

## Chapter 8 Community Services

	<b>Page</b>
<b>Community Affairs</b> .....	<b>305</b>
Office of Neighborhood Engagement.....	305
Gay, Lesbian, Bisexual and Transgender Affairs.....	305
Ex-Offenders Affairs.....	306
African Affairs.....	308
Services.....	308
Demographics.....	309
<b>Office of Asian and Pacific Islander Affairs</b> .....	<b>310</b>
Office Program Areas.....	311
About the Asian and Pacific Islander Community.....	312
<b>Latino Affairs</b> .....	<b>315</b>
Population Demographics.....	315
Grants.....	324
Language Access and Advocacy.....	324
Outreach.....	325
<b>Veterans Affairs</b> .....	<b>326</b>
Programs.....	326
Services.....	327

## Community Affairs

The Office of Community Affairs was proposed and created in 2008 to consolidate several functions of the Executive Office of the Mayor and the Office of the City Administrator. The office is tasked with carrying out the Mayor's vision for the city and overseeing constituent relations. The mission of the Office of Community Affairs is to meet the needs of the residents of the District of Columbia and to engage the District's diverse communities in civic life. The Office of Community Affairs seeks to better serve all District residents by identifying resources, providing services and sponsoring beneficial programming for constituents. The offices under the Office of Community Affairs include the Mayor's Office of Neighborhood Engagement, Office of Gay, Lesbian, Bisexual and Transgender Affairs (GLBT), Office of Ex-Offender Affairs (OEOA), the Youth Advisory Council (DCYAC), Office on African Affairs (OAA) and Office on Women's Policy and Initiatives (OWPI). Other offices serving the community are Office on Asian and Pacific Islander Affairs (OAPIA), Office on Latino Affairs (OLA), and Office of Veterans Affairs (OVA).

## Office of Neighborhood Engagement

The Mayor's Office of Neighborhood Engagement (ONE) was established in 2011 as a result of repurposing and redefining the Mayor's Office of Community Relations and Services. ONE serves as the primary constituent services organization by providing rapid, complete, coordinated and documented responses to constituent requests, complaints and questions. The Office works with the city government to provide coordinated and scheduled delivery of high-quality basic services for the District of Columbia's residents, visitors, business owners and neighborhoods.

The staff works directly with constituents to address problem areas in a given ward. Working with staff from approximately 20 critical District Government agencies, ONE team members tackle neighborhood issues. With the community's input and the Mayor's commitment, ONE is able to solve persistent problems in every ward. The staff attends community meetings, events and walkthroughs to stay connected with the needs of District residents.

## The Mayor's Office of Gay, Lesbian, Bisexual and Transgender Affairs

The Mayor's Office of Gay, Lesbian, Bisexual and Transgender Affairs (GLBT) is a permanent, cabinet-level office within the Executive Office of the Mayor, established by statute in 2006 to address the important concerns of the District's gay, lesbian, bisexual and transgender residents.

The Office of GLBT Affairs works in collaboration with an Advisory Committee, appointed by the mayor, to define issues of concern to the GLBT community and find innovative ways of utilizing government resources to help address these issues. The Office offers four primary services: Capacity Building, Community Outreach, Public Education and Public Policy Development and Advocacy.

- **Capacity Building:** The Office of GLBT Affairs provides limited consultation to organizations on capacity building and organizes workshops and trainings that focus on improving capacity and assisting nonprofit and community leaders.
- **Community Outreach:** Community Outreach is at the heart of the work of the Office of GLBT Affairs. The office works in partnership with and provides support to local organizations by promoting community events; attending community meetings; and addressing current issues in the community via town hall meetings, conferences, and advisory committee meetings that feature presentations by the mayor and other members of the Administration.

- **Public Education:** The goal of the Public Education program is to organize a series of training and public education programs that help promote better use of government resources and foster exchange of ideas to improve the lives of District GLBT residents. The Public Education program also works to facilitate access for DC government agencies and related service providers to model sensitivity training institutes on GLBT issues and ensure that the training provided by these agencies is culturally competent and appropriately addresses issues facing the GLBT community.
- **Public Policy Development and Advocacy:** The Public Policy Development and Advocacy Program advise the mayor on important policy initiatives that directly affect the GLBT community by providing evidence-based and community-informed data/information. The Office works to monitor the development and implementation of public policies that will have an impact on the GLBT residents; create and promote policies that build and maintain cultural competencies among DC government employees; and liaise to the DC Council, U.S. Attorney's Office, and DC government agencies on legislative and policy initiatives.
- **GLBT Population:** The U.S. Census Bureau does not include questions about sexual orientation in its main form. Accordingly it is difficult to determine the exact size of the GLBT population in the District. However, the Census does allow for non-married same sex couples to be listed in the long form of the Community Survey.

## Office on Ex-Offenders Affairs

### OEOA History and Mission

The Office on Ex-Offender Affairs (OEOA) was established in 2007 by the District Council when it passed DC Law 16-243. The OEOA actually opened itself to the public in January, 2008. The mission and purpose of the Office on Ex-Offender Affairs (OEOA) is to provide and coordinate an administrative and operational system through partnerships with District and Federal government agencies working with local service providers to improve and enhance the quality of life of previously incarcerated District residents utilizing Best Practices which will effectively lower recidivism.

### District of Columbia's Ex-Offender Population

The population of Washington DC is estimated to be around 600,000, with 60,000 of those citizens having a criminal record of some kind, be it misdemeanor or felony. In the calendar year of 2008, over 2,200 returning residents visited the Office on Ex-Offender Affairs. The median age of the District's ex-offender population is 41 years, about 7.2 years above the citywide median age of 33.8 years. About 50 percent of ex-offenders are between the ages of 36 and 53 years. About 45.5 percent of the ex-offender population has not received their high school diploma or GED, compared with 8.0 percent of the general population (Table 8.1, Educational Level of Ex-Offenders) About ten percent of the ex-offender population hold an associate's degree and five percent had a bachelor's degree, with two percent holding a graduate/professional degree. As for visitors of the OEOA, 61 percent were on supervised probation compared to 37 percent for the overall District ex-offender population. About 84 percent of the District's ex-offender population is male compared to 48 percent male for the general population of the District.

**Table 8.1 – Educational Level of Ex-Offenders**

Breakdown of the Educational Level of Ex- Offenders who visited the OEOA	
• Elementary	14
• Jr. High School	79
• 9 <sup>th</sup> Grade	156
• 10 <sup>th</sup> Grade	237
• 11 <sup>th</sup> Grade	265
• 12 <sup>th</sup> Grade	469
College 1 years	105
College 2 years	101
College 4 years	28
GED	327
Graduate School	42
Total	1803

## History of OEOA Programs

The Office on Ex-Offender Affairs serves as a point of contact for DC prisoners and families (DOC AND FBOP –Federal Bureau of Prisons) to obtain information about services and to assist with a successful reintegration and reunion. The OEOA knows that the period between release and transition back to the community is a vulnerable time for the ex-offender, therefore, the OEOA primary goal is to see that the ex-offender is working and has a stabilized housing environment. The OEOA works very closely with the halfway house (both male and female), DC Jail, CSOSA and U.S. Probation and Public Defender Service in assisting with the resident’s successful reentry and will continue to do so.

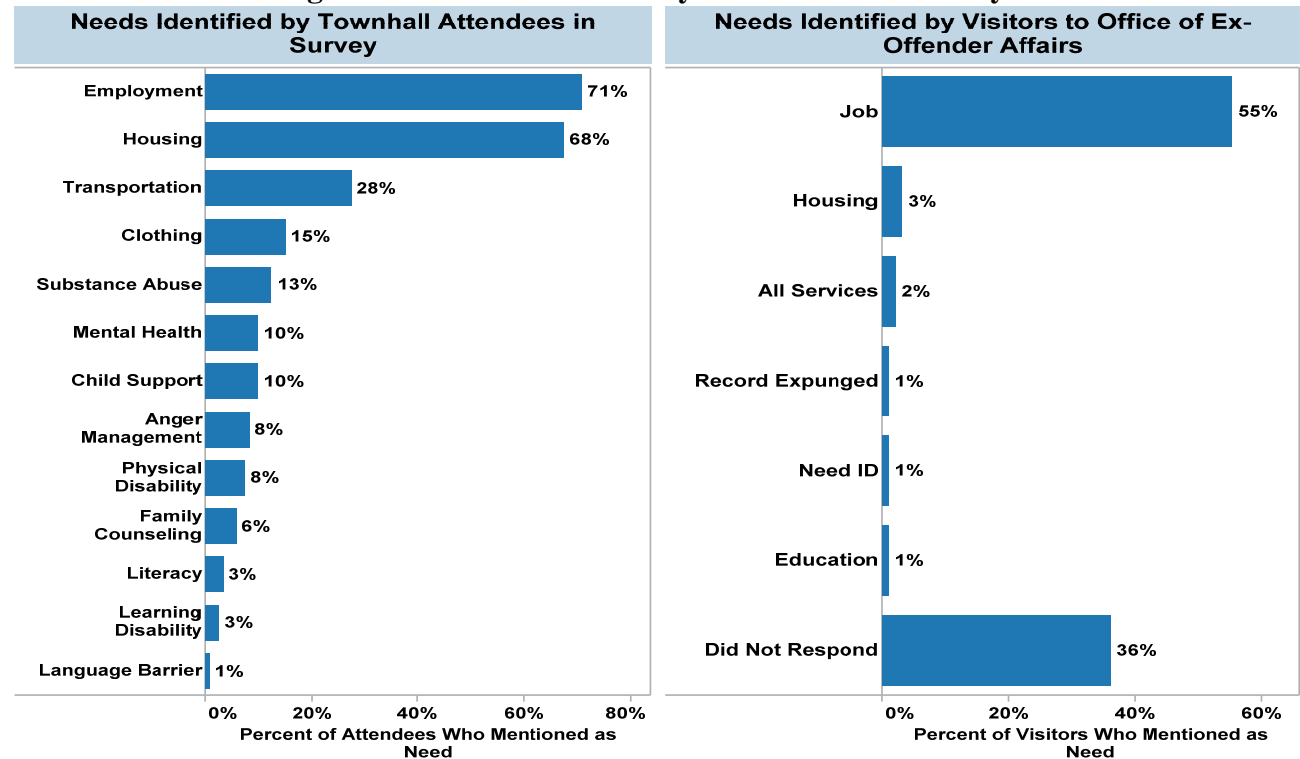
In 2008, the OEOA conducted a needs survey on approximately 120 returning residents during two Mayoral Town Hall Meetings (Figure 8.1). The surveys indicated the following: 70% of returning residents surveyed indicated a need for employment supports; 67% indicated a need for housing supports; 27% indicated a need for transportation supports; 12% indicated a need for substance abuse treatment; and 10% indicated a need for child support assistance. The data above clearly demonstrate that the demand for reentry support services persists and will likely increase, given the expected continued release of DC residents from incarceration. Nevertheless, in addition to the quantitative data the OEOA collects, on a day-to-day basis, the OEOA staff engages hundreds of residents seeking assistance with employment, housing, education/training, healthcare and mental health treatment. Therefore, the OEOA’s charge is clear and immediate attention shall focus specifically on providing the most critical reentry supports to all returning residents and especially to the most serious among the population.

