

# PRINCE GEORGE'S COUNTY OFFICE OF HUMAN RIGHTS

## LANGUAGE ACCESS COMPLIANCE PROGRAM ANNUAL REPORT FY2024



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

March 1, 2025

Dear County Council,

The Language Access Compliance Program (LACP) Division of the Prince George's County Office of Human Rights (OHR) continues its work ensuring all people can access County Government services in the language of their preference as required by the Language Access for Public Services Act of 2017 and 2020. . During Fiscal Year 2024, the OHR LACP Division expanded when Fernando Castro Gomez joined the team as a Compliance Monitor. Mr. Castro Gomez's addition facilitated the efforts taken by the LACP Division to provide necessary guidance to county entities on their road to compliance. Additionally, the team was recognized with a National Association of Counties Merit Award for their efforts in ensuring all people can access County Government services in their language of their preference.

As the following report will show, the overall compliance scores are approximately 80% for the entire county. The number of county entities participating in the program have increased over last fiscal year which translates to even more residents receiving services and, therefore, an ever more equitable county.

The OHR LACP will continue to ensure that County Government entities provide the same information of its services to those residents with limited-English proficiency or no-English proficiency. The OHR is thankful for all the County entities and employees who have embraced language access efforts, a testament to the collective goal and commitment to make Prince George's County a welcome place for its diverse community.

I invite you to read the Language Access Compliance Program's Fiscal Year 2024 Annual Report to learn some of the efforts taken by County entities to improve the lives of those residents with limited- or no-English proficiency, and to find the ways the OHR can build from the actions taken during FY2024.

*Jose Villegas*

Jose Villegas  
Acting Executive Director

## DEMOGRAPHIC PROFILE OF PRINCE GEORGE'S COUNTY

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

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

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

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

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

Language access needs of Prince George's County are constantly changing. This dynamic process can be attributed to various factors, including historical immigration patterns, globalization, world events, and recent economic shifts. Maryland, with its proximity to major cities like Washington

D.C. and Baltimore, has long been a hub for diverse communities and cultures. As new waves of immigrants arrive, they bring with them their native languages, contributing to the linguistic diversity of the region. Additionally, economic opportunities and educational initiatives often attract people from different linguistic backgrounds, further enriching the language landscape. This constant flux reflects the dynamic nature of society, where languages evolve and adapt over time, creating a vibrant and inclusive environment where cultural exchange thrives.

\*This information is taken from 2022 US Census data

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

Department of Homeland Security's Top Ten Non-English Languages*	
Language	Number of calls
Spanish	32,135
French	141
Mandarin	88
Amharic	64
Arabic	62
Dari	47
Vietnamese	42
Urdu	28
Pashto	27
Bengali	26

### Analysis of DHS' Top Ten Non-English Languages

The data from the Prince George's County Department of Homeland Security (DHS) 911 emergency calls provides a compelling snapshot of the county's linguistic diversity. Spanish dominates as the most frequently spoken non-English language, with 32,135 calls, vastly outnumbering all other languages combined. This overwhelming prevalence underscores the significant presence of Spanish-speaking residents and highlights the ongoing necessity for robust Spanish-language emergency, essential, and non-essential services.

Beyond Spanish, the remaining top nine languages, including French (141 calls), Mandarin (88), and Amharic (64), reflect the diverse immigrant communities within the county. While these numbers may seem small, their presence speaks to the county's evolving demographic landscape. Notably, the inclusion of Dari (47 calls), Pashto (27 calls), and Arabic (62 calls), languages spoken in regions with recent geopolitical upheaval, suggests an increasing number of refugees and

immigrants from conflict-affected areas. This data reinforces the direct impact of global migration patterns on the county’s linguistic makeup and the importance of adapting public services accordingly.

## PRINCE GEORGE’S COUNTY LANGUAGE ACCESS SERVICES SPENDING

During FY24, the County invested in enhancing language access services for county residents, allocating funds in the following areas:

- Telephonic interpretation: \$157,489.23
- Document translation: \$ 25,395.12

Note: These amounts do not include language access services spending from 911 and 311.

The Office of Human Rights launched a comprehensive community advertising campaign across radio, TV, social media, and digital platforms to promote language access resources.

## A LANDMARK ACHIEVEMENT: THE LANGUAGE DATA COLLECTION AND REPORTING SYTSEM



For the first time, Prince George’s County possesses its own comprehensive language access data, thanks to the collaborative efforts of the Language Access Compliance Program (LACP), DHS, and the Office of Information Technology (OIT). By enhancing the Language Access Data Collection and Reporting System (LADCRS), the county can now accurately track and analyze linguistic trends based on real-time, localized data. This represents a major step forward in

ensuring that language access policies are tailored to the county's specific and evolving needs rather than relying on national or external estimates.

More than just an administrative achievement, this dataset provides critical insight into the county's changing demographics. The presence of languages like Dari, Pashto, and Amharic serves as tangible evidence of how global geopolitical events, from migration crises to shifting international alliances, are shaping the local population. This data not only highlights the immediate necessity for enhanced multilingual services but also raises important questions about the future: How will these demographic shifts influence education, healthcare, employment, and community engagement in the coming years? What new language access strategies will be needed to keep pace with these changes?

This milestone underscores the county's commitment to equity, inclusion, and proactive planning ensuring that all residents, regardless of their mother tongue, have access to critical government services.

## THE LANGUAGE ACCESS COMPLIANCE PROGRAM

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

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

### **Language Access Compliance Monitoring**

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

### **Investigation and Enforcement**

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

### **Training and Technical Support**

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

### **Education and Community Outreach**

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



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



## LANGUAGE ACCESS COMPLIANCE PROGRAM COVERED ENTITIES AND ENTITY COORDINATORS

<b>Entity</b>	<b>Coordinator</b>
Administrative Charging Committee	Meredith Bingley
Board of License Commissioners	Patricia Bell
County Council Administration	Varinia Sandino
County Council District 1 (Thomas E. Dernoga)	Varinia Sandino/Michelle Garcia
County Council District 2 (Wanika B. Fisher)	Varinia Sandino/Michael Oliveras/Greta Sandino
County Council District 3 (Eric C. Olson)	Varinia Sandino/Karen Guzman/Katerin De La O Lara
County Council District 4 (Ingrid S. Watson)	Varinia Sandino/Jobina Brown
County Council District 5 (Jolene Ivey)	Varinia Sandino/Marlon Cruz
County Council District 6 (Wala Blegay)	Varinia Sandino
County Council District 7 (Krystal Oriadha)	Varinia Sandino/Daniel Coates
County Council District 8 (Edward P. Burroughs III)	Varinia Sandino
County Council District 9 (Sydney J. Harrison)	Varinia Sandino/Dion Rouse
County Council At-Large (Calvin S. Hawkins, II)	Varinia Sandino/Chynna Haughton
County Council At-Large (Mel Franklin)	Varinia Sandino
County Executive	Kwane S. Drabo
Department of Corrections	Myrna Petors
Department of the Environment	Karen Gooden
Department of Family Services	Jermoni Dowd
Department of Health	Anea Jordan

