Montgomery County, Maryland

Annual Report on Limited English Proficiency (LEP) Policy Implementation

Fiscal Year 2010 (July 1, 2009 – June 30, 2010)

Language Access Coordinator &
LEP Leadership Team
Office of the County Executive
Fall 2010

Message from the County Executive

I want to thank the LEP Leadership Team, the LEP department liaisons, managers and employees for their extraordinary efforts in improving access to County government services for our residents with limited English proficiency in spite of the unprecedented budget challenges.

Our immigrant populations have become an integral part of our identity as a community, greatly contributing to our cultural vitality, intellectual capital, and economic interests. In this increasingly interconnected world, it is critical that we continue to be a magnet for all people and that every County resident has meaningful access to public services and information.

Isiah Leggett
County Executive

Message from the Language Access Coordinator

This first LEP annual report is intended to present a comprehensive overview of the collective progress made by the executive branch on language access to policymakers, service providers, community partners, and employees of the County government.

We hope you find the report valuable in understanding Montgomery County's language access policy and practices, and the challenges we still face in responding to the demographic changes of our community. We welcome your input or questions. Please feel free to contact me or the LEP Leadership Team at LEP@montgomerycountymd.gov or 240-777-2524.

Lily Qi
Community Liaison and Language Access Coordinator
Office of Community Partnerships

Executive Summary

As a major jurisdiction in the capital region, Montgomery County has doubled its foreign-born population in the past two decades. In response to this demographic change, the County government developed policy and practices to better communicate with and serve individuals with limited English proficiency (LEP) in 2003. Since then, enhanced demand for language access and new practices nationwide made it necessary to re-evaluate the original framework.

In March 2009, at the recommendation of the newly-formed LEP Leadership Team, County Executive Ike Leggett signed Executive Order 046-10, ***"Access to Government Services for Individuals with Limited English Proficiency (LEP),"*** in an effort to institutionalize successful practices and ensure consistently high quality services for those with language barriers. The signing of the Executive Order empowered the LEP Leadership Team and the LEP Department Liaisons to initiate and implement a series of systemic improvements, focusing primarily on **accountability**, **awareness** and **cost-effectiveness**.

1. **Accountability.** For the first time, all executive branch departments developed language access compliance measures as required by the federal guidelines and the Executive Order, including designated staff liaisons, self-assessment of language needs and capacity, comprehensive language access plans, and an evaluation mechanism.
2. **Awareness**. Top leadership attention and management communication helped improve both staff and public awareness of language access:
   o Organizational Communication and Staff Training. Thanks in large part to active communication of expectations by managers and department LEP liaisons, a total of 488 County employees participated in the redesigned LEP training in FY2010, more than twice as many as the previous year, with an additional 917 staff trained by the Police and Health and Human Services departments. Over 100 certified bilingual employees also completed the Community Interpreter training.
   o Public Communication. A public Web site on LEP replaced the Intranet site for easier access for County employees and the public. The new LEP Web site, www.montgomerycountymd.gov/LEP, features LEP policies and requirements, language resources, a re-designed bilingual employees' database searchable by multiple criteria, and an archive of translated documents. A county-specific language identification board was distributed throughout County government departments to provide quick access to interpretation assistance.
3. **Cost-effectiveness.** Several measures were taken in FY2010 to make language assistance more cost effective. The re-negotiated telephone interpretation rates are saving the County between $0.13 and $0.33 per minute starting FY2011; the LEP class is now taught in-house by the Language Access Coordinator instead of a contracted instructor, and a partnership on written translation with MCPS is moving forward in an effort to share resources, reduce waste and improve quality of translation work.

These systemic improvements pave the way for FY2011's priorities of better data collection and evaluation by departments and greater support for frontline employees. As an important measure of government cultural competency in the 21st century, language access is an integral part of public access to government services that requires continued commitment and support from all levels of the County government.

LEP Annual Report
FY2010

Table of Contents

MONTGOMERY COUNTY'S LINGUISTIC DIVERSITY

The Washington, D.C., region has experienced unprecedented demographic shifts in the past twenty years, becoming one of the major immigrant gateways of the United States. According to the U.S. Census Bureau's American Community Survey of 2008, Montgomery County's foreign-born population has nearly doubled since 1990, from 141,000 to over 279,000. Today, foreign-born residents account for 30 percent of Montgomery County's population and over 40 percent of all Maryland's immigrants. Fully one in three County residents (36 percent) speaks a language other than English at home and one in seven (14.6 percent) residents is considered limited English proficient.

Montgomery County's foreign-born population has several distinct cultural and linguistic characteristics.

- **Highly diverse in cultures and languages with Spanish as the leading language.** Montgomery County's immigrants are from all continents and regions. Both Montgomery College and Montgomery County Public Schools have identified over 150 languages spoken by the school communities. While there is no one dominant ethnicity or nationality, Spanish has emerged as the dominant non-English language among the County's immigrant population due to the large number of immigrants from the predominantly Spanish-speaking Latin American region. The largest community, Asian, is the most linguistically diverse with over three dozen nationalities and many more languages.
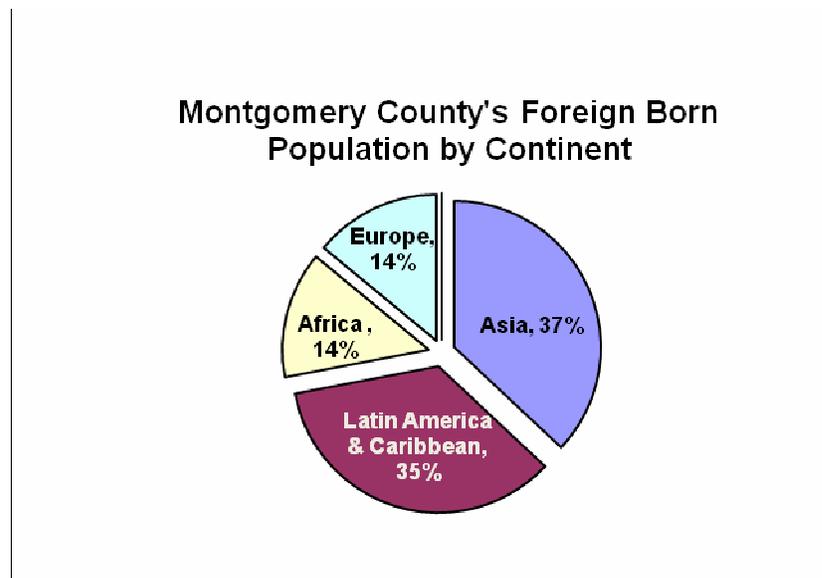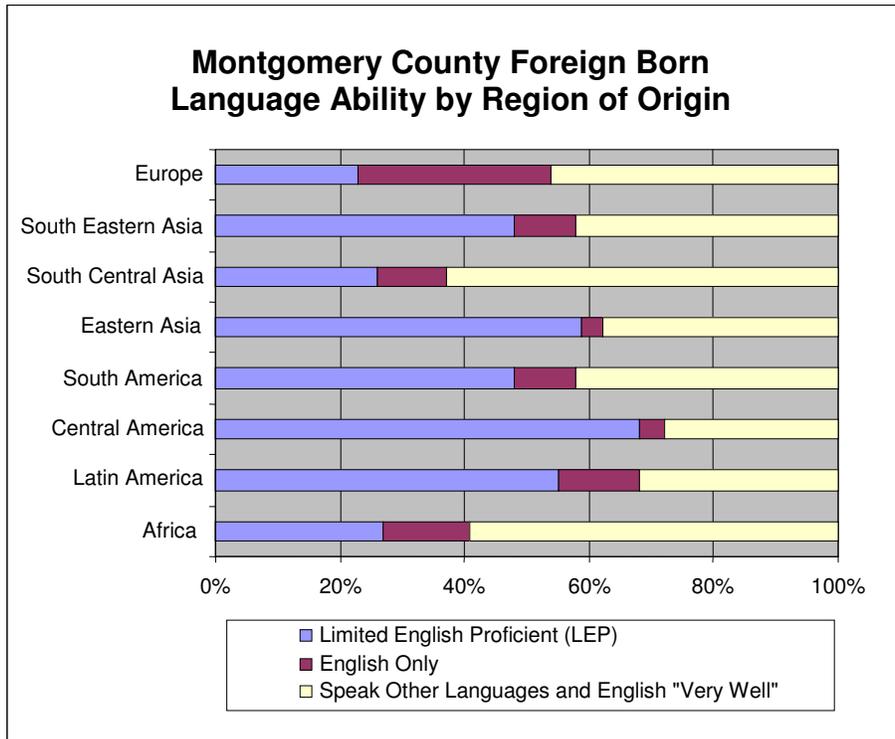