## Capacity Building

The OEOA is currently working with faith based organizations (churches) located throughout the District and assisting them in setting up reentry centers. This venture will not require any additional resources from the government and the end result will be an increase in the District’s capacity to provide services to returning residents. The returning residents will benefit because they are reentering society in a productive law abiding manner through the assistance of the OEOA and their church(es). The general population will benefit because of the reduction in recidivism and a greater degree of public safety.

The OEOA is also in the process of creating a geographical mapping tool of all the facilities that provide services to the returning residents in the District and placing it on the OEOA website. This tool will help the office and service providers who use it to connect the returning residents to services where they live. This

**Figure 8.1 – Results from Mayoral Town Hall Surveys**



geographical mapping tool will substantially increase the service capacity of the office and service providers because it congregates all the services that the district has at its disposal in one place.

In addition to OEOA's daily search for employers who are receptive to hiring returning residents, the OEOA currently has a feature on the website that allows the employers to identify themselves and state their willingness to hire returning residents. The formation of strategic partners in the private sector will serve to offer residents a broad range of services and resources to suit their individual needs such as housing and through active consumer engagement (i.e. vocational training, educational, housing, substance abuse initiatives, individual service plans) and in collaboration with community resources, reintegration will not be as illusive, but will become a clearly defined process where residents can have access to services to meet their individual goals and objectives.<sup>45</sup>

## **Mayor's Office on African Affairs**

The Mayor's Office on African Affairs (OAA) was established in March 23, 2006 by the District Council with the passage of DC Act 16-313. The mission of OAA is to ensure that a full range of public health, education, employment, business, public safety and social service programs, information and opportunities are accessible to the District's African immigrant community. OAA serves as a liaison between the African communities, District government agencies, and the mayor. In that role, OAA provides briefings to the mayor and District government agencies about the particular needs and/or interests of the African communities in the District of Columbia.

### **Services**

OAA's services include Constituent Services, Outreach, Capacity Building, Advocacy and Cultural Development.

#### **Constituent Services**

OAA serves as a principle resource center for African residents and business owners in the District of Columbia. Activities include:

- Fielding walk-in, telephone, email and inquiries and requests regarding District government agency services and resources;
- Facilitating inter-agency coordination to help resolve constituent cases in a timely and efficient manner;
- Enhancing service delivery and provision of District government services to the African community through continuous monitoring, assessment and data collection; and
- Providing community crisis intervention.

#### **Outreach**

OAA implements targeted outreach activities and works collaboratively with other District agencies to educate the community and improve overall awareness about their specific needs. This includes:

- Promoting greater civic engagement and participation of the African community;
- Developing educational programming and initiatives in key areas including public health, education, employment, economic development, and public safety;
- Disseminating information about District-wide services, resources, and programs;
- Collecting demographic data and other information about the community; and
- Creating a repository of African-owned businesses, community-based organizations, scholarship information and grassroots programs.

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<sup>45</sup> Throughout the District there is great interest among civic organizations, churches, and community organizations to provide assistance to returning residents. However, many organizations and groups lack the technical skills and resources necessary to deliver quality services and products that will make a meaningful and sustained impact and thereby reduce the odds of a return to incarceration.

## **Advocacy**

OAA works with other District agencies, community-based organizations, faith based organizations, and community members to ensure that the needs of OAA's ethnically and linguistically diverse communities are met. This includes:

- Advising the mayor, the Council and District Agencies on the views, needs, concerns and issues of the District's African community;
- Working with the Commission on African Affairs;
- Monitoring the implementation of the Language Access Act of 2004 and providing technical assistance to District agencies; and
- Collecting data on the languages spoken by the Limited English Proficient (LEP) and Non English Proficient (NEP) constituent populations served and encountered.

## **Capacity Building**

OAA supports local entrepreneurs, small businesses, and community based organizations and businesses by:

- Providing educational support and training as well as information about available grant funding and contracting opportunities in the District; &
- Facilitating training sessions, brown bags, and seminars to assist in organizational development.

## **Cultural Development**

OAA attempts to raise levels of cultural competency and awareness of District agencies, in cross-cultural situations, to ensure effective delivery and equal access of services by:

- Increasing public awareness and knowledge of African immigrant communities through educating District government agencies and the community at large on the increasing population growth of African ethnic communities and linguistic groups, each with its own cultural traits;
- Trend monitoring along with the collection and provision of articles, studies and other data pertinent to African immigrant communities.

## **Demographics**

According to the U.S. Census Bureau's 2005-2009 American Community Survey, more than 10,200 or 13.9 percent of the District's foreign born population were African-born.<sup>46</sup> The majority of African born residents in the District lived in Ward 1 (1,791), Ward 4 (3,026) and Ward 5 (1,781). According to the Population Reference Bureau, the major communities originated from the following countries: Ethiopia (17%), Nigeria (12%), Ghana (10%), Egypt (4%) and Cameroon (9%), Liberia (4%), Somalia (3%), Guinea (3%), Sudan (2%) and Eritrea (2%).<sup>47</sup>

Of the total number of students enrolled in District of Columbia Public Schools in FY 2010-2011 (most recent data available), African students represented more than 32 countries. The largest of the groups represented Ethiopia, Nigeria, Cameroon, Central African Republic, Kenya, Sierra Leone, and Eritrea. In 2011, more than 16 African languages--not including French-- were spoken among students designated as Linguistically and Culturally Diverse (LCDC).

More than half of African-born residents of the United States arrived in the last twenty years, with Nigeria, Egypt, and Ethiopia comprising the largest numbers of arrivals. African Immigrants are among the most highly educated immigrants. According to the Migration Policy Institute, more than two in every five of African born had a college education.<sup>48</sup> Among the African-born residents in the Metropolitan Washington Area, 42% had a bachelor's degree or higher in 2005. Approximately 35% were employed in management and professional occupations, another 25% were employed in service industries, and 23% worked in sales

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<sup>46</sup> It must be noted that there are major discrepancies concerning the actual numbers of African-born in the District of Columbia.

<sup>47</sup> *African-Born Blacks in Washington, DC, Metro Area, Population Reference Bureau, Jill Wilson (2007).*

<sup>48</sup> *Characteristics of the African born in the United States. David Dixon (2006)*

and office positions. The remainder worked in a variety of positions including construction, extraction, maintenance, production and transportation. The population is mainly of working age (84%), between 18 and 64 years old. The median income for black African immigrants in the District is \$53,000.00, which is above the \$36,700.00 median for African born in the United States.<sup>49</sup>

## Office on Asian and Pacific Islander Affairs

The Office on Asian and Pacific Islander Affairs (OAPIA) was created in 1987, as part of the Executive Office of the Mayor until October 2001, when it became an independent agency through DC Act 14-85, "District of Columbia's Asian and Pacific Islander Community Development Act 2000." The Mission of OAPIA is to improve the quality of life for District Asian Americans and Pacific Islanders (AAPI) through advocacy and engagement.

OAPIA provides a diverse range of services that are critical to ensuring the District delivers equal access to its programs and services for District AAPI residents and merchants. OAPIA serves as the primary liaison between AAPI residents and merchants and the District government ensuring the District's programs and services are accessible to AAPI residents and merchants and AAPI residents participate in the community as a whole both economically and socially.

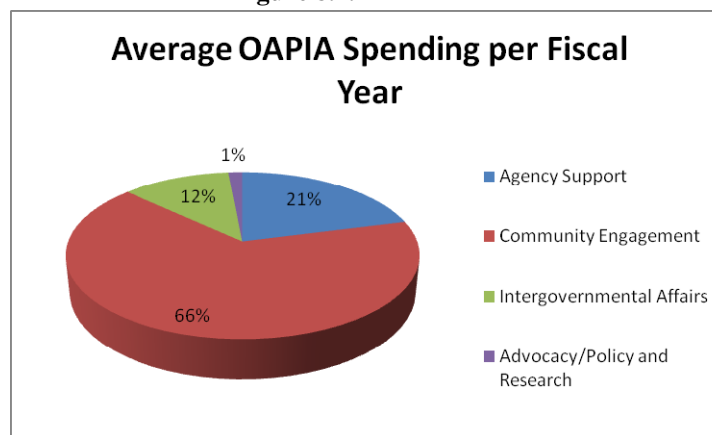
OAPIA has five program areas: Agency Support; Community Engagement; Policy & Research; Intergovernmental Affairs; and Advocacy. The programs provide OAPIA a structure that allows it to deliver high quality and efficient programs and services.

The goals of these programs are:

- Agency Support – Ensure efficient and effective office operations of the Agency that maximizes outcomes and reduces costs.
- Community Engagement – Improve access to District government programs and services through outreach, education, and problem solving efforts.
- Policy and Research – Increase the data and information available on the District AAPI population so policy makers can make informed decisions when developing programs and services.
- Intergovernmental Affairs – Improve and increase the capacity of District Agencies in service delivery to the AAPI population.
- Advocacy – Increase involvement of AAPI residents and merchants in the District's community

The office's full time staff consists of a staff assistant, two outreach coordinators, a special assistant, a language access coordinator, and an executive director. OAPIA staff has expertise in eight different subject areas including: Education, Employment, Environment, Health/Mental Health, Housing, Safety, and Small Business Development. All staff are cross trained to manage the diverse customer base that include limited English- and non-English-proficient residents and merchants, District agencies, AAPI residents and merchants, and parties who have a vested interest in the AAPI community.

Figure 8.2.



