

**MEMORANDUM**

November 3, 2015

TO: Government Operations and Fiscal Policy (GO) Committee  
FROM: Marlene Michaelson, <sup>MM</sup> Senior Legislative Analyst  
SUBJECT: County Translation and Interpretation Services

The Government Operations and Fiscal Policy Committee spoke briefly about County Translation and Interpretation Services for those with Limited English Proficiency (LEP) during its review of the FY16 Community Engagement Cluster (CEC) budget and asked for a more detailed briefing after budget. Staff in the Office of Community Partnerships (OCP) of CEC will brief the Committee on Translation and Interpretation Services and provide demographic information on the County's foreign-born population. Attached on © 1-10 are a PowerPoint presentation and answers to questions raised by Council staff.

Montgomery County's CountyStat has created a pilot online "Diversity Explorer" – an interactive mapping tool developed to highlight the County's diverse community. It includes information about the County's foreign-born population, including their countries of origin and languages they speak. It also tracks growth in the number of foreign-born residents from different areas of the world over time. OCP staff will be presenting some highlights from the website. It can be viewed online at [bit.ly/mc-diversity-sep](http://bit.ly/mc-diversity-sep).

CEC staff will also brief the Committee on the language access services provided by the County for those with Limited English Proficiency (LEP). The County has an LEP Leadership Team and liaisons in each department. Services are provided by the following:

- Language Certified Employees (information in a database managed by the Office of Human Resources (OHR))
- Language Bank Volunteers (managed by OCP)
- Telephonic interpreting (managed by the Montgomery County Police Department (MCPD))
- Contracted On-Site Interpreters (managed by the Department of Health and Human Services (DHHS))
- Contracted Translations Services (managed by DHHS)

- Sign Language Interpreters as part of the Americans with Disabilities Act (ADA) Compliance (managed by the Department of General Services (DGS))

The costs of these different programs are described on © 1-2. The most significant cost is associated with the multilingual certification for 884 employees (\$2.3 million), but there is no current data on the extent to which their services are used. OCP staff indicate that it would be possible to create cost codes to track services provided by employees and Staff believes this is worth initiating, to track the number of individuals served and the languages used most often. It would also be helpful to see if the distribution of certified employees (both languages spoken and number of employees for each language) parallels the data regarding the distribution of foreign-born residents.

In FY10 and FY11, the County prepared an Annual Report on Language Access Implementation. The FY11 Report is attached at © 12-22. The Committee may want to discuss with OCP staff why this report is no longer produced and whether it would be worthwhile to begin reporting again. The Committee may also be interested in learning how OCP staff reach out to foreign-born residents who may not be aware of County services.

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Responses Regarding Language Access Program

GO Council Briefing

October 1, 2015, 9:30am

Diane Vu, Asian Liaison and Language Access Coordinator, Office of Community Partnerships

DRAFT 2 (v\_9.23.2015)

1. *How many people are served by each program described in the information you submitted for the budget and for what events/matters (e.g., how many times does someone use staff certified with the multilingual certification program, the language bank, Voiance contractor services, Schreiber and Translation International contractors, DGS sign language interpreters, auxiliary aids and other services).*

While we can provide information on how often we use our contractors (see question #3 below for figures), it is difficult to quantify how many people are served by our certified bilingual employees as we do not track each time an employee provides a service. It is possible to work with key departments, ERP and current software to create cost codes to track services provided by employees.

2. *What languages are requested most often?*

The top requested languages across all of our contracts are Spanish, Chinese, French, Amharic, Korean, Vietnamese, Russian, Arabic and Farsi. Spanish is by far the most requested language. Using 311 as an example, in FY2015 Spanish overwhelmingly the most requested language totaling 99% of non-English calls and other languages combined totaled less than 1% (majority making up Mandarin, Amharic, French, Korean and Vietnamese). Calls to the police department follow a similar pattern. For 911 calls last month, Spanish requested 90% of the time followed by Mandarin (2.3%) and Amharic (1.6%). Spanish is also the most requested language through HHS at 70% of all calls used.