Data from the American Community Survey 2006-2008.

- **Better educated and more English proficient than immigrants nationwide.** Forty-five percent of Montgomery County's immigrants over the age of 25 hold at least a college degree, compared with less than 30 percent nationally among immigrants. An estimated 42 percent of the County's immigrants are limited English proficient, compared

with 52 percent nationwide. The best educated and the most English proficient immigrants in Montgomery County came from the South Central Asian region (South Asian and the Middle East), with 73 percent having at least a college degree and only 25 percent limited English proficient.

- **English language proficiency varies widely by countries of origin.** The geographic diversity in large part explains the wide disparities in immigrants' English language abilities. Those from Europe, South Central Asia (South Asia and Middle East) and Africa are the most English proficient while those from Central America and Eastern Asia are the least proficient.

Data from the American Community Survey 2006-2008. Survey is based on population 5 years and older.

- **The vast majority of the County's LEP populations speak 10 non-English languages.** Among the 42 percent of the County's immigrant population (14.6 percent of the County's total population) that are considered LEP, 88 percent speak just these 10 languages—Spanish, Chinese (Mandarin and Cantonese), Korean, French (African), Amharic (Ethiopian), Russian, Vietnamese, Farsi (Iranian), Arabic, and Tagalog (Filipino).

"We have a great county, but we are changing. The real test for us is: how do our leaders effectively manage the change?"--Isiah Leggett, Inaugural Address, December 2006

MONTGOMERY COUNTY'S POLICY ON LANGUAGE ACCESS

The fast growth of immigrant populations have brought significant economic and cultural vitality to the capital region and the County, but has also challenged the way local governments communicate information, deliver services and engage its residents. Recognizing English learning as the most critical ingredient to immigrant success and integration, Montgomery County established the Montgomery Coalition for Adult English Literacy (MCAEL) between 2005 and 2006 to support countywide English learning. At the same time, the County also took serious steps to improve language access to information and services for LEP individuals and their families.

LEP Policy

In 2003, the County government's executive branch first developed the LEP Policy based on Title VI and presidential Executive Order 13166 of 2000. The LEP Policy required all executive branch departments, agencies and programs to take reasonable steps to provide meaningful access to public services for persons with limited English proficiency (LEP). It led to the development of the County government's original language access framework that included language resources for translation (written) and interpretation (oral) services, staff training for frontline employees, and working groups to implement different aspects of the LEP Policy.

An internal study in 2008 identified several areas in need of improvements in the County's language access work. Key among them were the needs for a system of **accountability** that required coordinated leadership to monitor and evaluate LEP implementation; broader organizational and community **awareness** of language access policy and requirements, and **cost-effectiveness** in using language services and better support for frontline employees.

A March 2009 letter from County Executive Ike Leggett to all County employees reinvigorated language access work in Montgomery County and renewed organizational attention to the need for removing language barriers to public services. The LEP Leadership Team, made up of senior managers and staff with expertise on language access, was appointed to provide leadership and guidance on the County's LEP compliance with the federal guidelines and the County policy. System-wide improvements were made in the past 18 months to virtually every aspect of Montgomery County's language access framework.

Executive Order 046-10

At the recommendation of the LEP Leadership Team, County Executive Ike Leggett issued Executive Order 046-10, "Access to Government Services for Individuals with Limited English Proficiency (LEP)" in March 2010 (Attachment A). The purpose of the Executive Order,

3

modeled after several other jurisdictions, is to institutionalize good practices and ensure consistently high quality services for LEP individuals.

According to Executive Order 046-10, *"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, consistent with aforementioned LEP policy."*

While the original LEP Policy laid a foundation for the County's language access work, the Executive Order is the blueprint for successful implementation. It builds upon the original LEP Policy with clearly-defined expectations, responsible parties, and key elements of the County's language access framework. It sets a new tone for a more culturally competent government in an increasingly global and multicultural community.

NEW LANGUAGE ACCESS FRAMEWORK

Guided by the LEP Leadership Team (Attachment B) and empowered by the Executive Order 046-10, Montgomery County government adopted a new language access framework in 2009 that focused on improving Accountability, Awareness and Cost-effectiveness. The framework includes leadership structure, enforcement and evaluation, department compliance measures, organizational and public communication, staff training and language resources.

Organizational Commitment

The Executive Order defines the responsible parties for Montgomery County's language access work as follows:

1. The **Office of the Chief Administrative Officer** is responsible for the County's overall compliance with federal law and County policy;
2. A designated **Language Access Coordinator** in the Offices of the County Executive provides leadership, guidance and support for all executive branch departments on LEP work;
3. An **LEP Leadership Team** led by the Language Access Coordinator provides oversight on implementation and improvements of LEP policy and practices;
4. The **LEP Department Liaisons** are responsible for the development, execution and communication of their departments' Language Access Plans;
5. The County Executive's **Office of Community Partnerships** takes a lead in promoting the County's language accessibility to the immigrant and especially the LEP communities.

> *Good Practices--Data collection*
>
> *The Department of Health and Human Services integrates LEP related questions into a Customer Satisfaction Survey and the new Fact Sheet used to screen all customers who come to HHS service centers.*
>
> *The Department of Transportation tracks and reports all divisions' performances in key aspects of language access compliance such as public communication, translation, and training in measuring progress.*

Enforcement and Evaluation

Based on the federal law and guidelines on LEP compliance, the LEP Leadership Team developed a system of evaluation that requires all departments to meet basic compliance measurements and to submit their progress updates to the Language Access Coordinator. The Executive Order specifies that Human Rights Commission be charged with the responsibility of investigating complaints related to Title VI, which prohibits national origin discrimination, and the Executive Order by the Montgomery County Executive.

