without Pickets Interior 09 ft	7
Stairlift Straight Long up to 300 lbs Exterior	7
Toilet Seat Repair	7
Bed Rail Acrorail	6
HandyBar	6
Stairlift Exterior Power for Stairlift	6
Stairlift Straight Standard up to 400 lbs Interior	6
Toilet Safety Rails (DMI)	6
Door Reverse Swing for Door	5
Grab Bar 09 inch	5
Railing Iron Rail Wall Mount	5
Railing without Pickets Exterior 09 ft	5
Ramps Transition Modular 5 ft	5
Seat Shower Tub Transfer	5
Bed Hospital Electric	4
Bed Over Bed Hospital Table	4
Door Pocket Door Interior	4
Floor Tile Replace	4
Railing with Pickets Exterior 04 ft	4
Railing without Pickets Exterior 04 ft	4
Railing without Pickets Exterior 12 ft	4
Ramps Transition Modular 6 ft	4
Clamp Tub Grab Bar	3
Doorway Threshold	3
Hurry Cane - Folding	3
Railing with Pickets Exterior 03 ft	3
Railing without Pickets Exterior 14 ft	3
Ramps Transition Modular 4 ft	3
Toilet Safety Frame	3
Walker Front Wheel	3
Bed Hospital	2
Door Handles Lever	2
Railing with Pickets Exterior 02 ft	2
Railing with Pickets Interior 10 ft	2
Railing with Pickets Interior 11 ft	2
Railing with Pickets Interior 15 ft	2
Railing without Pickets Exterior 10 ft	2
Railing without Pickets Exterior 13 ft	2
Stairlift Straight Long up to 400 lbs Exterior	2

Wheelchair Platform Lift Replace	2
Brick for Walkway Repair	1
Commode Shower with Wheels	1
Door Automatic Door Opener	1
Door Hinge Offset	1
Door Widening	1
Junction Box Install (associated with modification)	1
Lever Faucet Handles	1
Lift Patient/Hoyer	1
Railing Iron Rail with Pickets - One Post (Attached to Wall)	1
Railing with Pickets Exterior 10 ft	1
Railing without Pickets Exterior 02 ft	1
Railing Without Pickets Interior 01 ft	1
Sink Wall Hung	1
Stairlift Exterior	1
Tub Cut 24 inch	1
Other < \$25.00	8
Other > \$25.00	141
Total	10,590

- In FY 2020 SAH installed a total of 7,911 in-home adaptation by type.

FY20 Safe at Home Program In-Home Adaptations	
Installation Type	# Installed
Grab Bar 18 inch	707
Grab Bar Custom	435
Railing Iron Rail Without Pickets - Two Post (5' and Under)	351
Clamp Handheld Shower on Grab Bar	318
Chair Power Lift Recliner	308
Bed Handle	302
Handheld Shower	286
Lights (Night Light w/ Battery)	263
Grab Bar 24 inch	258
Mats Shower/Bath	243
Toilet Seat Elevated	232
Stairlift Straight Standard up to 300lbs Interior	210
Grab Bar "L"	189

Toilet Hinge riser with seat	178
Grab Bar 32 inch	170
Seat Shower with Back	169
Railing Wood Handrail Repair	167
Railing without Pickets Interior 3ft	153
Shower Curtain Curved Rod Roller Rings and Curtain	143
Toilet Handles	136
Railing Metal Rail/Grab Bar Repair	132
Bench Tub Transfer Slide/Swivel	130
Grab Bar 36 inch	117
Walker Rollator	95
Lights Motion Sensor Indoor	89
Railing without Pickets Interior 2ft	89
Grab Bar 12 inch	88
Tub Lift Power	87
Grab Bar Toilet Paper	82
Railing without Pickets Interior 4ft	74
Railing without Pickets Interior 5ft	65
Commode Bedside	60
Bed Over Bed Hospital Table	56
Super Pole with Pivot Arm	55
Railing Iron Rail Without Pickets - One Post (attached to wall)	50
Chair with Arms for Dressing	48
Railing without Pickets Interior 12ft	47
Wheelchair Transport Transformer	47
Railing without Pickets Exterior 7ft	43
Door Tap-n-Go	42
Grab Bar 16 inch	41
Railing without Pickets Interior 6ft	41
Outlet/switch/light install	40
Walker Rollator (bariatric)	39
Railing without Pickets Exterior 6ft	36
Toilet Riser with handles	36
Railing without Pickets Interior 13ft	35
Ramps Custom	35
Toilet Comfort Height	33
Chair Shower Bariatric	32
Railing without Pickets Exterior 5ft	32