Department of Housing and Community Development	Adedamola George
Department of Permitting, Inspections, and Enforcement	Avis Thomas-Lester
Department of Public Works and Transportation	Maleika Matthews Jessica Bell Eboni Crenshaw
Department of Social Services	Christy Lewis
Economic Development Corporation	Rayna Mclendon
Employ Prince George's	Terrance Allen
Experience Prince George's	Kim Payne
Financial Services Corporation (FSC) First	Wilma Pearson
Fire and Emergency Management Services	Joel Moodie
Housing Authority	Nicole Garrett
Office of Central Services	Marion Brown-Flamer
Office of Community Relations	Angel Perez Irizarry
Office of Ethics and Accountability	Todd Turner
Office of Finance	Karen Gainey
Office of Homeland Security	Tiatte Day
Office of Human Resources Management	Julia Bradley Gitana Stewart
Office of Human Rights	Henry Jimenez Analucy Benavides Fernando Castro
Office of Inspector General	Rocquel Broady
Office of Law	Laura Novello
Office of the Sheriff	Captain Frederick Minor
Office of the State's Attorney	Debra Arrington
Police Accountability Board	Tangi Allen
Police Department	Major Anthony Cline
Redevelopment Authority	Lakisha Smith

## LANGUAGE ACCESS COMPLIANCE PROGRAM ACCOMPLISHMENTS

During FY2024, the Division continued the implementation phase to increase the number of County Government entities achieving and remaining in compliance with the County's language access legislation. To accomplish this, LACP took the following steps:

- added 15 County entities to the Language Access Compliance Program for a total of 44 entities that received language access technical assistance,
- onboarded 11 Language Access Compliance Program coordinators appointed by entities new to the program, and
- ensured 32 County government entities acquired telephonic interpretation capabilities.



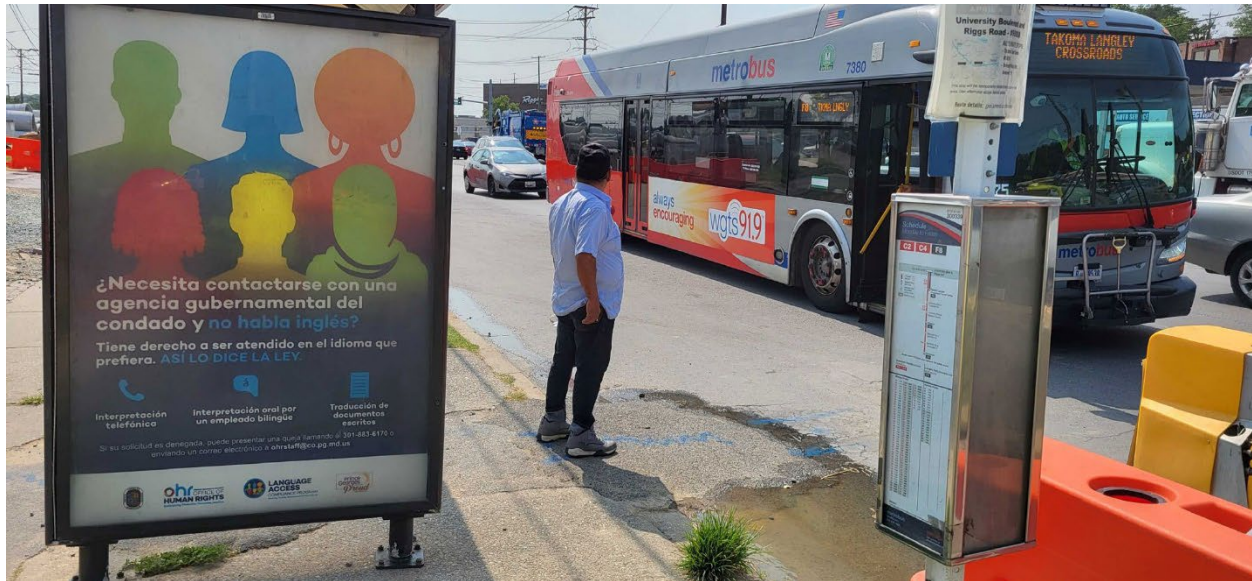
In January 2024, Fernando Castro joined the Division as the Language Access Compliance Monitor. He quickly became an integral part of the Office of Human Rights team, conducting multiple site visits ensuring county government entities were in compliance with the Language Access for Public Services Act and providing technical assistance, training, and outreach to limited-English proficient (LEP) and Non-English Proficient (NEP) communities.

### Language Access Technical Support

During FY2024, the LACP trained 6,955 County employees on Language Access Compliance and 22 LACPCs on the use of the LADCRS through two new Neogov trainings, providing updated education on language access responsibilities of County Government employees and all of the functions of the reporting system. LACP received a total of 1,787 language access inquiries from County Government employees and conducted 26 site visits to deliver materials and provide language access technical support.

### Education and Community Outreach

The LACP continued its commitment to educating the public about their right to access County Government services in their preferred language. As part of this effort, the division launched targeted outreach campaigns in Spanish and Mandarin, leveraging key local media platforms to maximize reach and engagement.



**Strategic Outreach Highlights:**

**El Tiempo Latino (Newspaper & Digital Platforms):**

- Print and digital messaging generated 510,000 impressions
- Newsletter outreach led to 291,512 openings
- Website content reached 302,021 impressions with 686 clicks
- Facebook Live sessions reached 27,112 people, with 112,857 impressions and 7,958 views
- Facebook posts extended to 33,618 people, delivering 130,264 impressions and 39 clicks

**Radio El Zol (Social Media & Broadcast):**

- Facebook posts reached 60,480 people, generating 171,449 impressions
- Posts drove 1,235 clicks to key resources

**Televisa Univision (TV, Streaming & Social Media):**

- TV broadcasts delivered 35,559 impressions
- Mobile streaming content reached 3,797 impressions
- Tablet and desktop streaming generated 564 and 356 impressions, respectively

**The Washington Chinese Daily News:**

- Outreach efforts resulted in 25,000 impressions within the Mandarin-speaking community



Through these initiatives, the LACP reinforced its mission of ensuring equitable language access, reaching thousands of residents, and strengthening connections with diverse communities.