Department Compliance Measures

The new language access framework, developed in the past two years, emphasizes department-level responsibilities as key to successful implementation of language access work. All departments with public interactions must meet the minimum requirements of having designated staff liaisons in charge of coordinating language access work, completing department self-assessments, and developing written Language Access Plans (LAPs).

1. **Department Liaisons** (Attachment C).   All departments or offices re-designated liaisons in FY2009 to coordinate and communicate each department's language access work including assessment, planning and goal setting, ensuring staff training and public communication, problem solving and reporting. The quarterly department liaisons' team meetings provided a platform for departments to exchange ideas, discuss good practices, share resources, and recommend improvements to the current system.

2. **Self-Assessment.** In spring 2009, an online department self-assessment was conducted to identify each department's strengths and weaknesses in providing language assistance including staff awareness, language needs, multilingual capacity, language resources used to provide services, and evaluation and reporting. The following were three key issues identified in the self-assessment:

   a. <u>Wide-ranging differences in awareness and practices across departments</u>. While a few departments such as the Department of Health and Human Services had well-established systems that included mandatory all-staff training, written language access plans, data collection, and publications in multiple languages, many departments did not have an active system in place to ensure LEP compliance, communicate expectations for staff training or availability of resources for translation or interpretation.

   b. <u>Inadequate bilingual staff support for non-Spanish languages</u>. The top-spoken languages such as Mandarin Chinese, Korean, French and Vietnamese did not get adequate bilingual employees' support due to demand exceeding supply of certified employees speaking these languages. Confusion about the usage and responsibilities of certified bilingual employees was also a reason for inconsistent and at times ineffective use of what was supposed to be a cost-effective and efficient language resource for the County.

c. <u>Lack of evaluation and reporting mechanism</u>. Most departments did not collect LEP-specific data such as types of languages in need of assistance, types of language resources used to provide assistance and issues related to using certain resources, in large part due to the lack of system-wide reporting requirements at the time.

3. **Department Language Access Plans.** In compliance with federal guidelines, all departments were required to have a written LAP starting in FY 2010 with goals for improvement, based on the results of the self-assessment. Departments were provided an LAP template to ensure inclusion of the following critical compliance measurements:

   • Self-assessment of language capacity
   • Language resources
   • Communication on language accessibility
   • Staff training
   • Translation of vital documents
   • Evaluation and reporting

See attachment E, "Department LEP Compliance Check-list" for a complete list of each department's level of participation in the above measurements. All departments or offices have developed the required Language Access Plans, though the plans of Fire and Police departments are not considered final due to the review process involving the collective bargaining units.

With basic elements in place for all departments, Montgomery County not only stands ready for possible audits by any federal agencies, but also for greater public access to its services.

Organizational Communication

Leadership attention and commitment is the single greatest determinant of staff attention to language access issues, regardless of a department's past progress or current language needs. Managers can use various forms

of internal communication such as staff meetings, emails and supervisory meetings to reinforce the importance of cultural competency and build expectations into staff performances. A host of initiatives were implemented in the past year and half to raise organizational and public awareness about language access and to improve staff competency.

1. **Leadership Communication.** The County Executive and Chief Administrative Officer hosted two senior management briefings between early 2009 and early 2010 to ensure all directors were aware of the LEP requirements and resources, and to update them on progress. Many departments' staff liaisons and managers played important roles in communicating expectations and encouraging staff training, as reflected in a significant increase of staff attending LEP training, questions related to LEP services, and requests for resources such as language ID boards for public display from County staff in the past year.

2. **New Public Web Site on LEP.** To provide a one-stop resource for County staff on all LEP related information and resources and better inform the public, a new Web site on LEP (www.montgomerycountymd.gov/LEP) was created last year. This public Web site replaced the old Intranet site on LEP, thus allowing public access as well as remote and after-hour access for employees. It has the most needed information for staff such as the LEP Policy and the Executive Order, LEP Leadership Teams and contacts, Language Resources for translation and interpretation, frequently asked questions, and translated documents from different departments.

3. **Newsletter for Bilingual Employees.** The Department of Human Resources (OHR), which manages the Certified Bilingual Employees program, started a quarterly newsletter in FY 2010 for certified employees to provide tools and tips on being effective interpreters and translators.

Good Practices—Public Communication

In-language Greetings
The Office of Consumer Protection requires all bilingual staff to have a bilingual voicemail greeting to inform non-English speakers that services are available in their languages.

Multilingual Training for LEP Residents
The Department of Liquor Control has translated a vendor satisfaction survey into the most used languages, and licensing trainings into Spanish, including a free, 3-hour Alcohol Law Education and Regulatory Training (ALERT) in Spanish.

Community Outreach
The Department of Transportation uses multiple venues including ethnic media to communicate time-sensitive and critical information such as fare or service changes.

Spanish Language PIO
The Office of Public Information has added a bilingual Spanish language public information officer for targeted outreach to Spanish speaking residents through broadcast, online and print media and other channels of communication.

Public Communication

Raising LEP communities' awareness about their rights to language assistance can not only improve their access to services and opportunities, but also help the departments improve their competency and readiness to use language resources. The following communication channels were used to raise awareness about the County's language accessibility:

1. **A customized desk-top language identification board** listing top 13 languages for telephone interpretation was distributed by the County Executive's office to all departments. Departments such as HHS have had similar signage for years, but this was the first time that all departments were expected to display such boards at front desks or points of contact with the public. The language ID board helps front desks and customer service personnel to communicate the availability of language assistance to customers and help staff quickly identify the languages and connect with interpreters.

2. **A Web translation feature** was added to the County's main Web site (www.montgomerycountymd.gov) by the Office of Public Information for automated translation of Web content into the top five most spoken languages—Spanish, Chinese, Korean, French and Vietnamese. While automated translation is not used in any of the County's documents for active distribution such as print publications or media releases, it can be a practical and efficient tool to communicate basic content of over 26,000 pages on the County government's Web site.

3. **A well-publicized signing ceremony** of the Executive Order involving many federal, state and local government officials as well as community leaders helped elevate the visibility of Montgomery County government's language access work. Inquiries came from other jurisdictions around the capital region and other states about Montgomery County's policies and practices. Such public awareness enhances accountability and encouraging LEP individuals' participation in County services.

4. **Key community partners** were engaged to promote language access awareness, especially those serving primarily people from non-English speaking countries like the Montgomery Coalition for Adult English Literacy, the English for Speakers of Other Languages program at Montgomery College, ethnic media, and in-language service providers for different ethnic communities.

Staff Training

Since 2003, front line employees of all levels have been required to take a 3-hour mandatory LEP class on LEP requirements, resources, and cultural awareness. Between FY2009 and FY2010, several improvements were made in training quality, quantity and cost-effectiveness:

1. **Improved course content and effectiveness**. In collaboration with the Office of Human Resources, the Language Access Coordinator assumed the responsibility of teaching the LEP class and redesigned the course with a stronger focus on Montgomery County's immigrant community dynamics as well as County-specific requirements and services.

The course content includes neighborhood and ethnic demographics, LEP policy and requirements, resources for translation and interpretation, and cross-cultural communication. On a scale of 1-5, with 5 being the highest rating, staff evaluations show an average ranking of 4.5 for Overall Course Evaluation measured by course content, training method, and learning experience.