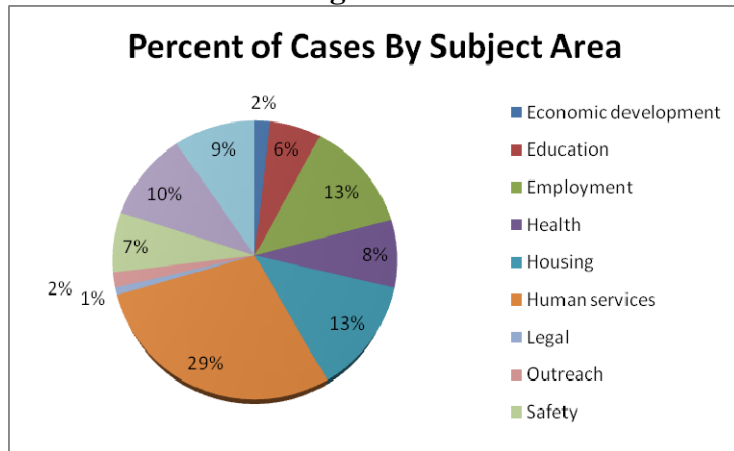
<sup>49</sup> *African-Born Blacks in Washington, DC, Metro Area, Population Reference Bureau, Jill Wilson (2007).*

## Office Program Areas

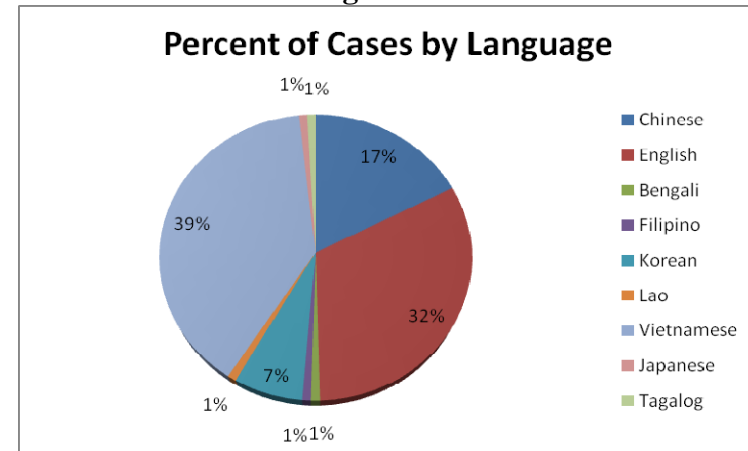
OAPIA's **Community Engagement** program covers several areas of the agency's works including: Outreach & Education; Community Grant; Community Activities; Cultural Activities; Capacity Building; Ceremonial; Case Assistance

OAPIA conducts resident and merchant outreach initiatives to engage, educate, and keep them informed about the District's programs and services. OAPIA also awards grants to community based organizations to help provide supplemental social services to the community. It also provides case assistance to ensure residents and merchants have access to these program and services. OAPIA staff resolves cases from the community, educates and informs the community through workshops and makes connections between DC Agencies and the community. The outreach team has the language capacity for the three major Asian languages of Chinese, Korean, and Vietnamese. OAPIA also continues to monitor the community needs and recognize an emerging South Asian community and provide support in additional languages of Hindi and Urdu.

**Figure 8.3.**



**Figure 8.4.**



OAPIA's **Intergovernmental Affairs** program covers the following areas: Language Access, Subject Matter, and Inter-Agency Engagement. Since the passage of the Language Access Act of 2004, OAPIA now works with the Office of Human Rights to provide District Agencies' guidance and support on outreach, data collection, bilingual hiring, translation and interpretation, and cultural competency. The office works with over 35 District Agencies around language access and provides regular updates on AAPI issues weekly. OAPIA has reviewed over 100 documents through previous quality control samplings, contributed to the training of over 5,000 DC employees and community members around language access, and provided over 200 reports and articles on the AAPI community. Each OAPIA staff is assigned to serve as liaison for specific subject areas (i.e. employment, small business, safety, etc.) to better assist constituents who needed help in specific areas.

OAPIA's **Policy & Research** program covers the following areas: Data Clearinghouse; Legislative Affairs; Policy Opinions; and International Affairs.

OAPIA's **Advocacy** program promotes civic engagement in the local AAPI community, encouraging them to register to vote and participate in local community meetings and events. OAPIA also identifies the needs of the community and advocates on their behalf to find resources.



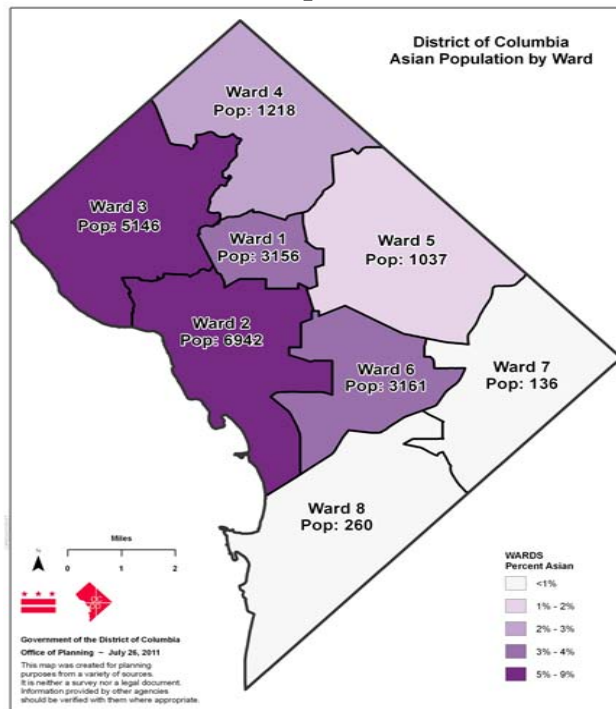
OAPIA’s **Agency Support** program covers daily office operations that help support the agency to accomplish its mission including: Office Management; Personnel; Budget; Performance Management; Agency Communications; Agency Publicity; and Resource Development

### About the Asian and Pacific Islander Community

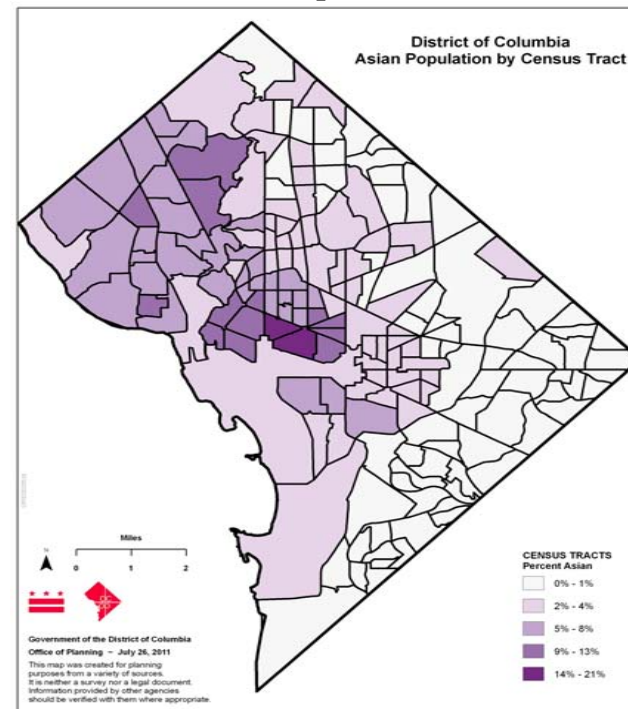
The Asian American and Pacific Islander (AAPI) community in the District of Columbia has been, and remains, a dynamic, fast-growing population for the past ten years. Since 2000, the District’s Asian American population grew by 38.6 percent reaching 21,056 in 2010, making up 3.5 percent of the District’s total population.

Most of the District’s Asian American residents live in Ward 2 (6,942) followed by Ward 3 (5,146), Ward 6 (3,161), Ward 1 (3,156), Ward 4 (1,218), Ward 5 (1,037), Ward 8 (260), and Ward 7 (136). Asian American residents made up 9% of Ward 2, and 7% of Ward 3. The percentage of DC’s Asian Americans living in Ward 6 nearly doubled over 10 years from 2.5% in 2000 to 4.2% in 2010. There were increases in the percentage of Asian Americans living in six out of the eight wards with Ward 7 and Ward 8 experiencing modest decreases.

**Map 8.1.**



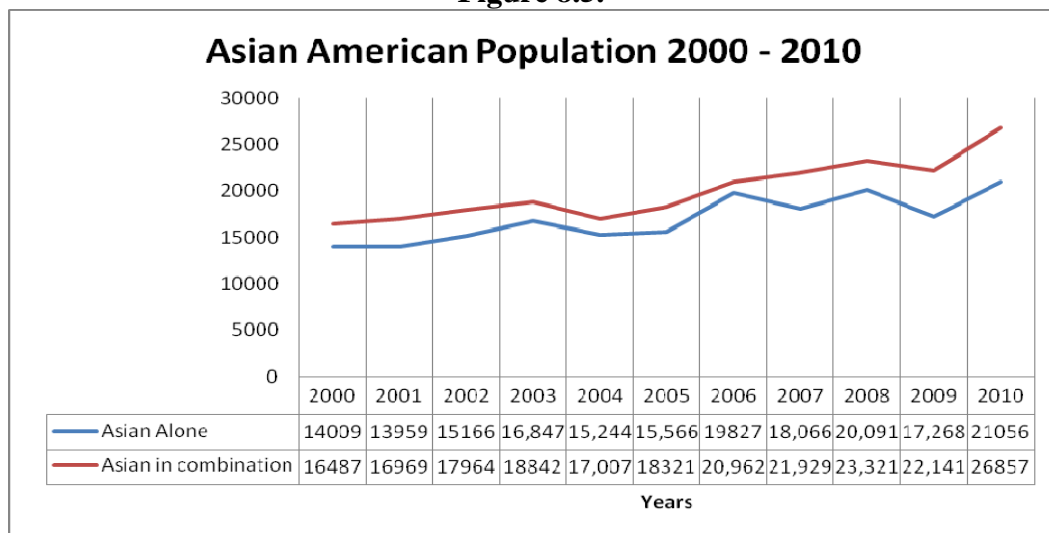
**Map 8.2.**



Map 8.1 and 8.2: Source: Census 2010. Maps prepared by DC Office of Planning/State Data Center.

The steady growth of the Asian American population in the District has been a national trend and in 2010 both the overall Asian American population saw an increase, as did the individual Asian populations.<sup>50</sup>

**Figure 8.5.**



Source: U.S. Census Bureau, American Community Survey and Census 2000 & 2010.