**El Tiempo Latino**

Por América Latina | Conoce Puntos de Acceso

26 de enero de 2024 • A5

**opinión**

## Trump, el negacionista climático en jefe

**Trump perfijo consentido la negación sobre el cambio climático en su tercera campaña para la Casa Blanca, ofreciendo falsedades respaldadas por los grandes petroeros sobre lo energía limpia, los precios del gas y las vehículos eléctricos, mientras ignora la realidad científica del cambio climático. ¿Cómo se puede hacer un cambio de rumbo en un mundo que se enfrenta a las consecuencias de la crisis climática?**

Desde tiempos prehistóricos los seres humanos han estado cambiando el entorno que los rodea. Pero en los últimos siglos, la actividad humana ha acelerado el cambio climático, generando un calentamiento global que amenaza la vida en la Tierra. El cambio climático es una crisis que requiere una acción urgente y colectiva. Trump, el negacionista climático en jefe, ha demostrado una falta de compromiso con la ciencia y la justicia climática. Su administración ha intentado desmantelar las regulaciones ambientales y promover políticas que favorecen a los intereses de los grandes petroeros. Esto no solo amenaza el planeta, sino también la salud y el bienestar de las generaciones futuras. Es hora de que los líderes políticos tomen decisiones basadas en la ciencia y en el interés público, en lugar de seguir a la deriva en un mundo que se enfrenta a una crisis sin precedentes.

**¿Necesita comunicarse con una agencia gubernamental del condado y no habla inglés? Tiene derecho a ser atendido en el idioma que prefiera. ASÍ LO DICE LA LEY.**



Interpretación telefónica



Interpretación oral por un empleado bilingüe



Traducción de documentos escritos

Si su solicitud es denegada, puede presentar una queja llamando al 301-853-0170 o enviando un correo electrónico a [ohsava@co.pg.md.us](mailto:ohsava@co.pg.md.us)






## OUTSTANDING LANGUAGE ACCESS COMPLIANCE COORDINATORS

This year, the Office of Human Right's Language Access Compliance Program is proud to introduce a new section in its annual report, dedicated to recognizing the remarkable efforts of Language Access Compliance Coordinators. Their work ensures that language is a tool of inclusion, not a barrier. Each of these coordinators has demonstrated outstanding commitment to fostering accessibility, equity, and justice within Prince George's County.

### **Varinia V. Sandino (County Council )**

The LACP acknowledges the Prince George's County Council for its leadership and vision in creating the position of the first fully dedicated Language Access Coordinator. This initiative is paving the way for other county agencies to follow, ensuring that language is never a barrier but is, rather, a bridge to inclusion and opportunity.

At the forefront of this effort is Varinia V. Sandino, whose dedication has been instrumental in strengthening the County Council's Language Access Compliance Program. She has built strong relationships with Language Access liaisons in each council office, improving program efficiency and ensuring compliance with language access policies.



Beyond compliance, Varinia has been a driving force in training and collaboration, working closely with graphic designers to produce inclusive and accessible materials. She has also coordinated essential training for staff on best practices for language access, ensuring that County Council employees are equipped with the tools they need to serve diverse communities effectively.

Her advocacy for better resources and support in language access initiatives reflects a deep commitment to equity. For Varinia, language is more than words: it is connection, opportunity, and justice. Thanks to her leadership, the County Council's commitment to language access is not just about meeting requirements, instead, it is about ensuring that every voice is heard, every person is seen, and every resident of Prince George's County has the dignity and access they deserve.

### **Karen Gainey (Office of Finance)**

The successful implementation of the Language Access Compliance Program within the Office of Finance is a testament to the dedication and leadership of Karen Gainey, the LACP Coordinator. From the very beginning, the Office of Finance embraced the program's objectives and swiftly took the necessary steps to ensure full compliance. Understanding the importance of language access in delivering excellent customer service, the agency prioritized the integration of LACP requirements into its daily operations.



Karen played a crucial role in driving this initiative forward. Her leadership and coordination were instrumental in ensuring the Office of Finance not only met but exceeded compliance goals. With strong backing from both executive management and staff, she led a series of initiatives aimed at establishing sustainable compliance practices across the office. Among these efforts were conducting supplemental training for customer-facing and phone service staff, reinforcing web-based Language Access Training, and addressing any lingering questions.

Through her strategic planning and diligent coordination with Office of Finance leadership and the Office of Human Rights, Karen ensured the timely implementation of LACP policies, making language accessibility an integral part of the agency's culture and daily operations. Her commitment to ensuring compliance and enhancing equitable access to financial services underscores the Office of Finance's dedication to serving all constituents effectively.

### **Angel Perez-Irizarry (Office of Community Relations)**

Recognizing the critical need to serve populations that speak languages other than English, Angel L. Perez-Irizarry, Operations Manager at the Office of Community Relations, played a pivotal role in ensuring effective communication between County Government and the many residents it serves. The Office of Community Relations is actively out in the community, engaging with the public in a variety of settings. Mr. Perez-Irizarry has been pivotal in providing equitable language access from this front-facing agency. Through his efforts, both on his own and in collaboration with interns, the Office of Community Relations has exceeded language access expectations from provision to data reporting.



While Mr. Perez-Irizarry's commitment and vision led the way for the Office of Community Relations, by his own testament what truly made the difference was the collaboration among colleagues, whose efforts to serve the



public and to capture data demonstrated so clearly that LEP and NEP communities were being effectively served. In his own words: “Teamwork is the key.”

### **Karen Gooden (Office of Environment)**

The OHR’s Language Access Compliance Program acknowledges Karen Gooden for her invaluable contributions to language access efforts within the Office of Environment. Her dedication and impact speak volumes. Under her coordination, the department has achieved an impressive 97% compliance score, reflecting her commitment to ensuring that language access remains a priority in serving the diverse communities of Prince George’s County.



Karen’s efforts exemplify the principles of accessibility, equity, and inclusion that drive the Language Access Compliance Program. We extend our gratitude for her hard work and dedication to breaking language barriers and fostering a more inclusive environment for all residents.