3. *What is the cost of each program and what resources (staff, contractors and operating expenses) is associated with each? Which department has the funding for each program?*

It is difficult to quantify the total amount spent on language access services as there are a number of staff members across different departments who spend time on language access. However, we do know that the majority of costs come from the direct costs for the use of contractors plus the cost of the multilingual certification program.

**Language Access Contractor Costs  
FY2015 (July 1, 2014 - June 30, 2014)**

	Interpretation	Translations	Total	Notes
Voiance	\$ 218,535.38	N/A	\$ 218,535.38	31,956 calls; 332,070 minutes
Schreiber Translations	\$ 235,277.40	\$ 17,660.51	\$ 252,937.91	3,040 hours for interpretation
Translations International	\$ 118,297.50	\$ 493.58	\$ 118,791.08	1,314 hours for interpretation
TCS Interpreting	\$ 123,815.00	N/A	\$ 123,815.00	521 requests
Total	\$ 695,925.28	\$ 18,154.09	\$ 714,079.37	

**Cost of FY2015 Multilingual Certification Program**

Cost of FY15 Multilingual Certification Program (pay for 884 employees)	\$2,284,537
Centralized administrative staff costs	\$29,339
<b>Total costs for FY2015 Multilingual Certification Program</b>	<b>\$2,313,876</b>

*4. Are there needs that are not being met by existing programs?*

Although our language access program is seen as a national model, there is certainly more that can be done. The question on how much more is a matter of cost-benefit. We are making the best decisions to serve the widest amount of people with the current resources we have. As Montgomery County changes and new communities emerge, we are trying our best to meet the need. There can be more documents that are translated and more outreach that can be done to specific communities but our current capacity must be increased in order to provide additional services.

*5. Have you considered alternative service delivery models?*

When the Office of Community Partnerships explored the possibility of creating a pilot program similar to the MCPS Language Assistance Services Unit a few years ago, we discovered that it is a very complicated issue. Trained community interpreters could very well meet a number of needs departments have outside of legal, medical and other technical services. However, we would need to take a look at renegotiating current contracts with our vendors as there may be conflicts in the procurement process if we want to add additional contracts providing similar services. Any contemplated changes should be resolved well before the contracts will expire. The contract for Voiance will expire in January 2016, and the contracts for Schreiber and Translations International will expire in July 2017.

Pools of community interpreters who are not appropriate for medical, legal and highly skilled situations, but for community meetings are currently available through MCPS and non-profit

organizations such as the International Rescue Committee and we could potentially partner with these existing programs. However, creating our own community interpreting program is a significant undertaking that would require considerable resources, especially for the administrative piece which would involve monitoring individual contracts, filing payroll, filling interpretation/translation requests, etc.

Additionally, any changes to the language access program will need to take a look at the individual union bargaining agreements which specify the requirements for certification and multilingual pay allowed for language certified employees. The Multilingual Certification Program is included in the county bargaining agreements for the Police (FOP), Fire and Rescue Services (IAFF), and represented county employees (MCGEO) and non-represented employees.

*6. How do you judge the success of the existing program? Have there been any evaluations – either formal or informal – of these programs?*

Montgomery County is properly regarded as having one of the most outstanding language access programs in the country. Nonetheless, we know that with this ever-changing population, there is more that can be done. Although formal outside evaluations have not been conducted, LEP Department Liaisons meet regularly to discuss best practices and challenges and several departments perform their own evaluations. For example, the police department liaison performs random monthly spot checks for their Spanish calls. Constant communication is kept with all of our contractors in case any complaints arise.

The Office of Human Resources and Employee Labor Relations work together to ensure the bargaining agreements for the Multilingual Certification Program are properly implemented. The Office of Human Resources conducts a semi-annual department survey of the Multilingual Certification Program to determine if the existing positions filled by language certified employees are required in the department or if the status of the language certified employee requires re-classification of the language certification status or termination of enrollment in the Multilingual Certification Program.