Railing Iron Rail with Pickets - Two Post (5' and under)	31
Railing without Pickets Interior 7ft	30
Railing without Pickets Interior 11ft	29
Railing without Pickets Interior 15ft	26
Tub Cut Custom	26
Tub Transfer Bench Bariatric	26
Railing without Pickets Exterior 4ft	25
Railing without Pickets Interior 8ft	25
Furniture Risers	22
Power for Lift	22
Railing without Pickets Interior 10ft	22
Stairlift Straight Standard up to 300lbs Exterior	22
Lights Install Bulb	19
Railing without Pickets Exterior 8ft	19
Bed Hospital Electric	17
Ramps Aluminum Modular Systems	17
Outlet/Switch Repair	16
Railing without Pickets Interior 14ft	16
Railing without Pickets Interior 9ft	15
Super Pole Without Pivot Arm	15
Concrete Repair (associated with modifications)	14
Stairlift Straight Long up to 300lbs Interior	14
Lights 3 Way Switch for Light on Stairs	13
Railing without Pickets Exterior 9ft	13
Clamp Handheld Shower Installed on Wall	12
Doorbell	12
Railing without Pickets Exterior 3ft	12
Grab Bar 42 inch	11
Ramps Wood Platform for Portable Ramps	10
Walker Three Wheel	10
Railing without Pickets Exterior 2ft	9
Stair Climber	9
Railing without Pickets Exterior 10ft	8
Railing without Pickets Exterior 15ft	8
Shower Curtain D-Ring Rod Kit and Curtain	8
Wooden Stair Repair	8
Mail Catcher	7
Railing Without Pickets Interior 1ft	7

Toilet Seat Repair	7
Tub Cut 24 inch	7
Wheelchair Platform Lift Replace	7
Stairlift Flip Track	7
Brick for Walkway Repair	6
Railing without Pickets Exterior 11ft	6
Railing without Pickets Exterior 13ft	6
Grab Bar 48 inch	5
Ramps Transition Modular 3ft	5
Ramps Transition Modular 4ft	5
Threshold Repair	5
Toilet Seat Hinge	5
Lever Faucet Handles	4
Railing without Pickets Exterior 12ft	4
Stairlift Exterior Power for Stairlift	4
Stairlift Straight Standard up to 400lbs Exterior	4
Stairlift Straight Standard up to 400lbs Interior	4
Tub Cut 18 inch	4
Wheelchair Transport Transformer 18 inch	4
Chair Healthy Back Lift Chair with Heat	3
Clamp Tub Grab Bar	3
Railing Iron Rail Wall Mount	3
Railing Iron Rail with Pickets - One Post (Attached to Wall)	3
Railing with Pickets Interior 4ft	3
Railing with Pickets Interior 11ft	3
Railing without Pickets Exterior 14ft	3
Sink Pedestal	3
Wheelchair Transport Transformer 20 inch	3
Door Reverse Swing for Door	2
Door Widening	2
Dry Wall Repair	2
Lift Patient/Hoyer	2
Railing with Pickets Exterior 3ft	2
Railing with Pickets Exterior 0 ft	2
Railing with Pickets Interior 3ft	2
Ramps Transition Modular 6ft	2
Stairlift Straight Long up to 300lbs Exterior	2
Walker Front Wheel	2