Karen has been instrumental in organizing and actively participating in the Language Access Data Compliance quarterly data reviews, ensuring that language access efforts remain on track and continuously improve. She has also played a crucial role in coordinating language access trainings and maintaining close communication with every department liaison within her large agency, proactively addressing challenges and streamlining processes to enhance accessibility. Her hands-on approach and commitment to compliance have made her a key advocate for breaking language barriers in environmental services.

**As we spotlight these remarkable individuals, we acknowledge that their efforts embody the core mission of our program; to ensure every resident of Prince Georg’s County has the dignity, access, and opportunity they deserve. Let this recognition be both a celebration and a call to action for all county agencies to continue breaking down language barriers and building bridges to a more inclusive future. The Office of Human Right’s Language Access Compliance Program extends its deepest appreciation to these coordinators for their exceptional work.**

## COMPLIANCE RATING METHODOLOGY

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

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

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

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

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

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

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

The LADCRS is available on the county intranet to all county employees. Some requirements for reporting that are assigned to the LACPCs are:

- identifying bilingual staff (5.5%)
- completing the LADCRS training and onboarding (7%)
- reporting Language Access encounters and document translation and interpretation requests on the LADCRS (7%)
- conducting outreach to LEP and NEP Communities (5.5%).

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

- public complaints against the entity for Language Access non-compliance (10%)
- accessibility of translated documents in service centers and on the County website (10%)
- displaying Language Access signage (10%).

## SCORECARDS FOR COUNTY GOVERNMENT ENTITIES

The Language Access Compliance Program provides each agency a score every fiscal year on their Language Access compliance using the below form. In the following pages, you will find, in alphabetical order, the FY2024 LACP scorecards for the County entities.



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

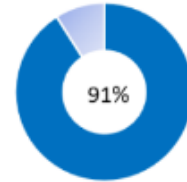
**Instructions:** Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

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

## Administrative Charging Committee



Administrative Charging Committee (ACC)



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

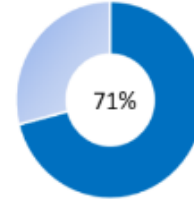
GOVERNMENT ENTITY: Administrative Charging Committee (ACC)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	7
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>91</b>

## Board of License Commissioners

Board of License Commissioners (BLC)



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



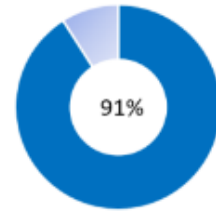
**Instructions:** Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

GOVERNMENT ENTITY: Board of License Commissioners (BLC)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	0
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>15</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	0
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>14</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	0
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	7
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>14</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>71</b>

## County Council Administration



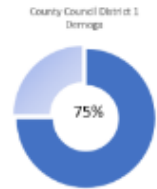
County Council Administration



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

GOVERNMENT ENTITY: County Council Administration		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities for LACP</b>			
Complete Language Access Compliance	Has the LACP Coordinator completed OHR training	7	7
Assess entity Language Access Plan	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Complete and sign LACP's Compliance Policy	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	7
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>91</b>

**County Council District 1 – Thomas E. Dernoga**

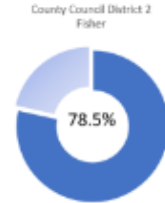


**Instructions:** Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

GOVERNMENT ENTITY: County Council District 1 (Dernoga)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	0
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>15</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>12.5</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>75</b>



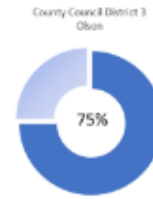
## County Council District 2 – Wanika B. Fisher



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

GOVERNMENT ENTITY: County Council District 2 (Fisher)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>12.5</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>78.5</b>

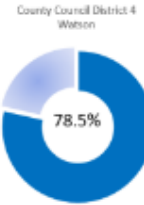
## County Council District 3 – Eric C. Olson



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

GOVERNMENT ENTITY: County Council District 3 (Olson)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	0
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>15</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>12.5</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>75</b>

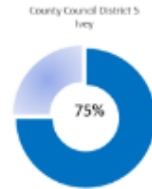
## County Council District 4 – Ingrid S. Watson



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

GOVERNMENT ENTITY: County Council District 4 (Watson)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>12.5</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>78.5</b>

## County Council District 5 – Jolene Ivey



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

GOVERNMENT ENTITY: County Council District 5 (Ivey)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	0
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>15</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>12.5</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>75</b>

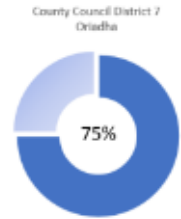
## County Council District 6 – Wala Blegay



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

GOVERNMENT ENTITY: County Council District 6 (Blegay)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	0
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>15</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>12.5</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>75</b>

## County Council District 7 – Krystal Oriadha



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

GOVERNMENT ENTITY: County Council District 7 (Oriadha)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	0
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>15</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>12.5</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>75</b>

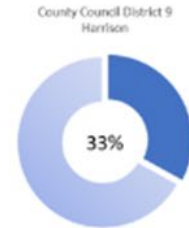
### County Council District 8 – Edward P. Burroughs, III



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

GOVERNMENT ENTITY: County Council District 8 (Burroughs)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	0
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	0
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	0
<b>Section Total</b>		<b>20</b>	<b>5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	0
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	0
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	0
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>0</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	0
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	0
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>33</b>

**County Council District 9 – Sydney J. Harrison**

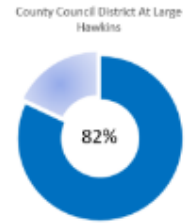


**Instructions:** Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

GOVERNMENT ENTITY: County Council District 9 (Harrison)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	0
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	0
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	0
<b>Section Total</b>		<b>20</b>	<b>5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	0
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	0
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	0
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>0</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	0
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	0
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>33</b>



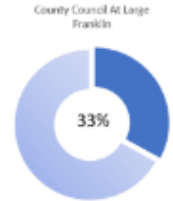
## County Council At-Large – Calvin S. Hawkins, II



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

GOVERNMENT ENTITY: County Council At Large (Hawkins)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	3.5
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>16</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>82</b>

## County Council At-Large – Mel Franklin



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

GOVERNMENT ENTITY: County Council District At Larger (Franklin)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	0
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	0
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	0
<b>Section Total</b>		<b>20</b>	<b>5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	0
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	0
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	0
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>0</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	0
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	0
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>33</b>

