

Chapter 7 Community Services

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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 Community Relations and Services (MOCRS), Office on African Affairs (OAA), Office of Gay, Lesbian, Bisexual and Transgender Affairs (GLBT), Office on Women's Policy and Initiatives (OWPI), Office of Ex-Offender Affairs (OEOA) and the Youth Advisory Council (DCYAC).

Community Relations and Services

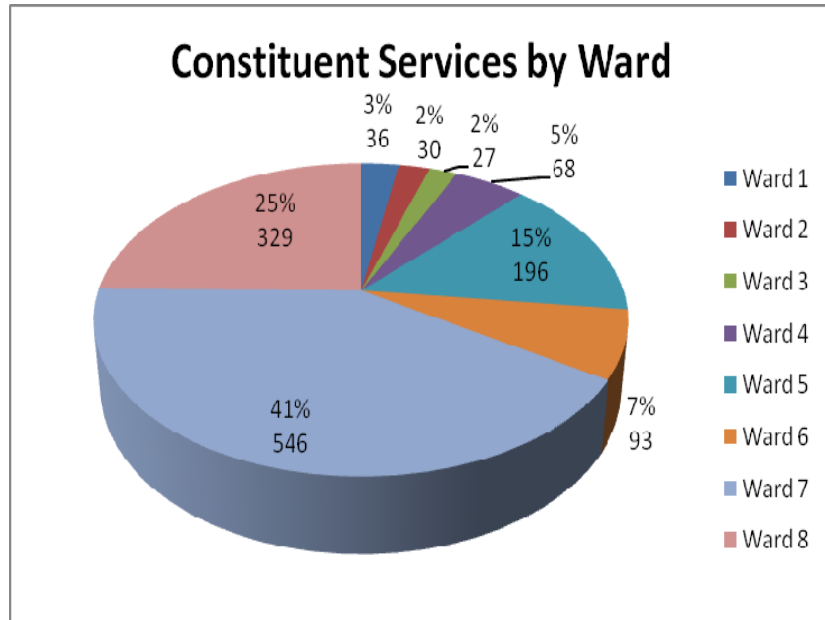
The Mayor's Office of Community Relations and Services (MOCRS) was established in 2007 as a result of combining the Office of Neighborhood Services, the Office of Neighborhood Actions and the Mayor's Outreach Staff. MOCRS serves as the primary constituent services organization by providing rapid, complete, 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, MOCRS team members tackle neighborhood issues. With the community's input and the Mayor's commitment, MOCRS 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.

Services by Ward

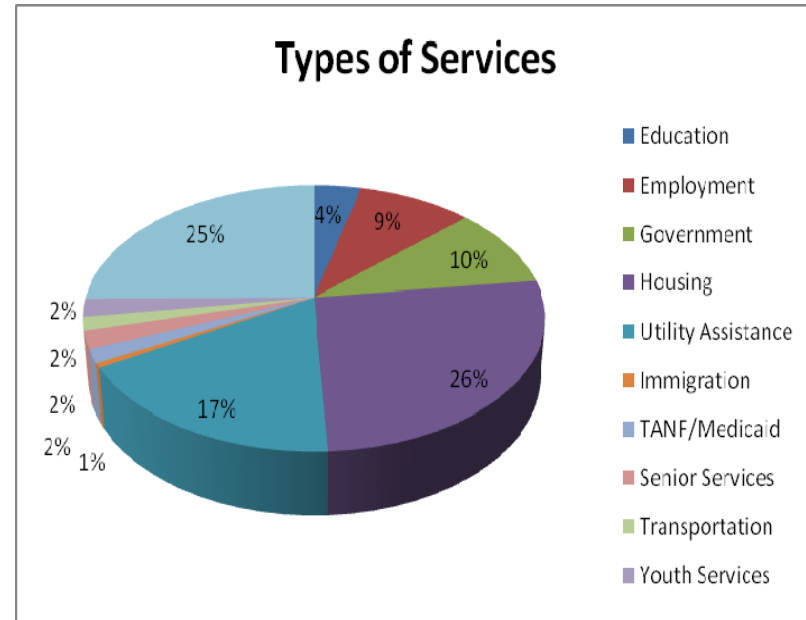
Direct constituent service is a major component of the Office's mission. MOCRS receives a high volume of concerns and inquiries weekly. MOCRS addresses a wide range of issues and ensures that each community member is directed to the appropriate agency and programs that best serve their individual needs. During Fiscal Year 2008, MOCRS worked with approximately 10,000 constituents. Of these, 1,325 became long-term cases; 80 percent of which represented Wards 5, 7 and 8

Figure 7.1. Long-term Constituent Cases by Ward in FY 2008



Source: MOCRS Constituent Services Database for FY2008.

Figure 7.2. A Breakdown of Services Provided by MOCRS in FY 2008



Source: MOCRS Constituent Services Database for FY2008.