Bed Hospital	1
Door Hinge Offset	1
Door Pocket Door Interior	1
Door Sweep	1
Grab Bar 09 inch	1
Grab Bar Flip Up Stainless	1
Iron Porch Repair	1
Railing with Pickets Exterior 1ft	1
Railing with Pickets Exterior 4ft	1
Railing with Pickets Exterior 8ft	1
Railing with Pickets Exterior 10ft	1
Railing with Pickets Interior 5ft	1
Railing with Pickets Interior 6ft	1
Railing with Pickets Interior 8ft	1
Railing with Pickets Interior 9ft	1
Railing with Pickets Interior 10ft	1
Railing with Pickets Interior 12ft	1
Railing with Pickets Interior 13ft	1
Railing with Pickets Interior 14ft	1
Railing with Pickets Interior 15ft	1
Railing Without Pickets Exterior 1ft	1
Ramps Transition Modular 2ft	1
Ramps Transition Modular 5ft	1
Sink Wall Hung	1
Stairlift Straight Long up to 400lbs Exterior	1
Stairlift Straight Long up to 400lbs Interior	1
Total	7,911

- In FY 2021 Q1 SAH installed a total of 1,987 in-home adaptation by type.

FY21 Q1 Safe at Home Program In-Home Adaptations	
Installation Type	# Installed
Grab Bar 18 inch	199
Grab Bar Custom	187
Chair Power Lift Recliner	104
Clamp Handheld Shower on Grab Bar	95
Railing Iron Rail Without Pickets - Two Post (5' and Under)	90
Handheld Shower	75
Bench Tub Transfer Slide/Swivel	70

Stairlift Straight Standard up to 300 lbs Interior	70
Toilet Seat Elevated	66
Bed Handle	63
Shower Curtain Curved Rod Roller Rings and Curtain	56
Toilet Handles	42
Grab Bar 24 inch	41
Seat Shower with Back	41
Toilet Hinge riser with seat	41
Grab Bar "L"	40
Grab Bar 36 inch	31
Chair with Arms for Dressing	30
Outlet/switch/light install	30
Mats Shower/Bath	28
Railing Iron Rail Without Pickets - One Post (attached to wall)	26
Railing without Pickets Interior 03 ft	26
Railing without Pickets Interior 02 ft	24
Walker Rollator	23
Railing Wood Hand Rail Repair	22
Wheelchair Transport Transformer	21
Super Pole with Pivot Arm	20
Bed Over Bed Hospital Table	19
Commode Bedside	19
Grab Bar 32 inch	17
Tub Lift Power	17
Grab Bar 12 inch	16
Railing without Pickets Interior 04 ft	16
Grab Bar 09 inch	14
Railing Metal Rail/Grab Bar Repair	14
Railing without Pickets Interior 11 ft	14
Grab Bar Toilet Paper	12
Railing without Pickets Interior 06 ft	12
Lights (Night Light w/ Battery)	11
Railing without Pickets Interior 05 ft	11
Railing without Pickets Exterior 06 ft	10
Tub Cut Custom	10
Grab Bar 16 inch	9
Ramps Custom	9
Door Tap-n-go	8

Walker Rollator (bariatric)	8
Railing without Pickets Exterior 03 ft	7
Railing without Pickets Interior 07 ft	7
Railing without Pickets Interior 09 ft	7
Railing without Pickets Interior 10 ft	7
Railing without Pickets Interior 12 ft	7
Stairlift Straight Standard up to 300 lbs Exterior	7
Power for Lift	6
Railing without Pickets Exterior 05 ft	6
Railing without Pickets Interior 13 ft	6
Ramps Aluminum Modular Systems	6
Railing without Pickets Exterior 07 ft	5
Railing without Pickets Exterior 10 ft	5
Railing without Pickets Interior 08 ft	5
Railing without Pickets Interior 15 ft	5
Chair Shower Bariatric	4
Doorbell	4
Grab Bar 48 inch	4
Lights Motion Sensor Indoor	4
Outlet/Switch Repair	4
Railing without Pickets Exterior 15 ft	4
Stairlift Fliptrack	4
Bed Hospital Electric	3
Stairlift Straight Standard up to 400 lbs Interior	3
Toilet Riser with handles	3
Commode Shower with Wheels	2
Door Pocket Door Interior	2
Door Reverse Swing for Door	2
Lever Faucet Handles	2
Lights Install Bulb	2
Railing Iron Rail Wall Mount	2
Railing with Pickets Interior 02 ft	2
Railing with Pickets Interior 11 ft	2
Railing without Pickets Exterior 08 ft	2
Ramps Wood Platform for Portable Ramps	2
Shower Curtain D-Ring Rod Kit and Curtain	2
Stair Climber	2
Stairlift Straight Long up to 300 lbs Interior	2
Super Pole Without Pivot Arm	2