## County Executive

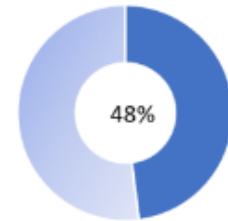


**Instructions:** Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

GOVERNMENT ENTITY: Office of the County Executive (CEX)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Program Continuity</b>			
Appointing LACP Coordinator	Does the entity continue to have an appointed LACP Coordinator?	4	4
Telephonic Language Service Training	Has the entity completed the Language line training and on boarding procedures? For existing and new employees	4	4
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	4	4
<b>Section Total</b>		<b>12</b>	<b>12</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete Language Access Online Training	Has the LACP Coordinator completed the Language Access trainings on NeoGov ?	6	6
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	6	6
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	4	4
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	4	4
<b>Section Total</b>		<b>20</b>	<b>20</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS) and other Trainings</b>			
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	12	12
Attend all Quarterly Data Review Meetings	Has the LACPC attended all four Data Review meetings at the end of each quarter for the fiscal year?	12	12
LADCRS Training for Front Facing Employees	Have all the entity employees completed the online LADCRS training?	10	5
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	6	6
<b>Section Total</b>		<b>40</b>	<b>35</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	10
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	8	8
<b>Section Total</b>		<b>28</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>95</b>

## Department of Corrections

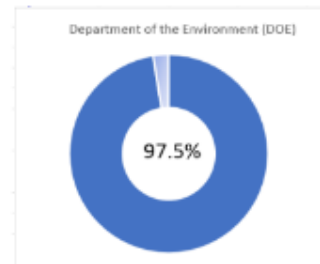
Department of Corrections (DOC)



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

GOVERNMENT ENTITY: Department of Corrections (DOC)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	2.5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	0
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	0
<b>Section Total</b>		<b>20</b>	<b>7.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	0
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>12.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	0
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	0
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>0</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>48</b>

## Department of the Environment

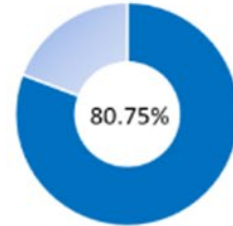


**Instructions:** Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

GOVERNMENT ENTITY: Department of the Environment (DOE)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Program Continuity</b>			
Appointing LACP Coordinator	Does the entity continue to have an appointed LACP Coordinator?	4	4
Telephonic Language Service Training	Has the entity completed the Language line training and on boarding procedures? For existing and new employees	4	4
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	4	3
<b>Section Total</b>		<b>12</b>	<b>11</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete Language Access Online Training	Has the LACP Coordinator completed the Language Access trainings on NeoGov ?	6	6
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	6	6
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	4	4
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	4	4
<b>Section Total</b>		<b>20</b>	<b>20</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS) and other Trainings</b>			
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	12	12
Attend all Quarterly Data Review Meetings	Has the LACPC attended all four Data Review meetings at the end of each quarter for the fiscal year?	12	12
LADCRS Training for Front Facing Employees	Have all the entity employees completed the online LADCRS training?	10	10
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	6	4.5
<b>Section Total</b>		<b>40</b>	<b>38.5</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	10
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	8	8
<b>Section Total</b>		<b>28</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>97.5</b>

## Department of Family Services

Department of Family Services (DFS)



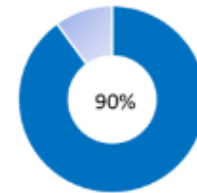
**Instructions:** Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

GOVERNMENT ENTITY: Department of Family Services (DFS)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	0
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	3.5
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	5.75
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>9.25</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>80.75</b>

## Department of Health



Department of Health (DOH)



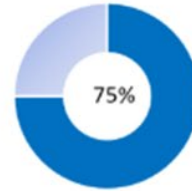
**Instructions:** Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

GOVERNMENT ENTITY: Department of Health (DOH)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Program Continuity</b>			
Appointing LACP Coordinator	Does the entity continue to have an appointed LACP Coordinator?	4	4
Telephonic Language Service Training	Has the entity completed the Language line training and on boarding procedures? For existing and new employees	4	4
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	4	0
<b>Section Total</b>		<b>12</b>	<b>8</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete Language Access Online Training	Has the LACP Coordinator completed the Language Access trainings on NeoGov ?	6	6
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	6	6
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	4	4
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	4	4
<b>Section Total</b>		<b>20</b>	<b>20</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS) and other Trainings</b>			
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	12	12
Attend all Quarterly Data Review Meetings	Has the LACPC attended all four Data Review meetings at the end of each quarter for the fiscal year?	12	12
LADCRS Training for Front Facing Employees	Have all the entity employees completed the online LADCRS training?	10	10
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	6	0
<b>Section Total</b>		<b>40</b>	<b>34</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	10
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	8	8
<b>Section Total</b>		<b>28</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>90</b>

## Department of Housing and Community Development



Department of Housing and Community Development (DHCD)



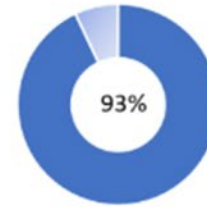
**Instructions:** Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

GOVERNMENT ENTITY: Department of Housing and Community Development (DHCD)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	0
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	3.5
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>3.5</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>75</b>



## Department of Permitting, Inspections, and Enforcement

Department of Permits Inspections and Enforcement (DPIE)



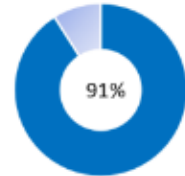
**Instructions:** Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

GOVERNMENT ENTITY: Department of Permitting and Inspections (DPIE)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	3.5
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>16</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>93</b>

## Department of Public Works and Transportation



Department of Public Works and Transportation (DPW&T)

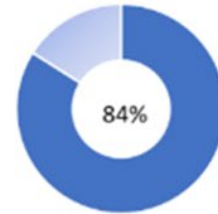


**Instructions:** Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

GOVERNMENT ENTITY: Department of Public Works and Transportation (DPW&T)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	7
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>91</b>

## Department of Social Services

Department of Social Services (DSS)



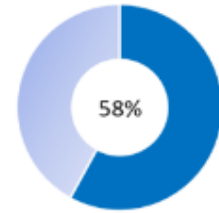
**Instructions:** Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

GOVERNMENT ENTITY: Department of Social Services (DSS)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	3.5
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	3.5
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>12.5</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>84</b>