**Figure 8.6.**



Source: U.S. Census Bureau, Census 2010

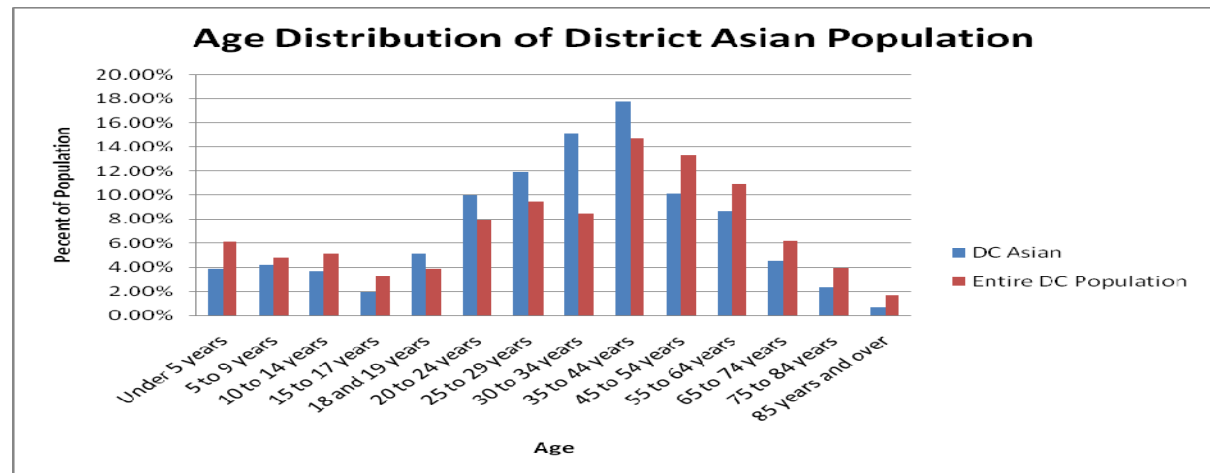
The AAPI population is very diverse, come from many different countries, and speak hundreds of languages and dialects. This variation does not only occur in the AAPI community as a whole, but also within ethnic groups. One of the best examples of this diversity is the District’s Chinese population. The Chinese population speak two different Chinese languages – Cantonese and Mandarin, even though they can draw their language family histories back to the same country. In 2010 the largest ethnic groups were the Chinese, Indian, Filipino and Korean. The Other Asian category had a significant number of individuals.

The percentage of District AAPIs in the labor force in 2009 was 70% compared to 64.1% of the entire District’s population in the labor force. Most Asians in the labor force had an occupation in management, professional, and related occupations, as did most of the entire District’s population. Most of the AAPI population are middle aged with the majority of the population being between the ages of 35 and 44.

<sup>50</sup> The Census data provides information not only on single-race responses but on multi-race responses as well. “Asian alone” corresponds to those respondents who reported exactly one Asian group and no other Asian group or race category. “Alone” should be considered the minimum population size in any analysis that uses Census data. “Asian Alone or in Any Combination” corresponds to the responses (not respondents) that include the selected Asian group, either alone or in any combination with other Asian groups or other race categories.

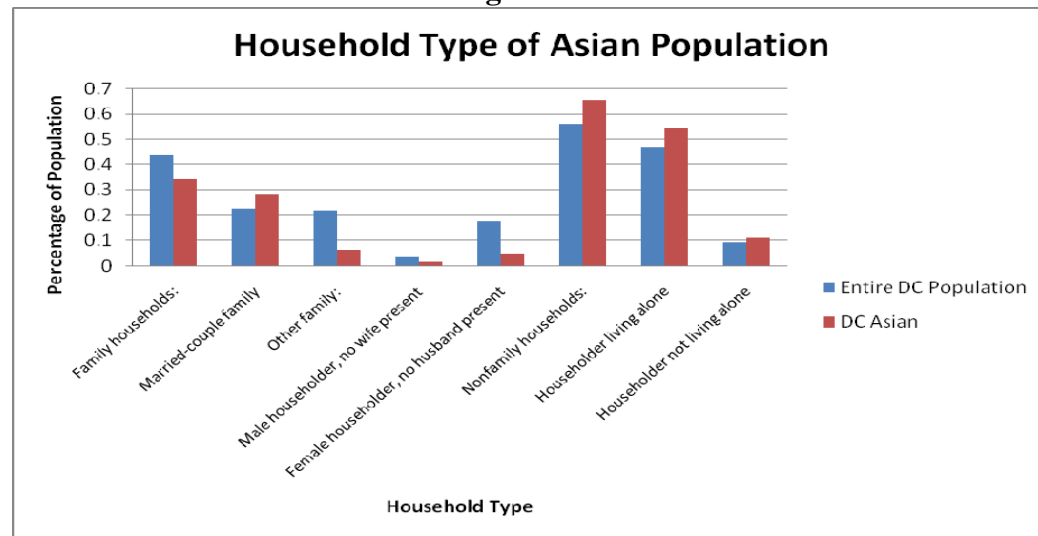
Among Asian households, renting was more common. Of the entire population, 57.4% rented their housing. For District households, the rate of renting was 55.1%. The median value of rented housing among Asian households was \$1,336, while the median value for the District was \$998. The home ownership rate for Asian households was 42.6%, lower than the District's 44.9%. Most of the District's Asian population, like the District's entire population, lives in Nonfamily households or Householders living alone.

**Figure 8.7.**



Source: U.S. Census Bureau, American Community Survey 2005-2009.

**Figure 8.8.**



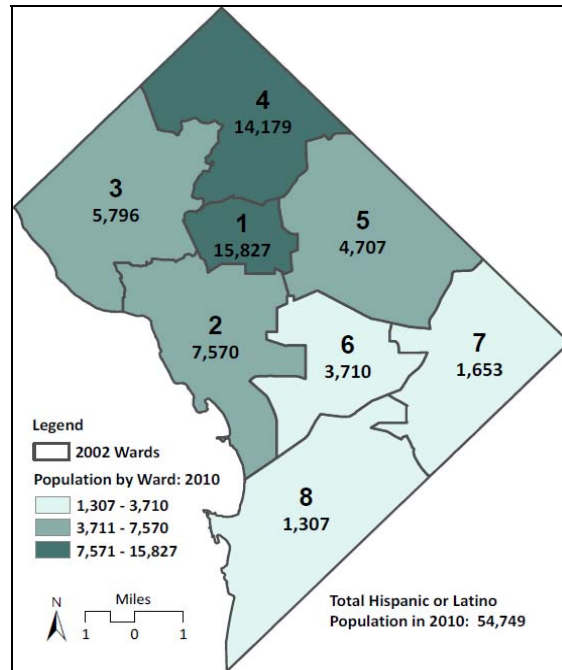
Source: U.S. Census Bureau, American Community Survey 2005-2009.

# Latinos in the District of Columbia<sup>51</sup>

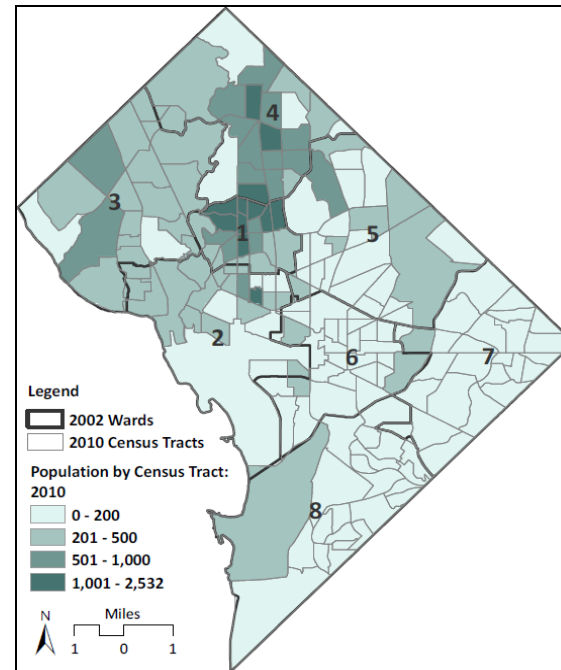
## Population Demographics

According to the U.S. Census Bureau 2010 Census data, 54,749 (9.1 percent) of District residents self-identify as “Hispanic or Latino.” It is widely assumed that Latinos actually make up a much larger share of the District’s population because the group is chronically undercounted in the Census. In terms of geographic distribution, the U.S. Census Bureau data for 2010 show that of the total Latino population of 54,749 in the District, the highest proportion of Latinos lived in Ward 1 (15,827 or 28.9 percent), 4 (14,179 or 25.9 percent), and 2 (7,570 or 13.8 percent). There were also a significant proportion of Latinos living in the rest of the District Wards. In order from highest to lowest proportions, Ward 3 (5,796 or 10.6 percent), followed by Ward 5 (4,707 or 8.6 percent), Ward 6 (3,710 or 6.8 percent), Ward 7 (1,653 or 3.0 percent), and Ward 8 (1,307 or 2.4 percent). Map 8.3 and 8.4 show the geographic distribution by Ward and Census Tract, respectively, for the year 2010:

**Map 8.3. Hispanic or Latino Population by Ward: 2010**



**Map 8.4. Hispanic or Latino Population by Census Tract: 2010**

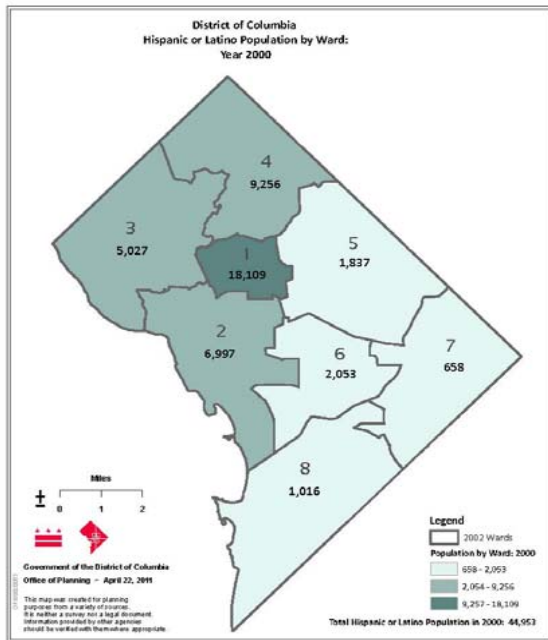


Source: DC Office of Planning/State Data Center using data from the U.S. Census Bureau

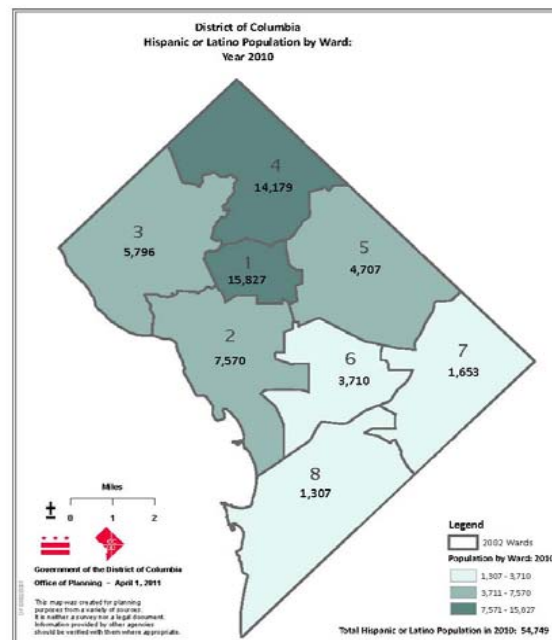
<sup>51</sup> This section was created by Kelsey Chatlosh, Josué Salmerón and Cecilia Castillo Ayometzi. Please direct all inquiries to Josué Salmerón ([josue.salmeron@dc.gov](mailto:josue.salmeron@dc.gov)), and Cecilia Castillo Ayometzi ([cecilia.castillo@dc.gov](mailto:cecilia.castillo@dc.gov)).