Threshold Repair	2
Tub Transfer Bench Bariatric	2
Walker Three Wheel	2
Wheel Chair Platform Lift Replace	2
Bed Hospital	1
Clamp Handheld Shower Installed on Wall	1
Clamp Tub Grab Bar	1
Door Hinge Swing Clear Door	1
Door Widening	1
Dry Wall Repair	1
Railing Iron Rail with Pickets - Two Post (5' and under)	1
Railing with Pickets Interior 05 ft	1
Railing with Pickets Interior 13 ft	1
Railing without Pickets Exterior 02 ft	1
Railing without Pickets Exterior 12 ft	1
Railing without Pickets Exterior 13 ft	1
Railing Without Pickets Interior 01 ft	1
Railing without Pickets Interior 14 ft	1
Ramps Transition Modular 2 ft	1
Ramps Transition Modular 4 ft	1
Ramps Transition Modular 6 ft	1
Sink Pedestal	1
Toilet Comfort Height	1
Toilet Seat Hinge	1
Wheelchair Transport Transformer 20 inch	1
Bed Rail Acrorail	0
Railing without Pickets Exterior 04 ft	0
Total	1,987

e. **Please provide the average cost per program participant in FY19, FY20 and FY21 to date.**

- In FY2019 the average cost per project was \$5,278.76
- In FY2020 the average cost per project was \$5,173.01
- In FY2021 the average cost per project as of Q1 is \$5,369.47

f. **Please provide the total number of requests for a private security camera system in FY19, FY20 and FY21 to date.**

- In FY2019, 1,210 security camera referral requests were received.
- In FY2020, 992 security camera referral requests were received.

- In FY2021, year to date, 180 security camera referral requests have been
- received.

g. How do applicants access the Safe at Home program? How are determinations made as to eligibility? What office makes these decisions?

- Applicants access the SAH program through the DACL Information & Referral Assistance (I&RA) call center. The I&RA team provides information on SAH program services, informs applicants of eligibility requirements (income and falls-risk), collects basic demographic information, and refers interested applicants to SAH grantees.
- The SAH grantee contacts the applicant by phone to administer the Vulnerable Elders Survey (VES-13), a simple function-based tool that screens for those in need of SAH services. Applicants with a score of four or higher have moderate or higher mobility challenges and are eligible to apply for SAH program services. These applicants are sent a program application.
- Once the grantee receives eligibility documentation back from the client to verify age, income, and residency, the applicant is enrolled in the SAH program.
- Due to the COVID-19 pandemic, and for a need to keep seniors safe from the virus, DOH and DACL agreed upon objective criteria to prioritize installations for seniors in two priority categories. Currently SAH is only serving seniors who are assessed and determined to be medium or high risk for falls. The priority categories are seniors who score a 19 or higher on the FROP-com assessment tool, indicating a high risk of falls. The FROM-com is a reliable tool developed by the National Aging Research Institute to determine the falls risk of the client. Seniors in the medium priority category score 11-18 on the FROP-com, and have at least one of the following:
 1. Lost caregiver due to COVID-19 restrictions/concerns.
 2. Unable to exit the house.
 3. Unable to move between floors in the house.
 4. Inside falls greater than six per year.
 5. Caregiver with impaired function/mobility.
 6. Recent hospital/rehab discharge with change in function.
- Seniors who meet the objective criteria in these two categories are the highest priority and receive services from the grantee ahead of those who have a lower risk of falls. DACL expects to serve low-risk seniors after the PHE is over.