## Language Access in Montgomery County

Presentation to Montgomery County Council GO Committee  
November 3, 2015

Diane Vu, Asian Liaison and Language Access Coordinator  
Montgomery County Office of Community Partnerships



## Federal and Maryland Laws & Guidelines on LEP

[www.lep.gov](http://www.lep.gov)

Title VI of the Civil Rights Act of 1964

Section 203 of the Voting Rights Act of 1975

Executive Order 13166 of 2000 by Bill Clinton

Maryland Equal Access to Government Services Act of 2002



## Montgomery County Executive Order 046-10

### *"Access to County Government Services for Individuals with Limited English Proficiency"*

All Executive Branch departments, offices and programs that provide direct public services, regardless of whether they are recipients of federal financial support, must take reasonable steps to develop and implement plans for removing language barriers to public services for LEP individuals...



## LEP Leadership Teams

- LEP Leadership Team- provides executive oversight
- Department Liaisons- ensure each department's compliance with the LEP policy



## Translation and Interpretation Requirements

- Translation vs. interpretation



- Translation requirements--  
Vital documents in top 6 languages: Spanish, Chinese, Korean, Amharic, French, Vietnamese
- Interpretation requirements--  
Any language, any time as needed



5

## Vital Documents

- **Forms:**
  - Application forms to participate in a program or activity
  - Application forms to receive benefits
  - Forms to make a complaint or commendation
- **Notices of rights**
- **Anything related to benefits:**
  - Determinations of **benefits**
  - Notification of award, denial, decrease or loss of County **benefits**
  - Right to appeal County's decision on denial, loss or decreases in **benefits**



6

## Language Resources for Translation & Interpretation Services

Resource/Provider	Type of Service	Cost to Department	Information	Notes
Language Certified Employees Database [Managed by OHR]	Interpretation & Translations	Free [Multilingual pay differential paid to certified employees based on county bargaining agreements]	> Searchable database by department, language or name > Request as early as possible	
Language Bank (Volunteers) [Managed by OCP]	Interpretation & Translations	Free	> Bilingual on-call volunteers > Request as early as possible	
Telephonic interpreting [Managed by MCPD]	Immediate Phone Interpretation	Yes	> Each department should have account number and pin	Voiance
Contracted On-Site Interpreters [Managed by DHH5]	Interpretation	Yes	If primary contractor is not available, use secondary contractor	Primary: Schreiber Translations Secondary: Translations International
Contracted Translation Services [Managed by DHH5]	Translations	Yes	If primary contractor is not available, use secondary contractor	Primary: Schreiber Translations Secondary: Translations International
ADA Compliance [Managed by DGS]	Sign Language Interpreters	Yes	Americans with Disabilities Act	TCS Interpreting

[www.montgomerycountymd.gov/lep](http://www.montgomerycountymd.gov/lep)




7

## Certified Bilingual Employees

- **Managed by OHR**
- **884 employees across 25 departments in 30 languages (end of FY2015)**
- **Tested and certified by OHR based on department approval that position requires use of a language skill**
  - Two levels:
    - **Advanced level** – oral and written communication ability
    - **Basic level** – oral communication only




8

7

## Certified Bilingual Employees

- Can be used cross agencies for interpretation and translation
- Request for assistance in advance
- Searchable database by language, department, or name at

[www.montgomerycountymd.gov/LEP](http://www.montgomerycountymd.gov/LEP)



9

## Language Bank

- Managed by Office of Community Partnerships
- Bilingual database of community volunteers available to provide interpretations and translations to staff of registered agencies and nonprofits organizations (not individuals)
- Searchable database by language
- Contact volunteers directly
- 68 volunteers in 56 languages



10

## Telephone Interpretation

- Contract is managed and administered by MCPD
- Vendor is Voiance
- Live interpreters 24/7 in over 100 languages
- Cost is .69/minute for all calls
- Foam boards at all front desks
- Account number and pin for employees