The Latino population in the District has noticeably increased from 2000 to 2010 in all Wards across the District, except Ward 1. The greatest positive numeric changes in the Latino population from 2000-2010 were seen in Ward 4 (increase of 4,923), Ward 5 (increase of 2,870), and Ward 6 (increase of 1,657). The only Ward in the District where there was a negative numeric change in the Latino population from 2000-2010 was Ward 1 (decrease of 2,282). Please note that although data have exhibited a decrease in the number of Latinos living in Ward 1, this decrease does not reflect the large population of Latinos still residing and working in this area. Maps 8.5, 8.6 and 8.7 show the geographic distribution by Ward in 2000 and 2010, as well as the Latino population numeric change by Ward from 2000 to 2010, respectively:

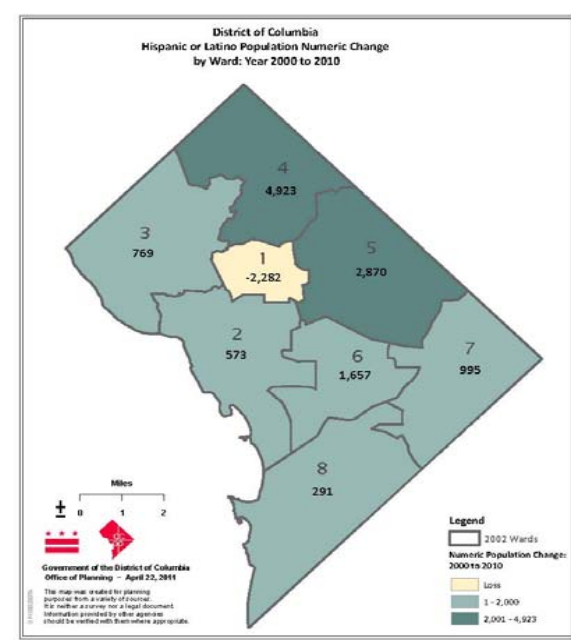
**Map 8.5.**



**Map 8.6.**



**Map 8.7**

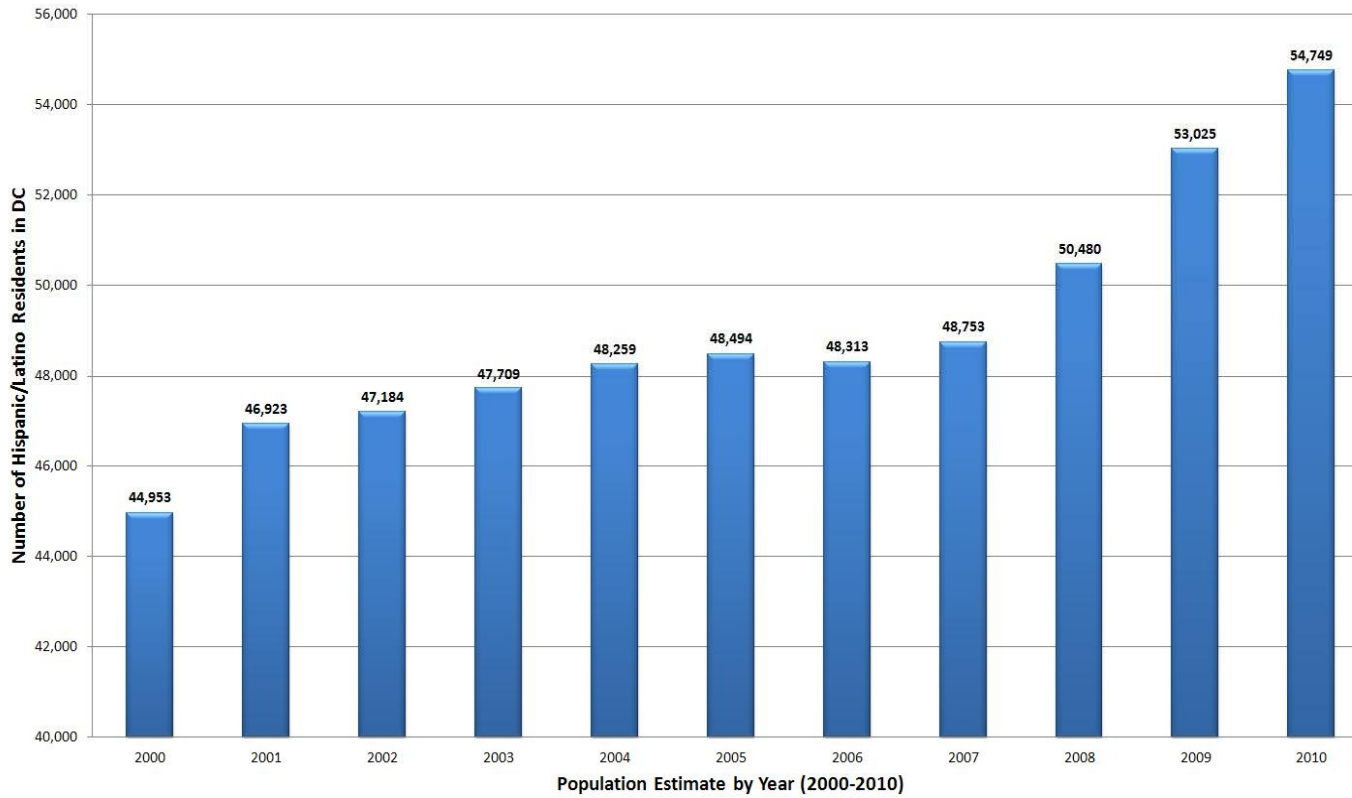


Source: U.S. Census Bureau. Maps prepared by DC Office of Planning/State Data Center.

The number of Latino residents living in the District has steadily continued to increase over the past decade, 2000-2010 (Figure 8.9). Note that the population data below for the years 2000 and 2010 is from the U.S. Census Bureau decennial reports; and the population estimates for years 2001 through 2009 are from the 2009 American Community Survey.

**Figure 8.9.**

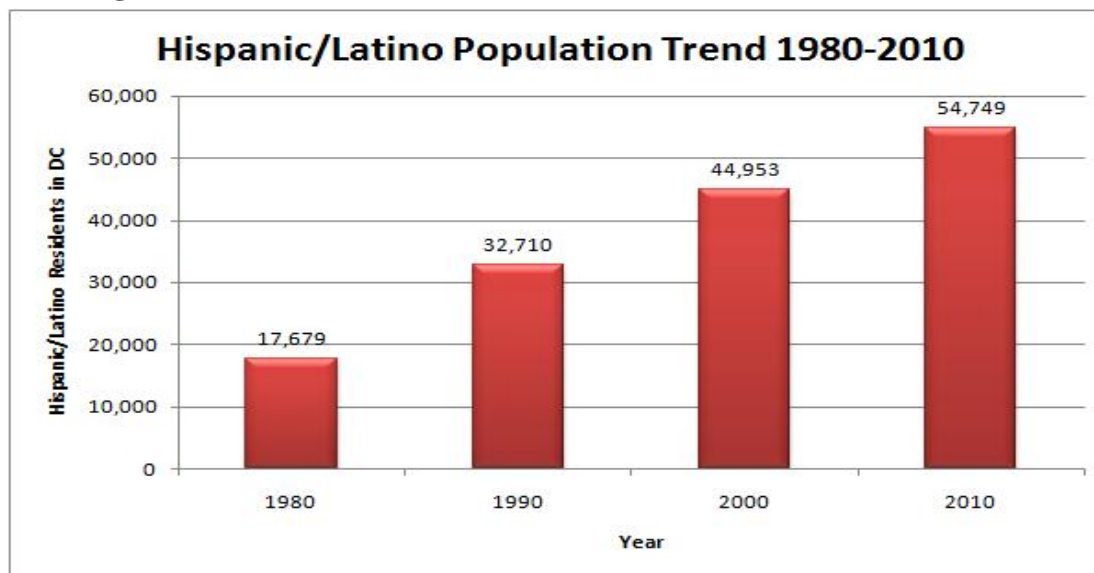
DC Hispanic/Latino Population Trend 2000-2010



Source: U.S. Census Bureau. Data prepared by DC Office on Planning/State Data Center. Figure created by Office on Latino Affairs.

The steady increase of the Latino population living in the District can also be seen by decade, continuously increasing from 1980 to 2010 (Figure 8.10). From a total District population of 638,333, there were 17,679 (2.8 percent) residents who self-identified as “Hispanic or Latino” in 1980. In 1990, the total District population decreased to 606,900, while the Latino population that same year increased to 32,710 (5.4 percent) residents. In 2000, the total District population continued decreasing to 572,059, while the Latino population increased to 44,953 (7.9 percent) residents. In 2010, the total District population then increased to 601,723, and the Latino population also increased to 54,749 (9.1 percent) residents (Table 8.2).

**Figure 8.10.**



Source: U.S. Census Bureau, 2009 American Community Survey. Data prepared by DC Office on Planning/State Data Center. Table created by Office on Latino Affairs.