Clients Served by Service

SERVICE	FY 2019
24 Hour Emergency Housing	3
Activities/Entertainment	25
Assessments	49
Bodywise	255
CGV Training	5
CGVCounseling	3
CareGiver Case Management	135
Case Management	2,308
Club Memory (Check In)	495
Club Memory Program	454
Comprehensive Assessment	980
Comprehensive Assessment under Title III E	31
Congregate Meals - Weekdays	4,479
Congregate Meals - Weekend	203
Counseling	7,312
Dementia Navigators (Care Coordination)	88
Dementia Navigators (Counseling/Resource Referral)	71
Dementia Program	44
Disease Prevention	645
Elder Abuse Prevention Initiative	23
Extended Geriatric Day Care	26
Food Handlers	8
Geriatric Day Care	116
Grocery Purchases	20
Group Counseling	64
Health Promotion	3,573
Heavy House Cleaning	42
Home Delivered Meals - Weekdays	3,348
Home Delivered Meals - Weekend	2,310
Homebound Case Mgt	52
Homebound Counseling	53
Homemaker	386
In Home Helpers	2
Money Management Program (Home visits & other client support)	52
Money Management Program (Rep Payee Service)	11
Nutrition Counseling	1,503
Nutrition Education	2,658
Nutrition Supplements	308
Recreation/ Socialization	3,770

Clients Served by Service

SERVICE	FY 2019
Respite Care under Title III E	93
Satellite Wellness	613
Saturday Respite	11
Silver Circles	37
Supplemental Services under Title III E	2
Transportation and Escort	1,628
Transportation of Home Meals	746
Transportation to Activities	2,037
UDC Respite services	14
Wellness	2,986
Workshops/Seminars	27

Clients Served by Service

SERVICE	FY 2020
24 Hour Emergency Housing	6
Assessments	1
Bodywise	243
CareGiver Case Management	230
CareGiver Counseling	4
CareGiver Saturday Respite	9
Case Management	1,995
Club Memory (Check In)	630
Club Memory Program	526
Comprehensive Assessment	1,159
Comprehensive Assessment under Title III E	54
Congregate Meals - Weekdays	4,197
Congregate Meals - Weekend	175
Counseling	10,681
Counseling/Support Group/ Training under Title III E	42
COVID 19 Home Delivered clients	5,752
Dementia Navigators (Care Coordination)	110
Dementia Navigators (Counseling/Resource Referral)	102
Dementia Program	60
Disease Prevention	529
Elder Abuse Prevention Initiative	8
Extended Geriatric Day Care	24
Geriatric Day Care	88
Groceries	918
Group Counseling	76
Health Promotion	4,426
Heavy House Cleaning	12
Home Delivered Meals - Weekdays	3,257
Home Delivered Meals - Weekend	2,237
Homebound Case Mgt	70
Homebound Counseling	73
Homemaker	350
Money Management Education	552
Money Management Program (Home visits & other client support)	73
Money Management Program (Rep Payee Service)	19
Nutrition Counseling	2,302
Nutrition Education	4,394
Nutrition Supplements	367
Recreation/ Socialization	4,433
Respite Care under Title III E	84
Satellite Wellness	598
Silver Circles	37
Supplemental Services under Title III E	89

Clients Served by Service

SERVICE	FY 2020
Transportation and Escort	1,259
Transportation of Home Meals	4,011
Transportation to Activities	1,464
UDC Respite services	16
Wellness	2,347