11

## Contractors: On-Site Interpreters

- Contract is managed and administered by DHHS
- Two Vendors:
  - Primary: Schreiber Translations
  - Secondary: Translations International
- Simultaneous and consecutive
- Charge per hour, 2-hour minimum
- Can provide interpretation equipment for additional cost



12

## Contractors: Translations

- Contract is managed and administered by DHHS
- Two Vendors:
  - Primary: Schreiber Translations
  - Secondary: Translations International
- Charge per word based on language



13

## Federal laws requiring Effective Communication with people with disabilities

- Title II of the Americans with Disabilities Act of 1990

“A public entity shall take appropriate steps to ensure that communications with applicants, participants, members of the public, and companions with disabilities are as effective as with others.”

### Section 504 of the Rehabilitation Act of 1973

Similar requirements, applicable to entities receiving federal funding.



14

## Aids and Services for Effective Communication

- Sign Language Interpreting services by contract-DGS
- Video Remote Interpreting (VRI) by contract-DGS
- Closed captioning on 99% of County Cable Montgomery programming.-DTS
- CART –computer assisted real time captioning. List of vendors available from DGS
- Assistive listening devices-permanent or portable.-DGS
- Ability to Braille documents-HHS in-house and by contract




15

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16

## **Annual Report on Language Access Implementation (FY2011)**

### **System-wide Improvements**

Between 2009 and 2010, Montgomery County government's executive branch undertook a series of systemic changes to improve linguistic access to government services for people with limited English proficiency (LEP). These included intensive work by the LEP Leadership Team, whose leadership and broad-based assessment led to the signing of the Executive Order on Language Access, enhanced and improved staff training and organizational communication, a new public Web site on LEP with online tools for searching translated documents and certified bilingual employees, and department-specific language access plans and evaluation.

Building on FY2010's improvements on accountability, communication and cost-effectiveness, FY2011 focused on finding ways to cut costs, preserving the limited resources while still meeting the same quality standards for making public services linguistically accessible. Highlights included:

1. **Public Services Announcement on LEP.** A 1-minute public services announcement (PSA) video on LEP was produced by the Montgomery County Public TV with assistance from the Language Access Coordinator and certified bilingual staff from the Department of Health and Human Services (HHS). It was posted on YouTube, the County's LEP Web site, and distributed to all PEG (Public, Educational and Government Access) channels to raise public awareness about the County government's ability to serve residents in different languages. The video is accessible on the LEP Web site at [www.montgomerycountymd.gov/LEP](http://www.montgomerycountymd.gov/LEP).
2. **Reporting to Council on Work Progress.** In June of 2011, the County Council Government Operations Committee held a work session on Language Access in Montgomery County, including the executive branch of the County government, the Montgomery County Public Schools, Montgomery College, and Park and Planning. The Language Access Coordinator presented an overview of the executive branch's work and improvements on language access in the past two years.
3. **Change of contractors to reduce costs and improve translation consistency.** To save costs and improve translation consistency, HHS, which is the lead agency overseeing written translation and in-person interpretation contracts, decided to use the Maryland state's contractors instead of the three contractors we used for the past few years. Effective July 1, 2011 (beginning of FY2012), Shreiber is the sole contractor for written translation and Lion Bridges is the sole contractor for oral interpretation. For contact information on the new contractors, please visit [www.montgomerycountymd.gov/lep](http://www.montgomerycountymd.gov/lep).