2. **Accelerated training at a lower cost**. Training by staff instead of a contractor allowed OHR the flexibility to increase the frequency of LEP class offering in response to increased demand for staff training. The class was increased from quarterly to bimonthly and also taught on-site by department requests. As a result, the number of staff and managers trained jumped from 178 in FY 2009 to 488 in FY 2010, an increase of 174 percent. In addition, departments like HHS and Police also conducted mandatory department-specific trainings on LEP and related subjects. See attachment D for the top 10 departments with staff trained on LEP in FY2010.

3. **Expanded "Community Interpreter" training for all certified employees.** Since October 2008, an interpreter training course for certified bilingual employees was offered for the first time to staff beyond HHS to help certified employees become more effective interpreters to meet the County's language assistance needs. The training includes code of ethics, professional standards and techniques for verbal and non-verbal communication. In FY2010, 102 employees completed the interpreter training.

Good Practices—Staff Training

On-site Staff and Manager Training. *Several departments worked with the Language Access Coordinator to provide on-site training to save staff travel time and accelerate staff participation. For example, both the Mid-County Regional Services Center and Silver Spring Regional Services Center hosted LEP trainings for all the office staff and the staff of the urban districts who work on the streets helping pedestrians.*

Additional Training as Needed. The Community Use of Public Facilities office invited the County's telephone interpretation contractor to provide step-by-step training to ensure effective use of telephone interpretation services.

Web-based Training. *The Police Department is developing a web-based cultural awareness and competency training. It requires all new recruits to complete 40 hours of total training, including scenarios involving non-English speaking individuals.*

Lead by Example. The director of Permitting Services attended the 3-hour LEP training required of frontline staff. All DPS managers have been trained on LEP policy over the years and 98% of all DPS staff completed LEP training to date.

Mandatory All Staff Training. HHS has required mandatory LEP training for all staff since 2004. To date, the department had led all departments with 223 trained for FY2010 and a total of 1,400 trained to date, making it the best trained department on LEP service.

Language Resources for Translation and Interpretation

Easy access to language assistance resources for frontline staff is critical to consistently high quality services across departments. Several measures were implemented in FY2010 for greater efficiency in communicating and using language resources.

Montgomery County currently uses four types of language resources to meet the demands for oral interpretation and written translation. The two internal resources, Certified Bilingual Employees and the Volunteer Language Bank, have no direct costs to staff users. The two contracted resources are for telephone interpretation and language assistance for in-person interpretation and written translation.

In FY2010, the total costs for contracted translation and interpretation services were $451,086, including written translation and in-person interpretation provided by three companies and telephone interpretation provided by the sole contractor.

Good Practice--Recognition of Outstanding Bilingual Staff

The Department of Corrections and Rehabilitation requested a certified Bengali-speaking staff member from that department to provide emergency interpretation assistance over a weekend in a possible felony case. This work involved communicating with the Police, local family members and a family in India. The whole process took over eight hours.

To appreciate the employee's efforts above the call of duty and her tremendous value in a complicated situation where professional knowledge of the Department would be critical, the director of the department hosted an awards ceremony to honor her and to highlight the value of the County's bilingual employees.

Total Costs of Contracted Language Services		
Contractor	**FY2009**	**FY 2010**
Translation International	$41,471	$43,319
Northern Virginia AHEC	$24,606	$37,845
CTS Language Link	$12,650	$27,313
LLE/Voiance (telephone interpretation)	* unavailable	$342,609
Total	N/A	**$451,086**

* Due to vendor changes in mid-year FY2009 and the different reporting and account management systems, no reliable data on telephone interpretation could be obtained from the two vendors for that year.

Because each language resource is managed separately by a different department or office, central coordination and system-wide evaluation is instrumental to making sure each resource meets its intended purpose and is being used efficiently in relation to other available resources. The LEP Leadership Team and the Language Access Coordinator worked with relevant offices and made the following changes in FY2010 to improve **efficiency** and **cost-effectiveness**.

1. **Certified Bilingual Employees.** Montgomery County has been using certified bilingual employees for language needs since 1988. This program currently has 665 employees in over 30 non-English languages and about 70 percent are certified in Spanish. In FY2010, OHR certified 52 County employees from over a dozen language backgrounds, with 42 at basic level (interpretation only) and 10 at advanced level (interpretation and translation). Managed by OHR, it is one of the most important language resources that many staff and departments rely on for cost-effective in-language communication and services. Full-time employees who pass the language tests receive a pay differential and are expected to make their best efforts to assist other employees and departments when asked, in addition to using the languages for their own jobs.

   a. A more user-friendly and accessible online database. In FY2009, with OHR's approval and support, the Department of Technology Services redesigned the certified bilingual employees' database to replace the original Excel spreadsheet version of the database. The new database is easier to use and searchable by languages, departments, individual names, or any combination of the above. Posted on the LEP public Web site, it can be accessed anytime, anywhere by any County employees with Internet access and secure login.

   b. Program assessment. OHR conducted an online survey in early 2010 of a small sample of non-represented language certified employees and their managers to gather information on the use of employees' multilingual skills in providing language interpretation and translation services. The results showed that managers and employees often have different views of how often the employees' language skills are used. As a follow-up, OHR is conducting another manager assessment of each department's actual needs for language assistance and the level of bilingual staff support available.

2. **Telephone Interpretation.** Montgomery County's telephone interpretation is provided by Voiance (formerly known as LLE), whose contract is managed by the lead agency and one of the primary users—the Police Department. Available 24/7/365 in any languages, telephone interpretation is the most reliable and convenient language resource for immediate access to interpretation. Below is the summary of languages and expenses of Montgomery County government's telephone interpretation in FY2010.

To 10 Languages Using Telephone Interpretation (FY2010)	Percentage of all Telephone Interpretation
Spanish	88.5
Chinese (Mandarin & Cantonese)	2.1
French	1.8
Korean	1.6
Amharic	1.3
Vietnamese	1.3
Farsi	0.5
Russian	0.4
Arabic	0.3
Tagalog	0.04
All Others	2.2

a. <u>Languages most in need of telephone interpretation.</u> The top 10 LEP languages accounted for about 98 percent of all telephone interpretation in FY 2010. While Spanish accounts for 44 percent of all LEP languages, its share of telephone interpretation is twice as much, 88.5 percent, which can mean that LEP individuals speaking other languages are either less likely to directly interact with the County government, or are less likely to use the County's language assistance when they do.

b. <u>Usage and costs-savings on telephone interpretation.</u> In FY2010, Montgomery County's total telephone interpretation costs were $342,609, an increase of approximately 30 percent from previous years' average. A cost comparison with a

Telephone Interpretation Usage (FY2010)	
Total Number of Calls	25,994
Total Minutes	278,544 (4,642 hrs)
Average Length Per Call	10.7 min.
Rate per Minute	$1.23
Average Cost Per Call	$13.18
Total Cost	**$342,609**

neighboring jurisdiction with similar demographics to Montgomery County found that Montgomery was paying 13 to 33 cents more per minute for each call. This information allowed the Police Department, the lead agency for telephone interpretation contract, to renegotiate with the contractor for more favorable rates for FY2011. As a result, Montgomery County now enjoys the same low rates as the other jurisdiction, which uses a different vendor. Non-technical Spanish language interpretation rate has dropped 33 cents a minute, and technical or non-Spanish language interpretation is down 13 cents a minute (see rate comparison chart below). At the current volume of usage, the County can expect to save tens of thousands of dollars starting FY2011.