Clients Served by Service

SERVICE	FY 2021
	Q1
24 Hour Emergency Housing	2
Assessments	1
Bodywise	79
CareGiver Case Management	152
CareGiver Saturday Respite	6
Case Management	1,033
Club Memory (Check In)	424
Club Memory Program	280
Comprehensive Assessment	313
Comprehensive Assessment under Title III E	11
Congregate Meals - Weekdays	4
Counseling	7,525
Counseling/Support Group/ Training under Title III E	21
COVID 19 Home Delivered Meals	7,181
Dementia Navigators (Care Coordination)	100
Dementia Navigators (Counseling/Resource Referral)	51
Dementia Program	76
Disease Prevention	71
Geriatric Day Care	59
Group Counseling	1
Health Promotion	3,524
Heavy House Cleaning	7
Homebound Case Mgt	41
Homebound Counseling	53
Homemaker	198
Homemaker (CARES/III E)	38
Individual Socialization	1
Money Management Education	263
Money Management Program (Home visits & other client support)	54
Money Management Program (Rep Payee Service)	13
Nutrition Counseling	791
Nutrition Education	2,768
Nutrition Supplements	250
Recreation/ Socialization	3,555
Respite Care under Title III E	22
Satellite Wellness	318
Silver Circles	25
Supplemental Services under Title III E	37
Transportation and Escort	827
Transportation of Home Meals	2,135
UDC Respite services	16
Wellness	688

Ward 1	Address	Phone
Paul Lawrence Dunbar/ Campbell Heights	2001 15th St NW	202-939-9035
Columbia Heights	2900 14th St NW	202-939-9034
Vida Senior Center	1842 Calvert St, NW	202-483-5800 Ext#2
Garfield Terrace	2301 11th St, NW	202-939-9038
Bernice Fontenaue Wellness Center	3531 Georgia Ave, NW	202-727-0338
Sarah's Circle	2551 17th Street, N.W., Suite #103 NW	202-882-1160
Harvard Towers	1845 Harvard St NW	202-673-7503
Ward 2	Address	Phone
Asian Pacific Islander Senior Services Center	755 8th St NW	202-842-4376
Ashbury Methodist Church/ Downtown Cluster's Day Care	926 11th St NW- Moved to Ward 8	202-347-7527
Claridge Towers	1221 M St, NW	202-682-9395
James Apartment Building	1425 N St NW	202-673-4460
St. Mary's Court	725 24th St, NW	202-223-5712
Oasis Senior Center for the Homeless	1226 Vermont Ave, NW	202-265-2017
Ward 3	Address	Phone
Adas Israel	2850 Quebec St, NW	202-363-7530
St. Albans Episcopal Church	3001 Wisconsin Ave, NW	202-895-9448
Wellness & Arts Center	4125 Albermarle St., NW	202-895-0238
Ward 4	Address	Phone
Colony House	930 Farragut St, NW	202-627-2208
First Baptist Senior center	715 Randolph St, NW	202-723-4313
Ft. Stevens Recreations Center	1327 Van Buren St, NW	202-541-3752
Genevieve Johnson Day Care	4817 Blagden Ave, NW	202-723-8537
Hattie Holmes Senior Wellness Center	324 Kennedy St NW	202-291-6170
Lamond Recreation Center	20 Tuckerman St, NW	202-576-9541
Vida Brightwood	1330 Missouri Ave, NW	202-503-2681
Zion Hill	841 Shepard Street NW	202-722-1580

Ward 5	Address	Phone
Blind and Visually Impaired	2900 Newton St, NE	202-529-8701 x 219 or x207
Delta Towers	1400 Florida Ave, NE	202-398-1303
Edgewood Terrace Apartments	635 Edgewood St, NE	202-529-0310
Ft. Lincoln I Senior Nutrition Site	3400 Banneker Dr, NE	202-635-2392
Petersburg- Senior Village III	3298 Ft. Lincoln Dr, NE	202-269-4530
Green Valley Apartments	2412 Franklin St, NE	202-635-0286
Model Cities Senior Wellness Center	1901 Evarts St, NE	202-635-1900
Kibar Halal Nutrition center	1519 Islamic Way, NW	202-483-8832
Vicksburg - Senior Village II	3005 Bladensburg Rd, NE	202-529-7731
North Capitol at Plymouth	5233 North Capitol St, NE	202-541-1222
Ward 6	Address	Phone
Asbury Dwelling	1616 Marion St, NW	202-397-1725
Greenleaf Senior Building	1200 Delaware Ave, SW	202-554-0012
Sibley Plaza	1140 North Capitol St, NW	202-408-4700
Hayes Senior Wellness Center	500 K St, NE	202-727-0355
Ward 7	Address	Phone
Kenilworth Recreation Center	4321 ORD St. NE	202 423 6725
Phillip T Johnson Senior Center	3440 Minnesota Ave. SE	202 584 4431
Washington Senior Wellness Center	3001 Alabama Ave SE	202-581-9355
Mayfair Mansion	3744 1/2 Hayes St, NE	202-631-3716
Ward 8	Address	Phone
Congress Heights Senior Wellness Center	3500 Martin Luther King Jr Ave, SE	202-563-7225
Deaf and Hard of Hearing	3700 9th St SE	202-562-6081
Knox Hill Apartments	2700 Jasper St SE	202-610-0782
SOME's Kuehner Place Senior Center	1667 Good Hope Rd, SE	202-797-8806 x1301 or x1305