4. **Better alignments of the bilingual certification program with needs.** There were two major changes to the certified bilingual employees program in the past fiscal year:
  - a. **Alignment with department staffing needs.** In October 2010, the Office of Human Resources, which oversees the language certified program, requested all department directors to assess their departments' needs for certified language employees to decide 1) if each certified employees' language skill is still needed for his or her job requirements, and 2) if the level of certification is appropriate for that particular need. The assessment was conducted in accordance with the Montgomery County Personnel Regulations (MCPR) 10-9 (c)(2), which requires directors to periodically review the multilingual pay differential and determine if a change is needed. The assessment led to 48 positions deemed no longer necessary by their departments and consequently removed from the certification program and 13 positions were changed from the advanced level to the basic level (see also "Changes to Certified Bilingual Employees" on page 3).
  - b. **Alignment with actual usage.** From the telephone interpretation usage records of FY10, it was clear that 96 percent of telephone interpretation needs were for just six languages—Spanish, Chinese, French, Korean, Vietnamese and Amharic (Ethiopian language). As a result, starting from May 1, 2011, only employees speaking these languages would be tested for certification to reflect the actual needs.
5. **MC311 as a primary interface with the public.** MC311 has significantly changed the way County government departments interact with the public. With MC311 serving as a central customer service center fielding service calls and public inquiries, it is able to gather more accurate data on over-the-phone interpretation needs while reducing the departments' direct call volume and the need for over-the-phone interpretation for simple inquiries.
6. **National recognition of Montgomery County's language access work.** In June of 2011, the Migration Policy Institute, an independent think tank dedicated to the analysis of the movement of people worldwide, invited the County's Language Access Coordinator to write about Montgomery County's efforts on improving language access in recent years. The article, "*Doing More with Less on Language Access,*" has been published on MPI's Language Portal, [www.migrationpolicy.org/languageportal](http://www.migrationpolicy.org/languageportal).

## Department-Level Improvements

As most of the major, system-wide improvements were made in FY10, work progress was much more incremental for FY11 at all levels, which was expected to be the case going forward. The LEP Leadership and Liaison teams focused on the following measures to gather data and measure progress at department levels:

- Changes to certified bilingual employee and impact on departments
- Display of language ID boards which serve both as a public communication tool and a tool for staff to have quick access to interpretation services
- Participation in staff training
- New translated documents in FY11

Below is a high-level summary of the areas of improvements among all departments and the areas in need of improvements, based on data submitted by the department liaisons.

Areas of Progress	Areas in Need of Improvements
+	Δ
Public Communication <ul style="list-style-type: none"> <li>• Language ID Boards</li> <li>• Bilingual voice mail messages</li> </ul> Staff Training Telephone translation services	Loss of certified bilingual employees Written translation Direct outreach to the LEP community Reliability of interpretation and translation services

### Changes to Certified Bilingual Employee

Sixteen departments reported minor changes, between 1-2 employees, in the number of certified bilingual employees. The Department of Corrections and Rehabilitation and the Department of Recreation have experienced more significant reductions in certified bilingual employees than most others due to budget-related restructuring and re-evaluation of certified employees. The decrease in the number of certified bilingual employees is primarily due to staff reduction related to budget cuts, shifts of some staff to MC311 as customer service representatives for more centralized services, and re-evaluation of the certification of bilingual employees by department leadership at the request of the Office of Human Resources.

The re-evaluation of certified bilingual employees also led to some employees with advanced certification being reduced to basic certification, and some with basic certification losing certification. For instance, some bilingual employees have lost their certification because of infrequent use of their services. In addition, an increasing number of certified bilingual employees only work part-time, or on an as-needed basis.

The total number of bilingual employees across all departments stands at 645 in FY2011, a decrease of 20 from 665 in FY2010, reflecting both the reduction of previously certified

employees and the increase of newly certified in top six languages indicated above (see 4-b on page 2).

### **Public Communication (Language ID Boards)**

As a public communication tool, the language ID board has been widely used and displayed by almost departments that have needs, including those infrequent users of language assistance. Almost all departments responded having the language ID boards in prominent locations at front desks or major service areas to the general public. The idea of displaying the ID board is to convey accessibility and to provide the convenience for staff, no matter how infrequent the encounter. Many departments have other signs including multilingual flyers, brochures, and documents displayed as appropriate.