Telephone Interpretation Rate Comparison and Savings (Per Minute)				
	FY 2010	**FY2011**		
		Technical*	Non-technical*	**Savings Per Minute**
Spanish	$1.23	$ 1.10	$ 0.90	**$0.13-$0.33**
Other languages	$1.23	$ 1.10	$1.10	**$0.13**

Technical calls include those from 911, HHS, and Corrections. All others are non-technical calls. See Attachment F for a list of all accounts and status.

3. **Translation (written) and In-Person Interpretation**. Written translation and in-person interpretation are provided by three contractors—Translation International Inc, CTS Language Link, and Northern Virginia Area Health Education Center (AHEC). See chart "Total Cost of Contracted Language Services" on page 10. These contracts are managed by their primary user and lead agency, HHS. Each department can choose to use any of these contractors and pay for each service directly.

   a. Online archive of translated documents. Starting in FY2010, most of the translated documents submitted by departments were posted on the LEP Web site for better knowledge management, easier access by staff and the public, and reduction of waste in printing and re-translating existing documents due to loss or misplacements.

   b. Usage of translation and interpretation services. Unlike telephone interpretation, written translation and in-person interpretation services provided by the contractors are limited to a few departments with HHS being the heaviest user. In FY2010, Montgomery County government used a total of $108,477 for written translation and in-person interpretation provided by three companies, which was about one third of the total telephone interpretation costs.

   c. Partnerships with Montgomery County Public Schools on translation services. Based on departments' feedback and the baseline assessment results, the LEP Leadership Team decided to pursue partnership with the Montgomery County Public Schools (MCPS) in translation services last year. MCPS uses a highly sophisticated translation system and highly-trained and specialized professionals to ensure efficiency, consistency and quality in every translated document. With the support of both MCPS' leadership and the County's LEP Leadership Team, the Language Access Coordinator submitted a partnership proposal with MCPS earlier this year to improve quality and cut costs. The proposal is currently being reviewed by Cross-Agency Resource Share working group. The final decision will require County Council approval.

4. **Transition of Volunteer Language Bank.** As an alternative to other language resources, the Volunteer Language Bank is the only free resource accessible to nonprofits in Montgomery County, in addition to the County government and other public agencies. It has been managed by the Volunteer Center, which was significantly affected by budget cuts and is no longer in a position to continue managing the volunteer-based language bank. It is likely to become part of the Gilchrist Center for Cultural Diversity, which is undergoing a transition to expand its services as a newcomer welcome center with multiple locations and sharpen its focus on immigrant integration.

Good Practice—Multilingual Translation. As a small office, the Commission for Women has been exemplary in consistently translating key documents related to women's well-being such as counseling services, sexual harassment and divorce procedures into the top most spoken languages besides Spanish, including Chinese, Korean, and Vietnamese.

OPPORTUNITIES AND CHALLENGES

Montgomery County's language access work faces both great opportunities and a host of challenges. How we take advantage of them and address them will determine the outcome of the sustainability of the County's language access work.

Opportunities

1. **MC311—One-stop Customer Service.** In summer 2010, Montgomery County government launched MC311 as a critical part of the Transform MCG initiative to make the County government services more accessible and efficient. An online and telephone customer service system, MC311 plays a unique role in ensuring linguistic accessibility for County information and services. It will reduce departments' in-take of calls, and therefore telephone interpretation needs, while improving data collection on the types of services and languages requested. MC311 has taken the following steps to ensure the system's linguistic accessibility.

   a. The call center has bilingual staff on hand for the most needed languages—Spanish, Chinese, Vietnamese and French for each shift. The telephone system is also equipped with quick access to interpretation for languages for which there is no staff to provide assistance.

   b. All call center operators completed a 4-hour customized LEP training by the Language Access Coordinator, focusing on the unique nature of public interaction for telephone operators.

   c. Information about MC311 was translated into the top five most spoken languages in the County—Spanish, Chinese, Korean, French and Vietnamese, with the assistance of certified bilingual employees.

2. **Greater Attention on Language Access and Immigrant Integration at All Levels of Government.** Both nationally and locally, immigrant integration in general and language access in particular have received a great deal more attention in recent years among policymakers and government leaders of all levels, community advocates, major service providers such as schools and hospitals, as well as researchers and scholars.

   a. County Council's focus on language access. The Montgomery County Council, led by Council President Nancy Floreen and Councilmember Nancy Navarro, has announced its plan to improve linguistic access to the Council's public communication and services. In 2004, the County Council's Office of Legislative Oversight conducted an initial assessment of Montgomery County public agencies' language accessibility and offered recommendations for improvements, emphasizing the need for greater collaboration among public agencies, including Montgomery County government, MCPS, Park and Planning, Housing Opportunities and the Washington Suburban Sanitary Commission. In summer

2009, Council staff members participated in the on-site training conducted by the Language Access Coordinator. The Council's legislative staff is currently developing an implementation plan to be submitted to the Council.

b. <u>Increased federal and state oversight on language access</u>. The U.S. Department of Justice's Civil Rights Division recently issued a stern warning to all U.S. district courts about the need for enhanced language access, reinforcing Title VI requirements. Departments from the State and the County governments were audited on LEP compliance in the past two years by the federal government. The Governor's office has also enhanced its oversight of the State of Maryland's language access work, and access to public services including language access has been identified as a top issue by the Governor's Council for New Americans.

c. <u>Greater opportunities for cross-learning and partnerships</u>. Montgomery County's Executive Order on language access was modeled after several other jurisdictions' executive orders and good practices, including the City of New York, the City of Philadelphia, the District of Columbia, and Fairfax County. Public agencies and major service providers in Montgomery County such as MCPS, the hospitals and community-serving nonprofits are taking steps to improve communication. There are both great needs and great opportunities for cross-learning and collaboration for cost-effective interpretation and translation services as well as staff training.

Challenges

1. **Budget cuts' adverse impact on language access progress.** The significant and continued budget cuts experienced by many departments in recent years meant reduced staff and financial resources to meet the translation and interpretation needs of LEPs. Written materials that needed translation are now being put on the backburner. Budget-related restructuring also resulted in disruption caused by change of jobs among staff liaisons and the bilingual employees in many offices and areas critical to public services such as the regional services centers.

Good Practice—Coping with Budget Cuts. The Department of Recreation, which has experienced over 30 percent cut, has adopted an "all-hands on deck" approach and uses the department director as a resource to help Spanish-speaking LEP customers.

2. **Perceptions about immigration and LEPs.** Though not prevalent, the perception that language assistance for LEPs is an extra burden to departments and the taxpayers is not an isolated view among County employees. The national debate and controversy on immigration inevitably casts a shadow on all immigrants, regardless of their legal status. Language access can be an after-thought for some, especially in a challenging budget situation. There needs to be even greater education, awareness and enforcement at all levels of the County government

with a more comprehensive approach to helping managers and staff understand what immigration really means to today's Montgomery and its future.