FY20 Commission on Aging Attendance

Last Name	First Name	10/23/2019	11/20/2019	12/25/2019	1/22/2020	2/26/2020	3/25/2020	4/22/2020	5/20/2020	6/24/2020	7/22/2020	8/26/2020	9/23/2020
Bobo	Guleford	p	p	Cancelled	p	p	Cancelled	Cancelled	Cancelled	p	p	Recess	p
Giacomini	John	p	a	Cancelled	a	a	Cancelled	Cancelled	Cancelled	a	a	Recess	a
Hair	Barbara	p	p	Cancelled	p	p	Cancelled	Cancelled	Cancelled	a	a	Recess	a
Hersh	Jo Anne	p	p	Cancelled	p	p	Cancelled	Cancelled	Cancelled	p	p	Recess	p
Hicks	Charles	a	p										
Lee	Barbara	p	p	Cancelled	p	p	Cancelled	Cancelled	Cancelled	p	p	Recess	a
Lewis	Grace	p	p	Cancelled	p	p	Cancelled	Cancelled	Cancelled	a	a	Recess	p
Love	Alice	a	a	Cancelled	p	a	Cancelled	Cancelled	Cancelled	p	p	Recess	a
Matthews	Carolyn	p	p	Cancelled	p	p	Cancelled	Cancelled	Cancelled	p	p	Recess	p
Miranda	Nancy	a	p	Cancelled	p	a	Cancelled	Cancelled	Cancelled	p	a	Recess	a
Pierce	Hattie	a	a	Cancelled	a	p	Cancelled	Cancelled	Cancelled	p	p	Recess	a
Pridgen	Marguerite	a	a	Cancelled	a	a	Cancelled	Cancelled	Cancelled	a	a	Recess	a
Taylor	Mary	p	p	Cancelled	p	p	Cancelled	Cancelled	Cancelled	a	p	Recess	p
Whitfield	Gloria	p	p	Cancelled	a	a	Cancelled	Cancelled	Cancelled	a	a	Recess	a
Wilson	Maria	a	a	Cancelled	a	a	Cancelled	Cancelled	Cancelled	p	p	Recess	p
		DACL	DACL		DACL	DACL				Webex	Webex		Webex
	Location									Y	Y		Y
	Quorum	Y	Y		Y	Y							

Key	
P	Present
A	Absent
	No longer a Commissioner

FY21 Commission on Aging Attendance

Last Name	First Name	10/28/2020	11/18/2020	12/16/2020	1/27/2021	2/24/2021	3/24/2021	4/28/2021	5/26/2021	6/23/2021	7/28/2021	8/25/2021	9/24/2021
Bobo	Guleford	p	p	p	p								
Hair	Barbara	p	p	a	p								
Hersh	Jo Anne	p	p	a	p								
Lee	Barbara	p	p	p	p								
Lewis	Grace	p	p	a	p								
Love	Alice	a	a	a	a								
Matthews	Carolyn	p	p	p	p								
Miranda	Nancy	p	p	a	a								
Pierce	Hattie	p	p	p	a								
Taylor	Mary	a	p	p	a								
Whitfield	Gloria	p	p	p	p								
Wilson	Maria	p	p	a	p								
	Location	Webex	Webex	Webex	Webex								
	Quorum	y	y	y	y								

Key	
P	Present
A	Absent
	No longer a Commissioner