Some departments such as MC311 have no customer-interacting “front desk” but have Web presence as a public interface that demonstrates linguistic accessibility.

### **Staff Training**

The Language Access Coordinator is in charge of staff training, from design to teaching, to make it more applicable and accessible to our County. Most departments have either all or the vast majority of their frontline employees trained or plan to be trained in the near future. Some departments took a step further by requiring non-frontline staff to attend the LEP training to ensure that the entire department is informed of the LEP policy and expectations.

The largest department with most frequent public interface—Health and Human Services, Fire and Rescue Services, and Police, offer their own customized language access trainings to better meet the needs of that specific department. HHS has implemented language access related classes since 2005 and mandated that all staff participate in a one-and-half hour training on the HHS LEP policy and plan. MC311 employees are trained in the etiquette of managing calls from LEP callers, and the Police officers receive eight hours of scenario-based training on cultural diversity including ways to help LEP persons. In total, 239 employees (excluding those trained through HSS and the Police) completed the LEP training in FY2011.

### **New Translated Materials**

About one-third (10 out of 31) of the departments have had new documents translated in FY2011. Fiscal constraints certainly limited the departments’ ability to have more of their needed documents and information translated. Another deterrent is the complexity of written translation process, as multiple steps and parties are involved in each translation. Some departments found the process especially frustrating with different versions of a translation and no way of distinguishing the linguistic nuances.

All of the documents translated last year were translated into Spanish first, with half also translated into Chinese, with the exception of HHS, which translated 41 documents in

nine different languages. Since last year, all translated materials from departments have been posted on the County's LEP Web site.

### **Improvements**

The enhanced focus on language access including staff training in the past two years has paid off in County departments' overall level of awareness and proactive efforts to make their services and information more LEP-friendly and accessible. For example:

- The Community Use of Public Facilities' computer kiosk in the reception area has a link to Babelfish's language translation Web site, which can be useful for basic communication.
- The Office of Consumer Protection has streamlined translation services by recruiting volunteer translators and is processing incoming non-English language complaints earlier to expedite service delivery.
- Several departments such as the Commission for Women and Department of Transportation have multilingual recording messages and phone hotlines.
- The Department of Environmental Protection has expanded its RainScapes program and multilingual outreach and education for its new Stormwater Permit.
- The Department of Transportation revised its Web page to make Web translations easier and its translated documents more accessible to LEP customers. It also targeted high incident areas for its Community Outreach Pedestrian Safety educational program in both English and Spanish.
- MC311, a critical customer interface office, has enhanced its bilingual staffing capacity, launched several Spanish language advertisements in print, radio and online, and aired a Spanish language public service announcement on County Cable TV and on the County Web site. In addition, it is planning to train all its customer service representatives how to say "Please hold" in several other languages to improve customer service experience and reduce call drops.
- To be more cost effective, Health and Human Services has invested in internal staff training capacity to reduce its dependency on contracted training services for all its hundreds of certified bilingual employees.
- The Department of Housing and Community Affairs participated in or organized 93 community events providing information and counseling in several languages.
- The Public Libraries and the Community Use of Public Facilities have made LEP staff training part of their organizations' staff performance plan and evaluation.

- Surveys and other methods of data collection are being used by departments not only to evaluate their own compliance with the LEP policy, but also to collect information about the LEP population that they serve to provide optimal service.

### **Challenges**

Because of the budget limitations, departments are increasingly turning to the County's internal language resources, such as bilingual employees and even volunteers, before using a contractor. These "borrowed" employees have been a great value added in assisting with multilingual services. A couple of departments have also effectively partnered with community organizations to provide additional multilingual services.

There is still a need for direct outreach to the LEP community, including at public events and on the Web. Though the County has many resources for LEP individuals when they contact the County government, it is much more difficult to communicate the other way around—reaching out effectively to LEP individuals.