3. **Inadequate services for languages other than Spanish.** There are not enough non-Spanish language bilingual employees in top languages to engage in direct communication with LEPs or help other staff. When departments decide to have certain publications or information translated, Spanish is often the only language of choice. As a result, speakers of major non-Spanish languages in the County such as Chinese, French, Korean, Vietnamese and Amharic have far less access to in-language information than their Spanish-speaking counterparts. The lack of ready access to language assistance can be a deterrent for non-Spanish language speakers to interact with the government.

4. **Lack of reliability using certified bilingual employees.** Though a great resource for departments to directly engage and communicate with speakers of other languages including LEPs, the Certified Bilingual Employees program is limited in its effectiveness for cross-agency use. Staff members who request assistance of bilingual employees in other departments are at the mercy of the availability and cooperation of these employees and sometimes the support of their supervisors. According to OHR policies, a requesting staff should also contact the bilingual employee's supervisor to seek approval, which is not always practical and discourages using bilingual employees as an in-house resource. Given the greater need to rely on in-house language resources in this budget situation, the program, especially its cross-agency use, needs to be re-examined to be truly effective. OHR is currently conducting evaluations and will make recommendations accordingly.

5. **Ongoing challenges with written translation.** Compared to oral interpretation, written translation faces multiple changes that warrant systemic improvements.

   a. Due to the multiple steps and parties involved in translating, proofreading and editing, the translation process can be tedious and frustrating for departments. Those without bilingual staff in certain languages often find it impossible to decide if a translated document, whether by a contractor or a certified employee, meets the quality standard for a government publication and is culturally and linguistically appropriate for the majority of people speaking that particular language who are from several different countries.

   b. Written translation is far more demanding in linguistic ability and mastery of cultural nuances and idioms than oral interpretation. Certified bilingual employees are often reluctant to take on translation requests due to the amount of work required for even a short document such as a brochure. Whether or not the County should continue to certify employees for written translation (advanced certification) is being evaluated by OHR and the LEP Leadership Team.

   c. Inconsistent use of terminologies due to both linguistic diversity of translators and a lack of standards for all County government documents, combined with the lack of consistent and reliable quality control, can lead to miscommunication or even wasted translation when mistakes are discovered post-publication.

PRIORITIES FOR FY2011

Executive Order 046-10 marks a new chapter in Montgomery County government's language accessibility and laid a structural foundation for all departments and all aspects of language access work. The greatest accomplishments of FY2010's work lies in greater accountability for all departments including those with limited interaction with LEPs; enhanced awareness and competency for staff, and more cost-effective and efficient use of language resources. Going forward, however, primary focus will be on those departments with greater public interaction.

Due to the complex nature of language access work, dedicated funding and staff is badly needed to keep the momentum going and preserve institutional knowledge. It takes staff and resources to actively coordinate with multiple departments, manage language resources, train staff, support the departments, collect and report data, and learn from other jurisdictions' good practices, which are all critical to continued success.

Without oversight and central coordination to evaluate and improve, cost-saving and time-saving measures such as the online database for translated documents and the reduced rates for telephone interpretation would not have been realized, nor would progress have been made on partnership to streamline translation services.

In light of the federal government's enhanced audits of state and local governments and community expectation on linguistic accessibility, Montgomery County needs to be even more vigilant and proactive in internal and external communication on this subject. For FY2011, the LEP Leadership Team will direct much of its energy and time on the following priorities:

- Develop and implement a practical data tracking and reporting system across departments to gather basic information currently not captured by most departments, such as assistance provided by County employees (as opposed to contractors), types of languages needing assistance, resources used to provide language assistance, and problems encountered by staff in providing services.

- Complete the preparation to launch a pilot project with MCPS on translation services that can be expanded to include other public agencies in the County.

- Strengthen department-level support through addressing specific issues in serving LEPs and exchanging tools and tips among frontline employees and certified bilingual employees.

In the final analysis, language access is not just about compliance with laws and policies, but more importantly, about our readiness to communicate with and serve all residents in an increasingly global county. As a vibrant community next to the nation's capital with great economic opportunities and high quality of life, Montgomery County will continue to be a great choice for people and businesses from around the country and the world. It is in the County's best interest to adapt to changes and find effective ways to engage all who live, work, study and do business here.

MONTGOMERY COUNTY EXECUTIVE ORDER

Offices of the County Executive • 101 Monroe Street • Rockville, Maryland 20850

Subject	Executive Order No.	Subject Suffix
Executive Order "Access to Government Services for Individuals with Limited English Proficiency"	046-10	
Originating Department	Department Number	Effective Date
CE's Office of Community Partnerships		03/04/10

Montgomery County, Maryland
Office of the County Executive

Executive Order 046-10
Access to County Government Services for Individuals
with Limited English Proficiency

WHEREAS,

It is a priority of Montgomery County government to build a linguistically accessible and culturally competent government to ensure meaningful access to government services for all communities throughout Montgomery County; and

Montgomery County prides itself in being a responsive and inclusive government that effectively works toward removing barriers to quality services to all regardless of their countries of origin or English language proficiency; and

According to the latest Census data, the County's foreign-born population has doubled since 1990, now accounting for 30 percent of the County's total population or nearly half (45 percent) of the entire state of Maryland's immigrant population; and

Today in Montgomery County, one in three residents speaks a language other than English at home, and one in seven (14.5 percent) is considered limited English proficient (LEP), more than any other county in the state of Maryland; and

Federal and state laws, regulations and policies, including Federal civil rights laws and U.S. Department of Justice (DOJ) guidelines, require local governments to provide meaningful access to their services for LEP individuals by providing language assistance; and

Implementation of guidelines ensuring effective delivery of County services to all residents regardless of English language ability will enhance public safety, health, economic prosperity, and overall quality of life in Montgomery County; and

Montgomery County adopted the guidelines issued by the Civil Rights Division of DOJ in June 2002, which provide a four-factor analysis for determining "reasonable steps to ensure meaningful access," including 1) number or proportion of LEPs likely served, 2) frequency of contact with the program, 3) nature and importance of the program, and 4) resources available and the costs of providing language services; and

MONTGOMERY COUNTY
EXECUTIVE ORDER

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Originating Department	Department Number	Effective Date
CE's Office of Community Partnerships		03/04/10

In May 2003, Montgomery County's Executive Branch adopted the LEP Policy, requiring that departments, offices and programs take reasonable steps to provide equal access to public services for persons with limited English proficiency; and

In September 2004, the Office of Legislative Oversight released *"Limited English Proficient Persons: Access to County Government Services,"* a comprehensive report focused on LEP access to emergency public safety and health and human services and included recommendations to the County Council for improving LEP policy and implementation; and

Montgomery County's current language access framework includes:

a. LEP policy and a compliance framework that applies to all executive branch departments, offices and programs,

b. A Web site dedicated to language access at www.montgomerycountymd.gov/lep,

c. Resources for translation and interpretation services,

d. An LEP Leadership Team led by the Language Access Coordinator that oversees countywide policies and practices on language access; and LEP Department Liaisons designated by department directors responsible for implementing the LEP Policy for the Executive Branch's departments, office and programs,

e. Mandatory LEP Training for all frontline staff and, subject to discussion with certified employee representatives as appropriate, mandatory Community Interpreter Training for all certified bilingual employees,

f. An evaluation and accountability system that measures the progress of LEP work and level of compliance with Title VI and County policy on language access,

g. A process within the Montgomery County Human Rights Commission for investigating complaints regarding the County's compliance with Title VI and this Executive Order and offering recommendations for resolution; and