## Economic Development Corporation



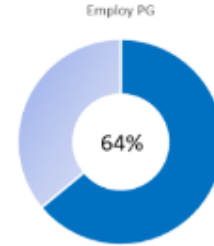
Economic Development Corporation (EDC)



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

GOVERNMENT ENTITY: Economic Development Corporation		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	0
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	0
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	0
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	0
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>14</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	0
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>11</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>58</b>

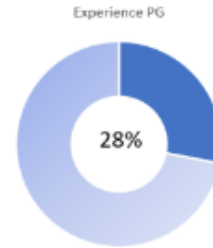
## Employ Prince George's



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

GOVERNMENT ENTITY: <b>Employ PG</b>		FISCAL YEAR: <b>2024</b>	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	0
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>15</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	0
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>14</b>	<b>14</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	0
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>7</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>64</b>

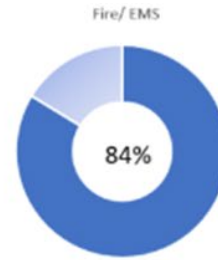
## Experience Prince George's



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

GOVERNMENT ENTITY: Experience PG		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	0
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	0
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	0
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	0
<b>Section Total</b>		<b>20</b>	<b>0</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	0
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	0
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	0
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>0</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	0
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	0
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>0</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>28</b>

## Fire and Emergency Medical Services



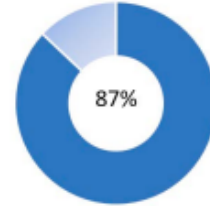
**Instructions:** Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

GOVERNMENT ENTITY: FIRE/EMS		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	5.25
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>17.75</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>83.75</b>

## Financial Services Corporation (FSC) First



Financial Service Corporation (FSC First)



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

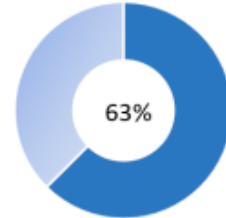
GOVERNMENT ENTITY: Financial Services Corporation First (FSC First)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	0
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>15</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>7</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	7
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>87.5</b>



## Housing Authority



Housing Authority (HA)



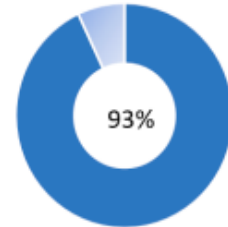
**Instructions:** Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

GOVERNMENT ENTITY: Housing Authority (HA)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	0
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>15</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	0
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	0
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>0</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>62.5</b>

## Office of Central Services



Office of Central Services (OCS)



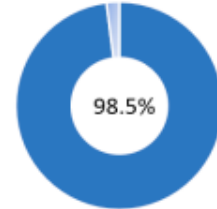
**Instructions:** Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

GOVERNMENT ENTITY: Office of Central Services (OCS)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	3.5
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	7
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>21.5</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>93</b>

## Office of Community Relations



Office of Community Relations (OCR)

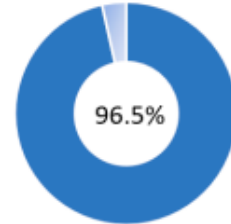


**Instructions:** Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

GOVERNMENT ENTITY: Office of Community Relations (OCR)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Program Continuity</b>			
Appointing LACP Coordinator	Does the entity continue to have an appointed LACP Coordinator?	4	4
Telephonic Language Service Training	Has the entity completed the Language line training and on boarding procedures? For existing and new employees	4	4
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	4	2.5
<b>Section Total</b>		<b>12</b>	<b>10.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete Language Access Online Training	Has the LACP Coordinator completed the Language Access trainings on NeoGov ?	6	6
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	6	6
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	4	4
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	4	4
<b>Section Total</b>		<b>20</b>	<b>20</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS) and other Trainings</b>			
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	12	12
Attend all Quarterly Data Review Meetings	Has the LACPC attended all four Data Review meetings at the end of each quarter for the fiscal year?	12	12
LADCRS Training for Front Facing Employees	Have all the entity employees completed the online LADCRS training?	10	10
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	6	6
<b>Section Total</b>		<b>40</b>	<b>40</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	10
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	8	8
<b>Section Total</b>		<b>28</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>98.5</b>

## Office of Ethics and Accountability

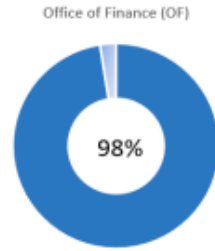
Office of Ethics and Accountability (OEA)



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

GOVERNMENT ENTITY: Office of Ethics and Accountability (OEA)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	7
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>96.5</b>

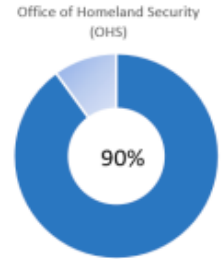
**Office of Finance**



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

GOVERNMENT ENTITY: Office of Finance (OF)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Program Continuity</b>			
Appointing LACP Coordinator	Does the entity continue to have an appointed LACP Coordinator?	4	4
Telephonic Language Service Training	Has the entity completed the Language line training and on boarding procedures? For existing and new employees	4	4
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	4	3
<b>Section Total</b>		<b>12</b>	<b>11</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete Language Access Online Training	Has the LACP Coordinator completed the Language Access trainings on NeoGov ?	6	6
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	6	6
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	4	4
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	4	4
<b>Section Total</b>		<b>20</b>	<b>20</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS) and other Trainings</b>			
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	12	12
Attend all Quarterly Data Review Meetings	Has the LACPC attended all four Data Review meetings at the end of each quarter for the fiscal year?	12	12
LADCRS Training for Front Facing Employees	Have all the entity employees completed the online LADCRS training?	10	10
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	6	4.5
<b>Section Total</b>		<b>40</b>	<b>38.5</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	10
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	8	8
<b>Section Total</b>		<b>28</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>97.5</b>

## Office of Homeland Security



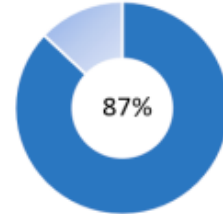
**Instructions:** Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

GOVERNMENT ENTITY: Office of Homeland Security (OHS)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	2.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>17.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	7
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>90</b>

## Office of Human Resources Management



Office of Resource Mangement (OHRM)



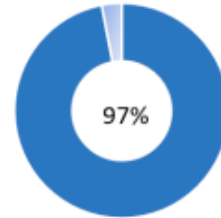
**Instructions:** Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