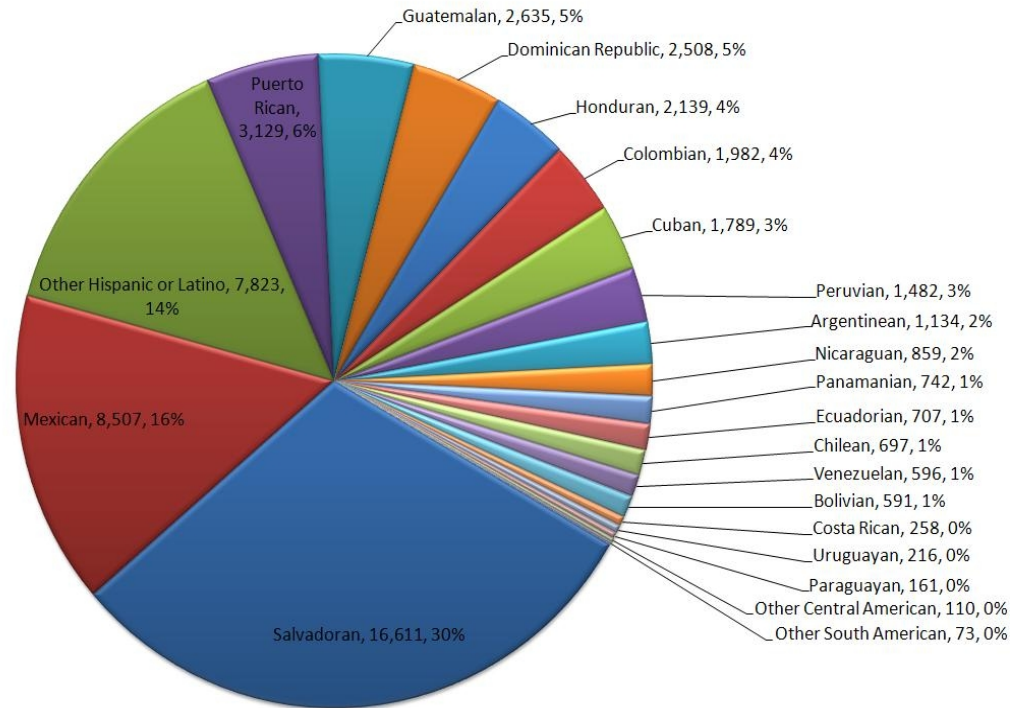
**Table 8.2.**  
District of Columbia Hispanic or Latino  
Population Trends: Year 1980 to 2010

Census year	Total Population	Hispanic or Latino Population	
		Number	Percent
2010	601,723	54,749	9.1
2000	572,059	44,953	7.9
1990	606,900	32,710	5.4
1980	638,333	17,679	2.8

The Latino residents in the District of Columbia are a very diverse population. Although often overlooked through the use of categorical terms, i.e. “Hispanic” or “Latino,” country of origin data helps represent the unique individual countries people are coming from, where often significant differences exist in terms of cultural practices and language. According to 2010 data from the U.S. Census Bureau, the largest Latino population residing in DC is from El Salvador (16,611 or 30 percent), while other major countries of origin, in order of highest to lowest populations, include: Mexico (8,507 or 16 percent), Puerto Rico (3,129 or 6 percent), Guatemala (2,635 or 5 percent), and the Dominican Republic (2,508 or 5 percent). Figure 8.11 provides additional data on the DC Hispanic/Latino Population by Country of Origin, 2010:

**Figure 8.11.**

**DC Hispanic/Latino Population by Country of Origin, Census 2010**



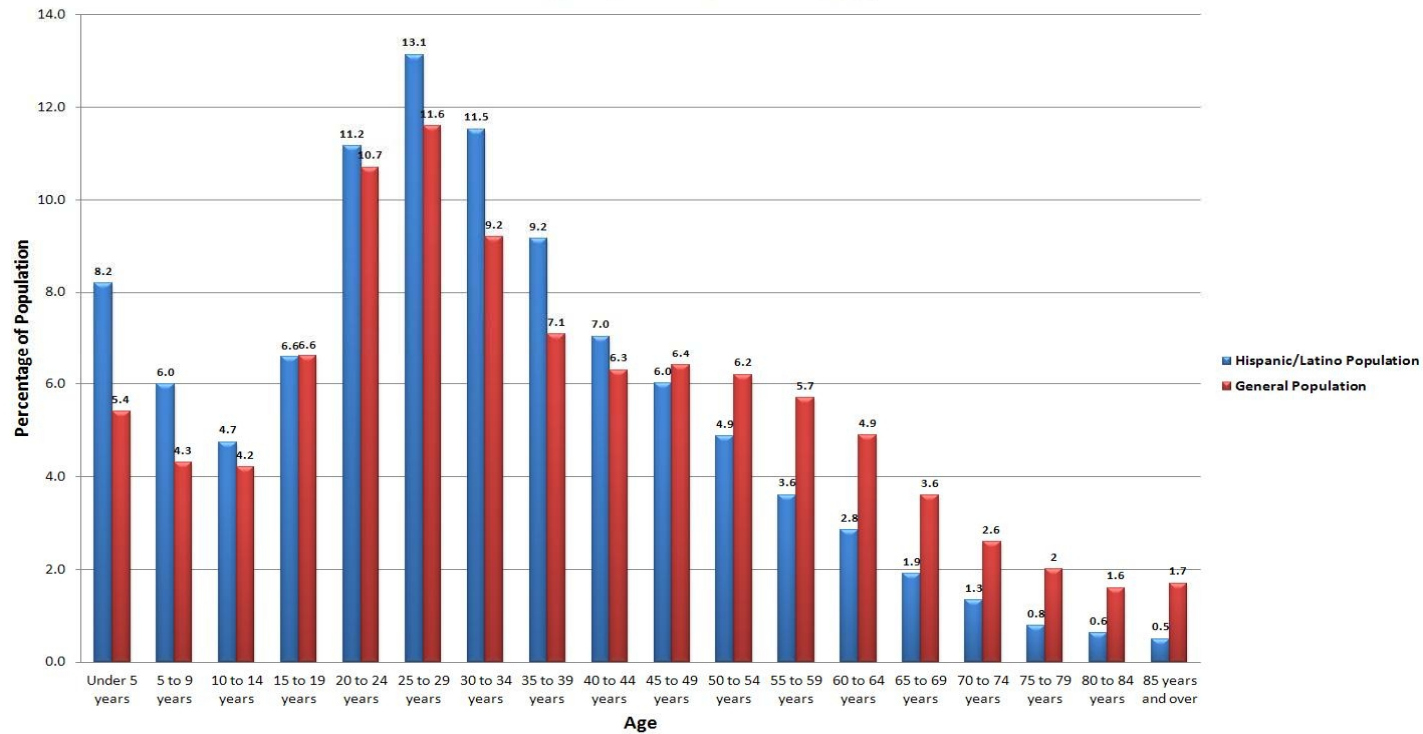
Source: U.S. Census Bureau. Data prepared by DC Office of Planning/State Data Center. Figure created by Office on Latino Affairs.



Nevertheless, this diversity in terms of country of origin does not seem to be significant in terms of age distribution and educational attainment. The 2010 Census has shown that the Latino population concentrates between the ages of 20 and 39 years old. The median age of the District’s Latino population is 30.1 years, about four years below the citywide median age of 33.8 years. About 36.7 percent of Latinos are under 25, compared with 31.2 percent for the entire city.

**Figure 8.12.**

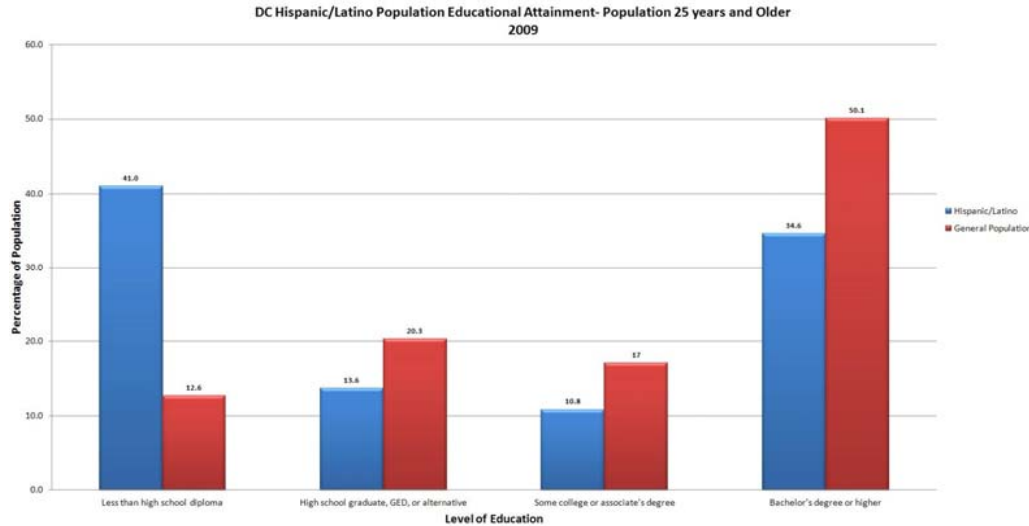
**DC Hispanic/Latino Population by Age, 2010**



Source: U.S. Census Bureau. Data prepared by DC Office of Planning/State Data Center. Figure created by Office on Latino Affairs.

In terms of education, the Latino population shows a bimodal distribution in data from the 2009 American Community Survey. Latinos live worlds apart in that the highest population concentrations include, on one hand, those who have received less than a 9<sup>th</sup> grade education and on the other hand, those who have obtained a Bachelor’s or a higher degree. In 2009, the highest proportion of the DC Latino population, 25 years and older, have attained less than a high school diploma (41.0 percent), which is followed closely behind by the second highest proportion of Latino residents who have attained a Bachelor’s degree or higher (34.6 percent). Meanwhile, only 24.4 percent of Latinos in the District have obtained a high school diploma or GED, or some college or associate’s degree.

**Figure 8.13.**



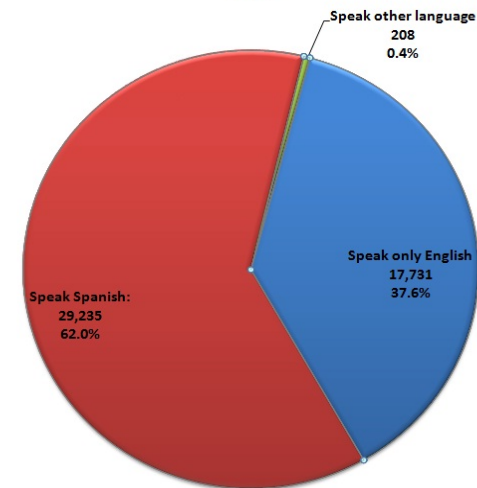
Source: 2009 American Community Survey. Data prepared by DC Office of Planning/State Data Center. Figure created by Office on Latino Affairs.