MONTGOMERY COUNTY EXECUTIVE ORDER

Offices of the County Executive • 101 Monroe Street • Rockville, Maryland 20850

Subject	Executive Order No.	Subject Suffix
Executive Order "Access to Government Services for Individuals with Limited English Proficiency"	046-10	
Originating Department	Department Number	Effective Date
CE's Office of Community Partnerships		03/04/10

NOW, THEREFORE, by the power invested in me as County Executive of Montgomery County, Maryland, it is hereby ordered:

SECTION 1. 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, consistent with aforementioned LEP Policy. Each executive department, office and program shall have:

    a. A Department Liaison to oversee the development and execution of a department-specific Language Access Plan and to ensure the department's compliance with applicable laws and policy on serving LEP individuals.

    b. A Department Language Access Plan updated annually to provide both policy directive and the necessary protocols, based on the four-factor analysis provided by DOJ to carry out the provision of language access services to LEP individuals.

SECTION 2. The Office of the Chief Administrative Officer (CAO) shall be responsible for the County's overall compliance with language access laws and policy; provide oversight and support for all departments, offices and programs in their language access work, and develop accountability mechanisms.

    a. The Language Access Coordinator shall provide leadership, guidance and support for all executive branch departments to ensure consistent and effective implementation of this Executive Order throughout the County government. The Language Access Coordinator reports to the Office of the CAO.

    b. To facilitate successful integration of immigrants in Montgomery County into the civic, cultural, economic and intellectual life of the County, the County Executive's Office of Community Partnerships shall take the lead in promoting language access to County services through outreach programs and through the County Executive's ethnic advisory groups and community partners.

    c. The CAO's office shall ensure that MC311, the County's customer service call center, reflects the County's best practices in language accessibility and cultural competency.

MONTGOMERY COUNTY
EXECUTIVE ORDER

Offices of the County Executive • 101 Monroe Street • Rockville, Maryland 20850

Subject	Executive Order No.	Subject Suffix
Executive Order "Access to Government Services for Individuals with Limited English Proficiency"	046-10	
Originating Department	Department Number	Effective Date
CE's Office of Community Partnerships		03/04/10

SECTION 3. The Language Access Coordinator and the LEP Leadership Team shall constantly evaluate and improve the quality, efficiency, and cost-effectiveness of all language resources by evaluating practices of other institutions and jurisdictions.

SECTION 4. The CAO's office shall collaborate with other public institutions and seek to establish a Language Access Council to include representatives from: Housing Opportunities Commission, Board of Elections, Maryland National Capital Park and Planning Commission, Montgomery College, Montgomery County Public Schools, and Washington Suburban Sanitary Commission. The goal of such collaboration will be to improve language accessibility through LEP initiatives and English learning in Montgomery County.

SECTION 5. This order shall take effect immediately.
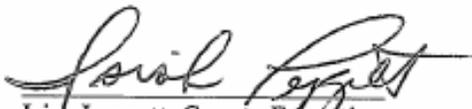
Isiah Leggett, County Executive
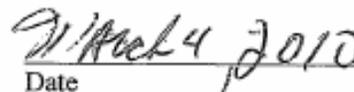
March 4 2010
Date

Approved as to form and legality
Office of the County Attorney

Edward Lattner,
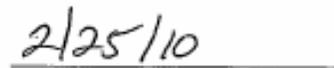
2/25/10
Date

Attachment B

LEP Leadership Team		
Member	**Department**	**Title/Responsibilities**
Lily Qi	Office of the County Executive	Language Access Coordinator & Community Liaison
Donna Bigler	Office of Public Information	Assistant Director
Molly Callaway	Volunteer Center	Manager of Language Bank
Shelley Janashek	Environmental Protection	Administrative Specialist III: Contracts/HR
Betty Lam	Health and Human Services	Chief of Community Affairs
Terrence Pierce	Police	Chief of Staff
Luis Martinez	Health and Human Services	Diversity Outreach Coordinator
Karen Plucinski	Human Resources	Manager, Change Management & Organizational Development
James Stowe	Human Rights	Director
Judith Vaughan-Prather	Commission for Women	Director
Art Wallenstein	Correction and Rehabilitation	Director

Attachment C

LEP Department Liaisons		
Department	**LEP Liaison**	**Extension**
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
Division of Solid Waste Services	Eileen Kao	76406
Economic Development	Raul Medrano	72077
Environmental Protection	Eileen Kao	76406
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	Sunil Pandya	71956
Management and Budget Office	Angela Dizelos	72758
MC311	Leslie Hamm	33565
Emergency Management and Homeland Security	Ellis Desiree	72422
Permitting Services	Reggie Jetter	76275
Police	Terrence Pierce	35026
Public Information Office	Esther Bowring	76513
Public Libraries	Michelle Sellars	70196
Recreation	Judy Stiles	76875
Regional Service Center – Eastern	Anjoo Chohda	78411
Regional Service Center – Bethesda-Chevy Chase	Debra Atkins	78208
Regional Service Center – Mid-County	Sue Koronowski	78114
Regional Service Center – Silver Spring	Gwen Haney	75334
Regional Service Center – Upcounty	Andrea Bush	78043
Technology Services	Steve Emanuel	73668
Transportation	Margaret Boumel	77174
Commission for Women	Clotilde Puertolas	78335

Attachment D

Top 10 Departments Participating in LEP Training FY2010 (including staff trained by HHS and Police)	
Department	**# Staff Trained**
Police	*743
Health and Human Services	*223
Public Libraries	109
Correction & Rehabilitation	70
Regional Services Centers & Urban Districts	58
Transportation	43
MC311	40
Environmental Protection	31
Housing and Community Affairs	20
Permitting Services	10
All other departments combined	58
Total	**1405**

*The numbers for HHS and Police include those who took department-specific
 LEP courses in addition to those who attended the general LEP training offered by OHR..*

Attachment E

Department LEP Compliance Check-List

As of August 2010 (data based on departments' progress reports)

Department	Liaison	Baseline Assessment	Language Access Plan	Public Communication	Translated Documents	Staff Training	Reporting & Evaluation
Commission for Women	Clotilde Puertolas	✓	✓	✓	✓	✓	✓
Community Use of Public Facilities	Anne Brown	✓	✓	✓	✓	✓	✓
Consumer Protection	Lorena Bailey	✓	✓	✓	✓	✓	✓
Correction and Rehabilitation	Arthur Wallenstein	✓	✓	✓	✓	✓	✓
County Attorney's Office	Erin Ashbarry	✓	✓	*	*	*	*
Economic Development	Raul Medrano	*	✓	✓	✓	✓	✓
Emergency Management and Homeland Security	Desiree Ellis	✓	✓	*	✓	*	✓
Environmental Protection	Eileen Kao	✓	✓	✓	✓	✓	✓
Finance	Phavann Chhuan	✓	✓	✓	✓	✓	✓
Fire/Rescue Services	Leslie Maxam	✓	✓	✓	✓	✓	*
General Services	Judy Davis	✓	✓	✓	*	✓	✓
Health and Human Services	Betty Lam & Luis Martinez	*	✓	✓	✓	✓	✓
Housing and Community Affairs	Myriam Torrico	✓	✓	✓	✓	✓	✓
Human Resources	Joe Heiney-Gonzalez	✓	✓	✓	*	✓	✓
Human Rights	Anis Ahmed	*	✓	✓	*	✓	*
Intergovernmental Relations	Wanda Wells	✓	✓	✓	N/A	✓	✓