GOVERNMENT ENTITY: Office of Human Resource Management (OHRM)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	3.5
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	7
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>21</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>87</b>

## Office of Human Rights



Office of Human Rights (OHR)

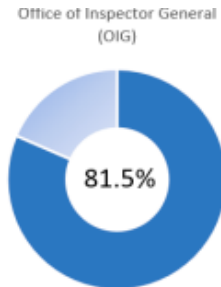


**Instructions:** Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

GOVERNMENT ENTITY: Office of Human Rights (OHR)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Program Continuity</b>			
Appointing LACP Coordinator	Does the entity continue to have an appointed LACP Coordinator?	4	4
Telephonic Language Service Training	Has the entity completed the Language line training and on boarding procedures? For existing and new employees	4	4
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	4	3
<b>Section Total</b>		<b>12</b>	<b>11</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete Language Access Online Training	Has the LACP Coordinator completed the Language Access trainings on NeoGov ?	6	6
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	6	6
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	4	4
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	4	4
<b>Section Total</b>		<b>20</b>	<b>20</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS) and other Trainings</b>			
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	12	12
Attend all Quarterly Data Review Meetings	Has the LACPC attended all four Data Review meetings at the end of each quarter for the fiscal year?	12	12
LADCRS Training for Front Facing Employees	Have all the entity employees completed the online LADCRS training?	10	8
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	6	6
<b>Section Total</b>		<b>40</b>	<b>38</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	10
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	8	8
<b>Section Total</b>		<b>28</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>97</b>



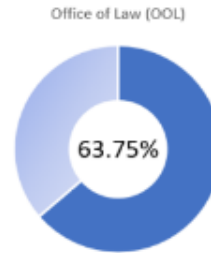
## Office of the Inspector General



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

GOVERNMENT ENTITY: Office of Inspector General (OIG)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>20</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	0
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>14</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	7
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>81.5</b>

**Office of Law**



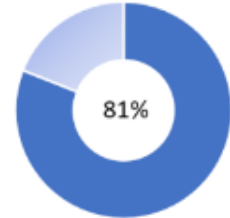
**Instructions:** Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

GOVERNMENT ENTITY: Office of Law (OOL)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	0
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	2.5
<b>Section Total</b>		<b>20</b>	<b>12.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	0
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	0
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>12.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	3.5
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	1.75
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>10.75</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>63.75</b>

## Office of the Sheriff



Office of the Sheriff (OOS)



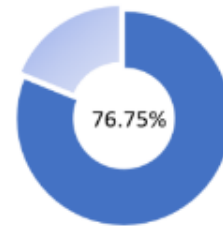
**Instructions:** Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

GOVERNMENT ENTITY: Office of the Sheriff (OOS)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	0
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>15</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	5.5
<b>Section Total</b>		<b>25</b>	<b>25</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	0
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	6
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>13</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>81</b>

**Office of the State's Attorney**



States Attorney's Office (SAO)



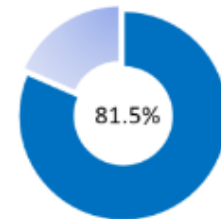
**Instructions:** Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

GOVERNMENT ENTITY: States Attorney's Office (SAO)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	0
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>15</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	5.5
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	1.75
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>14.25</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>76.75</b>

## Police Accountability Board



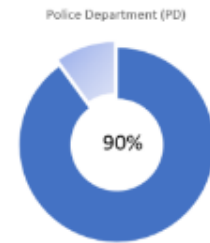
Police Accountability Board (PAB)



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

GOVERNMENT ENTITY: Police Accountably Board (PAB)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>20</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	0
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>14</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	7
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>19.5</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>81.5</b>

## Police Department



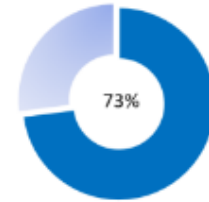
Instructions: Score each agency for each of the four compliance enforcement areas. Total points indicate the maximum points that can be acquired. If the agency is in compliance, they will receive full points for each item. Agencies will not be penalized for areas that are not applicable by receiving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

GOVERNMENT ENTITY: Police Department (PD)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Program Continuity</b>			
Appointing LACP Coordinator	Does the entity continue to have an appointed LACP Coordinator?	4	4
Telephonic Language Service Training	Has the entity completed the Language line training and on boarding procedures? For existing and new employees	4	4
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	4	0
<b>Section Total</b>		<b>12</b>	<b>8</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete Language Access Online Training	Has the LACP Coordinator completed the Language Access trainings on NeoGov ?	6	6
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	6	6
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	4	4
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	4	4
<b>Section Total</b>		<b>20</b>	<b>20</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS) and other Trainings</b>			
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	12	12
Attend all Quarterly Data Review Meetings	Has the LACPC attended all four Data Review meetings at the end of each quarter for the fiscal year?	12	12
LADCRS Training for Front Facing Employees	Have all the entity employees completed the online LADCRS training?	10	10
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	6	0
<b>Section Total</b>		<b>40</b>	<b>34</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	10
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	8	8
<b>Section Total</b>		<b>28</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>90</b>

## Redevelopment Authority



Redevelopment Authority (RA)



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

GOVERNMENT ENTITY: Redevelopment Authority (RA)		FISCAL YEAR: 2024	
Compliance Enforcement Area	Description	Total Points	Score
<b>Language Line</b>			
Acquire Language Line	Has the entity acquired Language line services?	5	5
Complete Language Line Onboarding and Training	Has the entity completed the Language line training and on boarding procedures?	5	5
Identifying and Translation of vital documents	Has the entity identified and completed the translation of vital documents?	5	3.5
Appointing LACP Coordinator	Has the entity director appointed the LACP Coordinator?	5	5
<b>Section Total</b>		<b>20</b>	<b>18.5</b>
<b>LACP's Coordinator Duties &amp; Responsibilities</b>			
Complete training for LACPC	Has the LACP Coordinator completed OHR training	7	7
Complete Language Access Compliance Assessment	Has the LACP coordinator completed the Language Access Compliance Assessment?	7	7
Create entity Language Access Plan	Has the entity worked with the LACP coordinator to complete its internal Language Access plan?	5.5	0
Complete and sign LACP's Compliance Policy	Has the entity completed and signed LACP's Compliance Policy?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>14</b>
<b>Language Access Data Collection &amp; Reporting System (LADCRS)</b>			
Identify Bilingual Staff	Has the entity identified their bilingual staff and input their information on the LADCRS?	5.5	5.5
Complete LADCRS Training and onboarding	Has the entity and its members completed the LADCRS training?	7	7
Report Language Access Encounters on LADCRS	Has the entity utilized the LADCRS tool to report LACP related encounters?	7	0
Outreach to LEP and NEP communities	Has the entity participated and reported outreach within the LEP and NEP communities?	5.5	0
<b>Section Total</b>		<b>25</b>	<b>12.5</b>
<b>Language Access Compliance Violations &amp; complaints</b>			
Public Complaint against the agency for Language access non-compliance	Has there been a public complaint filed against the entity for non-compliance in Language Access?	10	10
Accessibility of translated documents to the public in service centers and on the website	Has the entity translated documents and made them easily accessible to LEP and NEP communities through its service centers and website?	10	8
Entity's display of Language Access Signage	Has the entity displayed the Language Access Signage (i.e., Language Access Banner, I speak Cards, Language Identification poster)	10	10
<b>Section Total</b>		<b>30</b>	<b>28</b>
<b>Total</b>		<b>100</b>	<b>73</b>