Note that the data show a significant disparity in the number of Latinos, 25 years and older, that have received less than a 9<sup>th</sup> grade education (41.0 percent), in comparison with the District's total population at this same education level (12.6 percent). At the same time, data from 2009 also challenge the common view that all members of the Latino population have a low level of education, as seen by the high proportion of Latinos who have achieved a Bachelor's degree or higher. As Figure 8.13 illustrates, the distribution of educational attainment in the District is bimodal with highest concentrations in both the lowest and highest attainment categories. There are a significant number of residents who are highly educated; this can be seen in both the general population (50.1 percent) and the Latino population (34.6 percent). Note that these data discussed are from the 2009 American Community Survey; the U.S. Census Bureau did not collect data on educational attainment in 2010 decennial census.

A close analysis of the 2009 American Community Survey data on language spoken at home shows that 37.6 percent of the DC Latino population speak only English (17,731 individuals), 0.4 percent speak an "other language" (208 individuals), while 62.0 percent speak Spanish (29,235 individuals). Of the 62.0 percent who speak Spanish at home, 54.8 percent self-identify as speaking English "very well" (16,016 individuals) and 45.2 percent speak English less than "very well" (13,219 individuals). Of the entire Latino population in DC, these data exemplify a significant proportion of Latinos with high English speaking abilities, given that 37.6 percent speak only English at home and 34 percent

**Figure 8.14.**

**DC Hispanic/Latino Population: Language Spoken at Home  
2009**



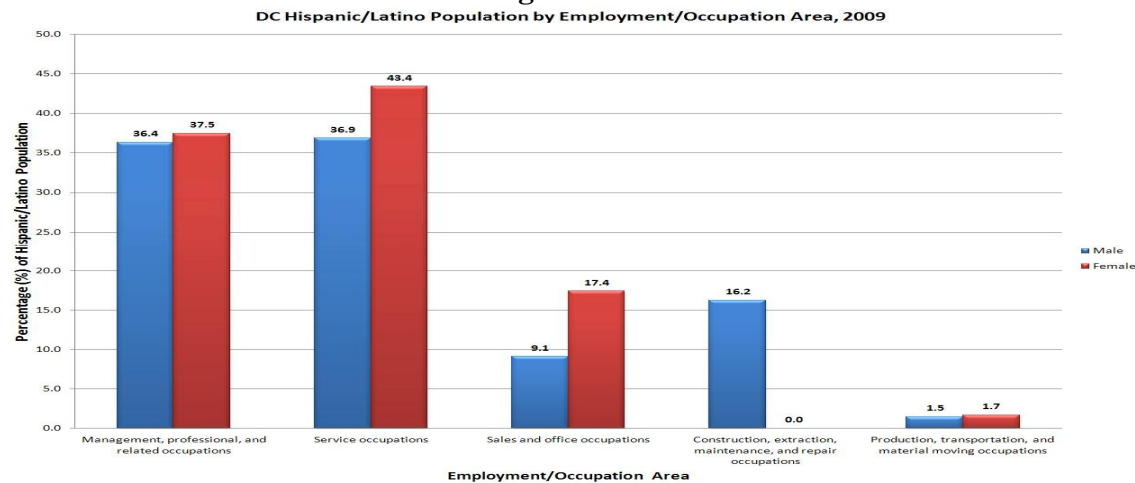
speak Spanish at home, but still speak English “very well.” However, Language Access is still incredibly vital to those 28 percent who speak Spanish at home and do not speak English “very well.” Table 8.3 and Figure 8.14 illustrate the language spoken at home by the DC Hispanic/Latino population in 2009.

	<b>Number</b>	<b>Percent</b>
<i>Total:</i>	47,174	100.0
Speak only English	17,731	37.6
Speak Spanish:	29,235	62.0
Speak English "very well"	16,016	34.0
Speak English less than "very well"	13,219	28.0
Speak other language	208	0.4

Source: U.S. Census Bureau, 2009 American Community Survey. Data prepared by DC Office of Planning/State Data Center. Tables created by Office on Latino Affairs.

Inspection of the distribution given in Figure 8.15 for both male and female Latinos shows a skew towards the management/professional and service categories. The interpretation of that distribution is somewhat difficult due to the very broad “service” occupational category. The occupational distribution for Latino women closely followed that of men with the single exception of the “construction” category. An interesting trend which is not discernable from a one-year snapshot is the very large percentage increase for both Latino women and men in both the “management” and “service” categories from the 2007 American Community Survey data (U.S. Census Bureau) to the 2009 data. For men, there was only a 1.9 percent increase in the Construction category during this period, but a 21.3 percent increase in the managerial category. For women there was a 30.8 percent increase in the managerial category from 2007 to 2009. Similar increases for both sexes appear in the “service” category as well:

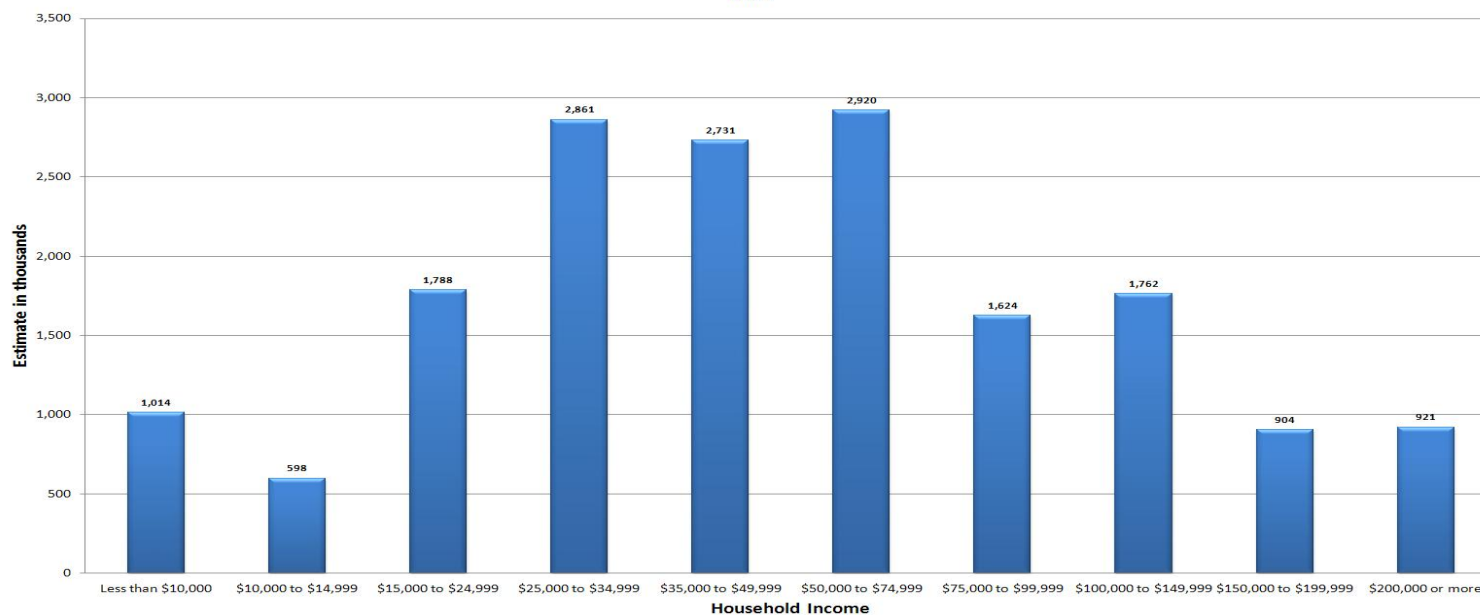
**Figure 8.15.**



Source: U.S. Census Bureau, 2009 American Community Survey. Prepared by DC Office of Planning/State Data Center. Table created by Office on Latino Affairs.

The median Latino household income was \$46,821 in 2009. Figure 8.16 shows that for the Latino population in the District the income distribution resembles a normal curve, with the greatest income concentration between \$25,000 and \$75,000 dollars a year.

**Figure 8.16.**  
DC Hispanic/Latino Household Income  
2009



Source: U.S. Census Bureau. Data prepared by DC Office of Planning/State Data Center. Figure created by Office on Latino Affairs.

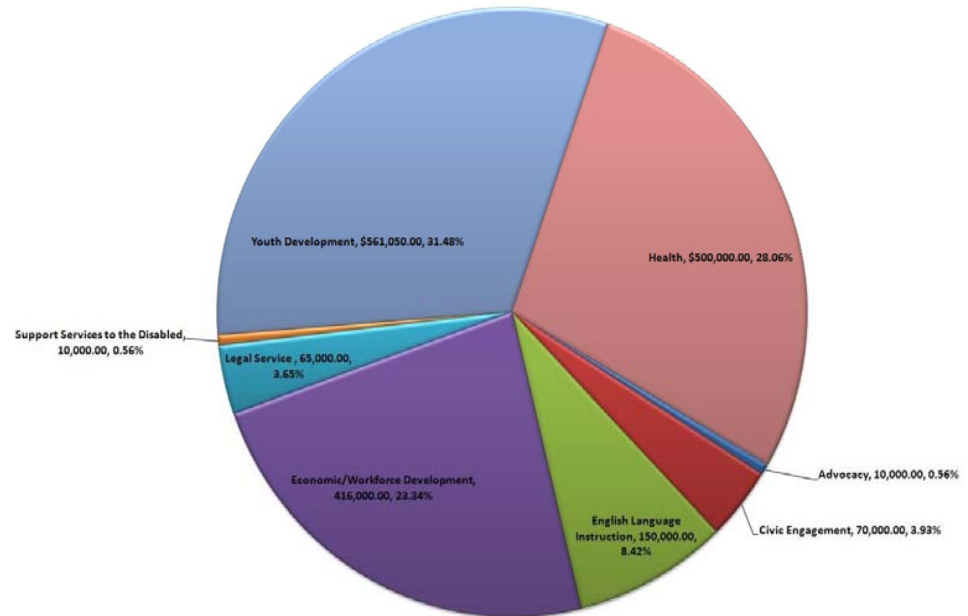
The Office on Latino Affairs (OLA) was established in 1976 by the District Council when it passed the *Latino Community Development Act, DC Law 1-86*. It was the Council's intention for OLA, as part of the Executive Office of the Mayor, to work with the mayor, the Council, District Government Agencies as well as private, community based organizations and businesses to ensure that a full range of health, education, employment and social services are available to all Latino residents living in the District of Columbia. The law also mandates OLA to strengthen the infrastructure of community based agencies serving the Latino population and to seek funding and provide grants for special programs and projects related to its mandate. OLA also assists District Government agencies in complying with the provisions of the Language Access Act of 2004. In terms of its organizational structure, OLA operates four different programs: Language Access and Policy Development, Compliance and Contracting within the Agency's administration, Outreach and Community Relations, and Community Development Funds in the form of Grants.