Department	Liaison	Baseline Assessment	Language Access Plan	Public Communication	Translated Documents	Staff Training	Reporting & Evaluation
Liquor Control	Sunil Pandya	✓	✓	✓	✓	✓	✓
Management and Budget Office	Angela Dizelos	✓	✓	✓	N/A	✓	✓
Permitting Services	Reginald Jetter	✓	✓	✓	✓	✓	✓
Police	Terrence Pierce	*	✓	✓	✓	✓	✓
Public Information Office	Esther Bowring	✓	✓	✓	✓	✓	✓
Public Libraries	Michelle Sellars	✓	✓	✓	✓	✓	✓
Recreation	Gabe Albornoz	✓	✓	✓	✓	✓	✓
Regional Services Center – BCC	Anjoo Chohda	✓	✓	✓	✓	*	✓
Regional Services Center – Eastern	Leslie Hamm	✓	✓	✓	✓	✓	✓
Regional Services Center – Mid-County	Sue Koronowski	✓	✓	✓	✓	✓	✓
Regional Services Center – Silver Spring	Gwen Haney	✓	✓	✓	*	✓	*
Regional Services Center – Upcounty	Andrea Bush	✓	✓	✓	*	✓	✓
Technology Services	Steve Emanuel		✓	✓	✓	✓	✓
Transportation	Margaret Boumel	✓	✓	✓	✓	✓	✓

*The blank columns indicate no data submission as of August 2010.

Attachment F

Telephone Interpretation Rates for FY2011

Account Id	Account Name	Classification	Per Minute Price
CL32000	MC 911 Center	Technical	$1.10- All Languages
CL32380	Montgomery CARES Program	Technical	$1.10- All Languages
CL32150	HHS	Technical	$1.10- All Languages
CL32980	Pre-Trial	Technical	$1.10-All Languages
22736	Police Department	Technical	$1.10-All Languages
22741	Correctional Facility	Technical	$1.10-All Languages
22742	Pre-release & Reentry Services	Technical	$1.10-All Languages
22743	Detention Center	Technical	$1.10-All Languages
CL32390	MC 311 Center	Non-Technical	$0.90- Spanish, $1.10- All other Languages
22716	Eastern Regional Services Center	Non-Technical	$0.90- Spanish, $1.10- All other Languages
22717	Community Use of Public Facilities	Non-Technical	$0.90- Spanish, $1.10- All other Languages
22724	Bethesda- Chevy Chase Regional Services Center	Non-Technical	$0.90- Spanish, $1.10- All other Languages
22725	Department of Environmental Protection	Non-Technical	$0.90- Spanish, $1.10- All other Languages
22750	Department of Public Libraries	Non-Technical	$0.90- Spanish, $1.10- All other Languages
22759	Human Resources	Non-Technical	$0.90- Spanish, $1.10- All other Languages
22773	Permitting Services	Non-Technical	$0.90- Spanish, $1.10- All other Languages
22774	Office of Executive	Non-Technical	$0.90- Spanish, $1.10- All other Languages

22781	Office of Public Info	Non-Technical	$0.90- Spanish, $1.10- All other Languages
22790	Consumer Protection	Non-Technical	$0.90- Spanish, $1.10- All other Languages
22792	Division of Treasury	Non-Technical	$0.90- Spanish, $1.10- All other Languages
22819	Department of Housing	Non-Technical	$0.90- Spanish, $1.10- All other Languages
22838	Department of Liquor Control	Non-Technical	$0.90- Spanish, $1.10- All other Languages
22875	Commission for Women Counseling & Career Center	Non-Technical	$0.90- Spanish, $1.10- All other Languages
22883	Office of Intergovernmental Relations	Non-Technical	$0.90- Spanish, $1.10- All other Languages
22990	Board of Elections	Non-Technical	$0.90- Spanish, $1.10- All other Languages
23080	Mid County Regional Center	Non-Technical	$0.90- Spanish, $1.10- All other Languages
23167	Silver Spring Regional Center	Non-Technical	$0.90- Spanish, $1.10- All other Languages
23233	Government/Recreation	Non-Technical	$0.90- Spanish, $1.10- All other Languages
23299	Office of Cable & Communication Services	Non-Technical	$0.90- Spanish, $1.10- All other Languages
23374	TRIPS Commuter Store	Non-Technical	$0.90- Spanish, $1.10- All other Languages
23400	COR Management Services	Non-Technical	$0.90- Spanish, $1.10- All other Languages
23401	Division of Procurement	Non-Technical	$0.90- Spanish, $1.10- All other Languages
23426	Montgomery County Council	Non-Technical	$0.90- Spanish, $1.10- All other Languages

Attachment G

Montgomery County Language Usage Report July 2009 - June 2010		
Languages	**# Calls**	**% Of Calls**
Spanish	22608	88.58%
Mandarin	465	1.82%
French	446	1.75%
Korean	404	1.58%
Vietnamese	342	1.34%
Amharic	324	1.27%
Portuguese (Nonspecific)	131	0.51%
Farsi, Western	114	0.45%
Russian	113	0.44%
Cantonese	87	0.34%
Arabic	80	0.31%
Bengali	45	0.18%
Nepali	36	0.14%
Tigrinya	35	0.14%
Creole (Haitian)	33	0.13%
Thai	28	0.11%
Hindi	21	0.08%
Urdu	18	0.07%
German	16	0.06%
Sinhala	14	0.05%
Swahili (Tanzania & Kenya)	14	0.05%

Armenian	12	0.05%
Cambodian	12	0.05%
Tagalog	10	0.04%
Farsi, Eastern	9	0.04%
Indonesian	9	0.04%
Taiwanese	9	0.04%
Burmese	8	0.03%
Japanese	7	0.03%
Greek	6	0.02%
Hebrew	6	0.02%
Italian	6	0.02%
Somali	6	0.02%
Tamil	5	0.02%
Tibetan	5	0.02%
French (Canadian)	4	0.02%
Polish	4	0.02%
Romanian	4	0.02%
Punjabi, Eastern	3	0.01%
Twi	3	0.01%
Gujarati	2	0.01%
Mongolian	2	0.01%
Wolof	2	0.01%
Akan	1	0.00%
Ashante Twi	1	0.00%
Azerbaijani	1	0.00%
Bulgarian	1	0.00%
Chin [Haka]	1	0.00%
Dutch	1	0.00%
Ewe	1	0.00%
Fuzhou	1	0.00%

Ga	1	0.00%
Krio	1	0.00%
Lao	1	0.00%
Luganda	1	0.00%
Mandinga	1	0.00%
Oromo	1	0.00%
Serbo-Croatian (Nonspecific)	1	0.00%
Turkish	1	0.00%