Unreliable methods of interpretation and translation continues to be an issue, as in the case of documents being translated by the County's bilingual employees with advanced certification not meeting the standards of a government publication. In some cases, departments had to resort to using family members or friends in communicating with LEP individuals when immediate language assistance is needed, which is not recommended but often necessary.

Spanish continues to be the predominant language in need of language assistance, and as a result, departments have made greater efforts to accommodate Spanish-speakers than for other language speakers. In fact, almost all of the added language resources such as translated documents or newly certified employees were in Spanish. The fact that Spanish-language speakers only account for 44 percent of all LEP language speakers but 86 percent of all telephone interpretation services means LEP individuals who speak other languages are not directly interacting with the County government nearly as much. This could be a combination of a lack of awareness about the availability of language assistance among the LEPs who speak other languages or the greater needs among Spanish-language speakers for County services.

### **Summary and FY12 Priorities**

In spring of 2011, the LEP teams decided that departments should seek to collect data on the following:

1. Languages in need of assistance
2. Resources used to provide assistance
3. Services needed
4. Documents translated

Departments are expected to provide the above data as part of their annual evaluation but can develop their own mechanisms of collecting such data.

From departments' implementation reports, it was clear the tide has shifted from mandate to necessity. The mindset of many of the departments and County employees, especially those who frequently work with LEP individuals is changing from "what do I need to do to be in compliance?" to "how to reach the most people?" or "what's the best way to communicate this information or deliver this service?"

Looking ahead, the importance of language access will be reflected less in the number of employees trained or amount of resources used but rather in effectiveness of communication and service delivery and the lack of problems encountered. It is worth emphasizing that language access is about making public services more accessible to the public. LEP is not a special initiative, but rather a way of doing business for a local government whose constituency is as diverse as what we have in Montgomery County.

## Charts and Figures

### Total Costs of Contracted Language Services

Contractor	FY 2010	FY 2011
Translation International	\$43,319	\$46,339
Norther Virginia AHEC	\$37,845	\$55,090
CTS Language Link	\$27,313	\$28,003
LLE/Voiance (telephone interpretation)	\$342,609	\$285,117
<b>Total</b>	<b>\$451,086</b>	<b>\$414,547</b>

### Top 10 Languages (of FY2011) Using Telephone Interpretation

Language	% of Calls	
	FY2010	FY2011
Spanish	88.6%	86.1%
Mandarin	1.8%	2.2%
French	1.8%	2.1%
Amharic (Ethiopia)	1.3%	1.5%
Korean	1.6%	1.4%
Vietnamese	1.3%	1.2%
Russian	0.4%	0.8%
Arabic	0.3%	0.6%
Farsi	0.5%	0.5%
Cantonese	0.3%	0.4%
Nepali	0.1%	0.3%
<b>All Others</b>	<b>2.0%</b>	<b>3.0%</b>

### Telephone Interpretation Usage (FY2011)

Total Number of Calls	26,996
Total Minutes	261,070
Average Price Per Minute	\$1.10
Average Price for Spanish	\$1.09

LEP Annual Report  
FY2011

Department LEP Policy Implementation Checklist

Department	Liaison	Number of Certified Bilingual Employees in FY10-FY11			Language ID Boards displayed	Staff Training	New Materials/ Documents translated	Improvements/ Challenges
		Decreased	Same	Increased				
Commission for Women	Clotilde Puertolas		✓		✓	*		+
Community Use of Public Facilities	Anne Brown	*	*	*	✓	✓		+
Consumer Protection	Lorena Bailey			✓	✓	✓	✓	+
Correction and Rehabilitation	Art Wallenstein	✓			✓	✓		*
County Attorney's Office	Erin Ashbarry	✓			✓	✓		*
Economic Development	(Vacant)	✓			✓	✓	✓	+
Emergency Management and Homeland Security	Ellis Desiree		✓		N/A			-
Environmental Protection	Garry Tyran	✓			N/A	✓	✓	+
Finance	Phavann Chhuan	✓			✓	✓		
Fire Rescue Services	Leslie Maxim	*	*	*	✓	^	✓	+
General Services	Judy Davis			✓	✓			
Health and Human Services	Betty H. Lam			✓	✓	✓	✓	+
Housing and Community Affairs	Myriam Torrico	*	*	*	✓	✓	✓	+
Human Resources	Joe Heiney-Gonzalez		✓		✓	✓		*
Human Rights	Anis Ahmed		✓		✓	✓		*