## Grants

OLA manages a multimillion dollar grants budget applied toward funding Latino-serving community-based health, education, human services, and cultural programs. In addition, OLA provides technical assistance to grant applicants and grantees to ensure compliance with the rules and regulations of the District of Columbia and OLA’s grants policies. The grant total for grants provided during the 2011 fiscal year was \$1,782,050.00. These grants covered eight broad fields including youth development with 31.48 percent of the total, health services with 28.06 percent of the total, economic and workforce development with 23.34 percent of the total, English language instruction with 8.42 percent of the total, civic engagement with 3.93 percent of the total, legal services with 3.65 percent of the total, support services to individuals with physical disabilities (not include in other categories) with 0.56 percent of the total, and language access advocacy with 0.56 percent of the total. Additionally, OLA, through a partnership with the DC Department of Human Services, provided \$200,000 for healthcare insurance enrollment and services for individuals with non-English proficiency and limited-English proficiency. Figure 8.17 shows the distribution of funds by field:

**Figure 8.17.**

Mayor’s Office on Latino Affairs  
Grants Program Portfolio FY’11



Source: Office on Latino Affairs’ Grants Program. Table created by Office on Latino Affairs.

## Language Access and Advocacy Program (LAAP)

On April 21<sup>st</sup>, 2004, the Language Access Act (LAA) was signed into law. The central purpose of the LAA is to provide equal access and participation to public services, programs and activities for residents of the District of Columbia who are Limited or Non-English proficient. Since then, OLA’s Language Access and Advocacy Program (LAAP) has provided technical support to the 34, and continuously increasing, DC government agencies covered by the law. By doing so, OLA has advocated to ensure that culturally and linguistically competent city services are delivered to the Spanish-speaking residents of the District. It also serves, in coordination with the Office on African Affairs and the Office on Asian Pacific Islander Affairs, as consultative and collaborative body to the Office on Human Rights to develop, update, and monitor the execution of each District agencies’ respective policy plans. OLA has also collaborated with the Office of Human Rights (OHR), broadened its working relationship with the Office on Asian and Pacific Islander Affairs (OAPIA), and developed a working relationship with the Office on African Affairs (OAA)—created in 2006, and staffed in 2007—to improve the level of coordination and sharing of knowledge among DC government offices charged with monitoring the implementation of the Act. The effective collaboration that exists among the Office on Asian Pacific Islander Affairs, the Office on African Affairs, and the Office on Latino Affairs allows the three consultative agencies to address issues from a multi-agency perspective to better serve our diverse mix of linguistic and ethnic communities in the District of Columbia.

Latinos represent a large population of individuals with Limited or non-English Proficiency living and working in the District, and are the largest group affected by how well DC government delivers on the promises of this law. These promises include the translation of vital documents, the availability of oral language services, the hiring of bilingual public contact personnel, the training of DC employees in multicultural awareness, and the outreach efforts that the agencies named under the law tailored to limited-English proficient members of our nation's capital. The Act requires District agencies or “covered entities with major public contact” to establish and implement a Biennial Language Access Plan and designate a Language Access Coordinator. Also, it mandates that the Office of Human Rights, in collaboration and consultation with the Office on Latino Affairs, the Office of Asian and Pacific Islander Affairs, and the Office on African Affairs assists and monitors DC government agencies, programs, and services in complying with the LAA.

## **Outreach**

The purpose of the Community Relations and Outreach Program is to create partnerships and outreach to District Latino residents so that they may increase their knowledge of and access to vital programs and services available to them. The outreach program has three primary components: 1) Community information exchange, 2) Community partnerships, and 3) Awareness and promotion of the city’s and office’s activities addressing issues and concerns to the Latino population in the District of Columbia.

The community information exchange component is in charge of information dissemination and educational services for District Latino residents, so they can better access city and other vital services available to them. The Community Partnerships component is responsible for providing information gathering services from District Latino residents, so that OLA and DC government agencies can better design and support systems to serve the Latino population. OLA works with city agencies to coordinate events to inform Latinos about DC government services and programs aimed at improving the access of residents to such services and to directly inform them of mayoral initiatives and programs.

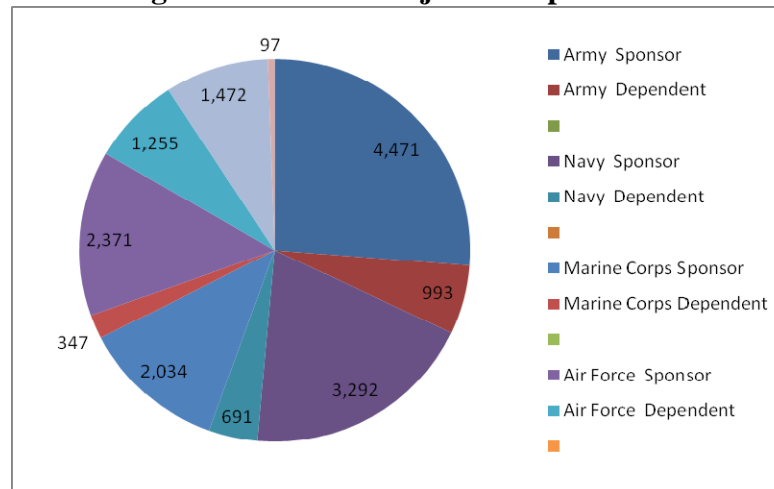
## Office of Veterans Affairs Overview

The District of Columbia Office of Veterans Affairs (OVA) was created as a new entity within the Executive Office of the Mayor of Washington, DC, by Title VII (Establishment of Veterans Affairs Office) of the Fiscal Year 2002 Budget Support Act of 2001, DC Law 14-28 (October 3, 2001).



The mission of the District of Columbia Office of Veterans Affairs (OVA) is to effectively advocate on behalf of District of Columbia veterans and their families to assist them in obtaining their earned veteran services and benefits. Additionally, OVA recognizes the military service and sacrifice of District of Columbia veterans at veteran commemorative events. OVA also acts as a liaison between District of Columbia government agencies, community partners and the federal government on behalf of the District’s approximately 37,000 veterans. Through the agency’s outreach efforts and well-trained, knowledgeable staff, OVA has kept District veterans, survivors and their families informed of their federal government entitlements as well as District programs and services. OVA also informs the Mayor’s Office of veteran constituent concerns and issues. And OVA encourages the District’s homeless veteran population to seek Department of Veterans Affairs’ entitlements as well as District government programs, and to access federal government services.

**Figure 8.18. OVA Projected Population\***



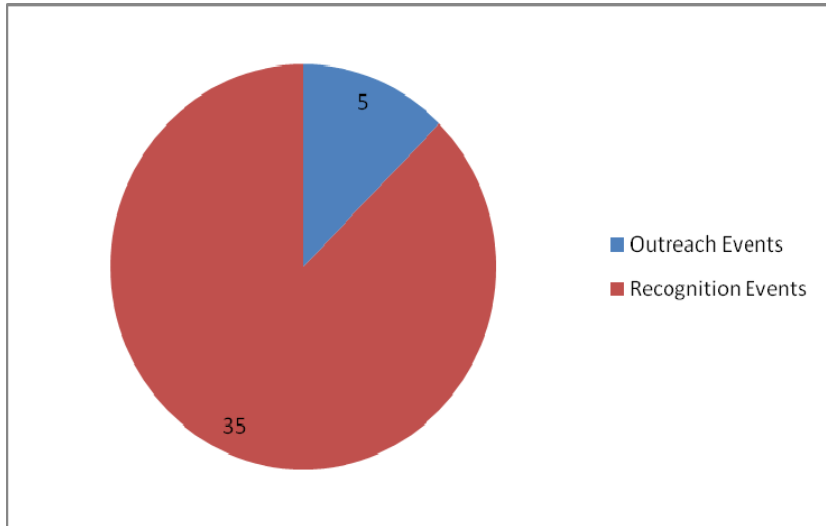
\*Based on Data from the DOD (Note Sponsor is the Military Service member – Dependent is family member)  
Current National Capitol Region Residents as of January 2011 Data Source DEERS

## Veteran Programs

OVA consists of two programs: outreach and recognition. OVA provides outreach to identify military veterans and their families to encourage them to apply for their earned veterans’ benefits and to utilize their earned benefits and services. During FY 2010, OVA participated in 5 outreach events.

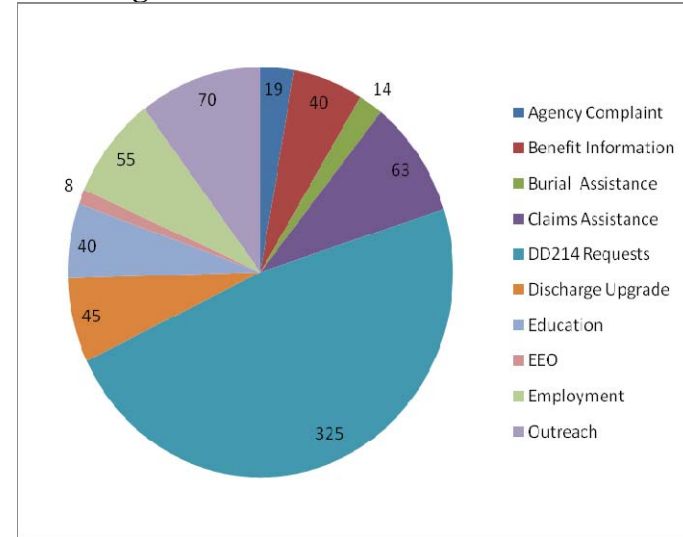
OVA continues to lead the effort to recognize the military service and accomplishments of District veterans by organizing and participating in events that appropriately recognize them. OVA has organized and participated in 35 veteran and military commemorative and recognition events and programs.

**Figure 8.19. OVA Outreach and Recognition**



Source: OVA 2010

**Figure 8.20. OVA Services Provided**



Source: OVA 2010

### Services Provided

Via contacts made during numerous outreach events, OVA has assisted military veterans and their families in obtaining various services, either from the Federal Department of Veterans Affairs or other District and federal government agencies. OVA has addressed a variety of veteran issues. And the agency monitors the needs/issues of its veteran clients as well as provides follow up assistance with the appropriate referral agency and program to ensure their needs are met.

OVA provides the following services to District veterans: veteran benefits assistance, military records acquisition, housing assistance and more. During FY2010, OVA assisted veterans with more than 1,000 issues. Many of the cases involved requests related to veteran benefits and military records acquisition. Figure 8.20 shows a breakdown of the agency's services provided.