## NUMBER OF LANGUAGE ACCESS ENCOUNTERS REPORTED PER ENTITY

<b>Entity</b>	<b>Number of Encounters (Bilingual Employee/Telephonic Interpretation)</b>	<b>Number of Encounters (Social Media/Outreach Events)</b>
Administrative Charging Committee	0	0
Board of License Commissioners	28	0
County Council Administration	7	869
County Council District 1 (Thomas E. Dernoga)	0	0
County Council District 2 (Wanika B. Fisher)	0	0
County Council District 3 (Eric C. Olson)	0	0
County Council District 4 (Ingrid S. Watson)	0	0
County Council District 5 (Jolene Ivey)	0	0
County Council District 6 (Wala Blegay)	0	0
County Council District 7 (Krystal Oriadha)	0	0
County Council District 8 (Edward P. Burroughs III)	0	0
County Council District 9 (Sydney J. Harrison)	0	0
County Council At-Large (Calvin S. Hawkins, II)	1	0
County Council At-Large (Mel Franklin)	0	0
County Executive	38	18,944.360
Department of Corrections	0	0



Department of the Environment	308	423
Department of Family Services	11	100
Department of Health	241	0
Department of Housing and Community Development	0	0
Department of Permitting, Inspections, and Enforcement	13	729
Department of Public Works and Transportation	5	3
Department of Social Services	4,993	0
Economic Development Corporation	0	0
Employ Prince George's	0	0
Experience Prince George's	0	0
Financial Services Corporation (FSC) First	0	0
Fire and Emergency Management Services	171	0
Housing Authority	0	0
Office of Central Services	30	0
Office of Community Relations	8,642	1,715
Office of Ethics and Accountability	0	0
Office of Finance	187	0
Office of Homeland Security	34,352	0
Office of Human Resources Management	13	4
Office of Human Rights	71	2,561.876
Office of Inspector General	0	0
Office of Law	6	0
Office of the Sheriff	30	0
Office of the State's Attorney	8	0
Police Accountability Board	0	0
Police Department	75	0
Redevelopment Authority	0	0

## THE ROAD AHEAD FOR LANGUAGE ACCESS

The Language Access Compliance Program (LACP) continues to play a vital role in ensuring equitable access to government services for the diverse linguistic communities of Prince George's County. With a foreign-born population representing nearly a quarter of the county and a growing demand for language support, LACP's efforts have been instrumental in bridging communication gaps, enhancing government transparency, and fostering inclusion.

Over the past year, the program has expanded its reach, increasing the number of county agencies in compliance, facilitating the training of thousands of government employees, and implementing advanced data collection and reporting systems. These accomplishments have strengthened the county's ability to meet the needs of residents with Limited English Proficiency (LEP) and Non-English Proficiency (NEP), ensuring that language is never a barrier to accessing essential services. Strategic outreach initiatives have also reinforced the county's commitment to inclusivity, engaging local media and community stakeholders to raise awareness about language access rights.

However, while significant progress has been made, the journey toward full language accessibility remains an ongoing effort. Data from compliance scorecards and language access encounters indicate that disparities still exist in the level of engagement and service provision across agencies. Some departments report a high number of language access encounters, reflecting strong implementation of language services, while others report minimal engagement, underscoring the need for continued training, enforcement, and community outreach.

As Prince George's County continues to evolve as a global and multicultural hub, language access must remain a priority. The LACP will persist in monitoring compliance, refining policies, and strengthening partnerships with agencies and community organizations to ensure that all residents, regardless of their origin and language background, can fully participate in civic life.

Language access is not a static initiative; it is a dynamic, evolving process that must adapt to demographic shifts, emerging languages, and the ever-changing needs of the community. Looking ahead, the LACP will focus on several key priorities:

**1. Expanding Language Access Coverage:** As new waves of immigrants arrive in the County, the demand for interpretation and translation services will grow. The program will work to identify emerging language needs and ensure that county agencies are equipped to provide equitable services to all linguistic communities.

**2. Enhancing Compliance and Enforcement:** Strengthening oversight and accountability will be crucial in achieving full compliance across all agencies. The LACP will continue refining its evaluation methodology, implementing Performance Improvement Plans where necessary, and providing targeted technical support to underperforming entities.

**3. Leveraging Technology for Greater Accessibility:** The modernization of the Language Access Data Collection and Reporting System (LADCRS) marked a significant step forward in data-driven decision-making. Future initiatives will explore the use of artificial intelligence,

mobile applications, and digital translation tools to enhance service delivery and improve efficiency.

**4. Strengthening Community Engagement:** Effective language access requires continuous collaboration with the communities it serves. The LACP will expand partnerships with advocacy groups, faith-based organizations, and cultural institutions to increase awareness of available language services and empower residents to exercise their language access rights.

**5. Training the Next Generation of Public Servants:** As language access becomes an increasingly important component of public service, the LACP will prioritize workforce development, ensuring that county employees are equipped with the skills and cultural competency necessary to serve a multilingual population.

By embracing innovation, strengthening enforcement, and fostering a culture of inclusivity, Prince George's County can continue to set a regional standard for language accessibility. The path forward is clear: language access is not merely an administrative requirement but a fundamental pillar of equity and social justice. The LACP remains committed to ensuring that every resident regardless of the language they speak has a voice in their community and equal access to the services they need to thrive.