20

LEP Annual Report  
FY2011

Intergovernmental Relations	Wanda Wells		✓		✓	✓	✓	*
Liquor Control	Lynn Duncan		✓		✓	✓		*
Management and Budget Office	Angela Dizelos		✓		✓	✓	✓	*
MC311	Traci Morris			✓	N/A	✓	N/A	+
Permitting Services	Reginald T. Jetter	✓			✓	✓	✓	+
Police	Terrence Pierce		✓		✓	✓		+
Public Information Office	Esther Bowring	*	*	*	✓	✓	✓	*
Public Libraries	Michelle Sellars	*	*	*	✓	✓	✓	*
Recreation	Elizabeth Ortega-Lohmeyer	*	*	*	✓	✓	*	-
Regional Services Center- BCC	Ken Hartman	*	*	*				*
Regional Services Center-Eastern	Anjoo Chohda	*	*	*	✓	✓	✓	*
Regional Services Center- Mid-County	(Vacant)	*	*	*				*
Regional Services Center- Silver Spring	Reemberto Rodriguez	*	*	*	✓	✓	✓	*
Regional Services Center- Upper County	Andrea Bush	*	*	*				*
Technology Services	Peris Rowell-Hann		✓			✓	✓	*
Transportation	Margaret Boumel		✓		✓	✓	✓	+

**Notes:**

- \* indicates no valid response or data submission as of August 2011.
- + indicates department's overall improvements on LEP implementation, based on self-reporting.
- indicates department's facing challenges on LEP implementation, based on self-reporting.
- ^ indicates that although department does not require staff to attend LEP training, it is planning for it.

LEP Annual Report  
FY2011

<b>LEP Department Liaisons (FY2012)</b>		
<b>Department</b>	<b>LEP Liaison</b>	<b>Extension</b>
Commission for Women	Clotilde Puertolas	78335
Community Use of Public Facilities	Anne Brown	72723
Consumer Protection	Lorena Bailey	72723
Correction and Rehabilitation	Art Wallenstein	79978
County Attorney's Office	Erin Ashbarry	76744
County Executive's Office	Lily Qi	72524
Economic Development	(Vacant)	72077
Emergency Management and Homeland Security	Ellis Desiree	72422
Environmental Protection	Garry Tyran	77728
Finance	Phavann Chhuan	78955
Fire and Rescue Service	Leslie Maxam	38930
General Services	Judy Davis	76046
Health and Human Services	Betty Lam	71629
Housing and Community Affairs	Myriam Torrico	73627
Human Resources	Joe Heiney-Gonzalez	75070
Human Rights	Anis Ahmed	78454
Intergovernmental Relations	Wanda Wells	76550
Liquor Control	Lynn Duncan	71915
Management and Budget Office	Angela Dizelos	72758
MC311	Traci Morris	-
Permitting Services	Reginald Jetter	76275
Police	Terrence Pierce	35026
Public Information Office	Esther Bowring	76513
Public Libraries	Michelle Sellars	70196
Recreation	Elizabeth Ortega-Lohmeyer	-
Regional Service Center – Eastern	Anjoo Chohda	78411
Regional Service Center – Bethesda-Chevy Chase	Ken Hartman	78206
Regional Service Center – Mid-County	(Vacant)	78114
Regional Service Center – Silver Spring	Reemberto Rodriguez	75307
Regional Service Center – Upper County	Andrea Bush	78043
Technology Services	Peris Rowell-Hann	72985
Transportation	Margaret Boumel	77174