Active Problem Solving in the District

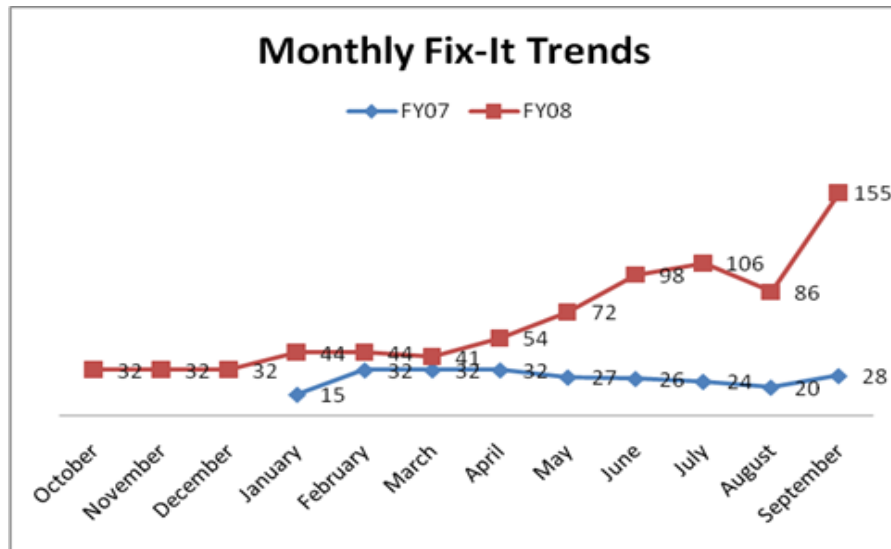
The Office’s primary program is “Operation Fix-It,” Mayor Adrian M. Fenty’s initiative to eliminate problems that take more than one agency to solve. They are coordinated weekly by MOCRS and cover a two to three block radius with services including:

- Street and Alley Cleaning
- Abandoned Auto Removal
- Rodent Abatement

- Business Compliance
- Graffiti Removal
- Building Inspection
- Overgrowth

In FY 2008, MOCRS conducted 796 “Fix-its,” more than double the amount conducted in FY 2007. Figure 7.3 shows a monthly breakdown of “Fix-Its” for FY 2008 and FY 2007. Of the total number of “Fix-Its,” 73 were conducted in Focused Improvement Areas (FIAs)-the Mayor’s indicated high-crime areas throughout Wards 1, 4, 5, 6 and 8. Thus far in FY 2009, 450 “Fix-Its” have been conducted.

Figure 7.3. Number of “Fix-Its” Per Month in FY 2007 and FY 2008



Source: MOCRS Operation Fix-it FY2007 and FY2008 tracking log.

Women’s Policy and Initiatives

The Office on Women’s Policy & Initiatives (OWPI) was established in 2007 to enhance the quality of life for all women and their families within the District of Columbia. OWPI works in conjunction with the DC Commission for Women to provide constituent services and information to women through programmatic activities and outreach materials. OWPI serves as a liaison between the Mayor, women, District government agencies and non- government agencies regarding the needs and interests of women and girls in the District of Columbia. OWPI operates as the administrative and operational arm of the DC Commission for Women.

OWPI works to address issues such as domestic violence, technology training, employment, homelessness and affordable housing by using collaborative efforts to resolve issues in order to serve the variety of needs for the 311,953 women and girls in the District.

Table 7.1 Female Population Estimates by Race for District of Columbia: Year 2008

FEMALE	311,953
One race	306,949
White	117,628
Black	176,779
AIAN	1,190
Asian	11,067
NHPI	285
Two or more races	5,004
<i>Race alone or in combination:¹</i>	
White	121,026
Black	180,220
AIAN	3,084
Asian	12,727
NHPI	542
NOT HISPANIC	287,504

Source: Population Division, U.S. Census Bureau, July 2008.

Annual Estimates of Resident Population of District of Columbia, as of July 2008. U.S. Census Bureau

Women and girls' issues addressed by OWPI include the following:

- Gathering and disseminating information
- Making resource referrals
- Organizing educational seminars
- Organizing forums and workshops
- Developing study/research groups, interest groups and task forces

OWPI Initiatives

The Office on Women's Policy & Initiatives is committed to assisting ex-offenders by working with DOES Project Empowerment volunteer staff. To date, OWPI has hosted five full-time Project Empowerment staffers. These engagements have required in-house training on computers, internet research, professional decorum, engaging with the general public and overall self esteem building exercises. OWPI has also provided the participants with opportunities to seek additional computer training through DC Public Libraries and professional skills training from the local non-profit community.

Women's Wellness Summit

The Women's Wellness Summit was held on April 30, 2009. The purpose of the conference was to address health issues and to provide information to help improve the lives of women and girls in the District. The Summit brought together residents, agency officials, community service providers and health experts.

Young Women's Leadership Committee

OWPI will develop a pipeline program of young professionals to prepare them to be agents of change in the public sector. The program will provide service leadership, mentoring and career development opportunities for District residents.

Youth Advisory Council

In April 2002, Mayor Anthony A. Williams signed legislation establishing the DC Youth Advisory Council (DCYAC). DCYAC is located within the Executive Office of the Mayor, and was created by District youth and officials in order for young people throughout the District to have an official ongoing voice in the policies, programs and actions within the city. DCYAC is responsible for influencing change in legislation and policies that impact youth, and for developing more youth and adult partnerships.

DCYAC consists of 32 council members between the ages of 13 and 22, selected from various sectors of the District (three members from each of the eight

wards and eight at-large representatives who have experience with the Juvenile Justice System and Foster Care). Membership reflects a broad range of diversity encompassing relevant differences such as ethnicity, location of residency, religion, gender and others. The Youth Advisory Council advises the Mayor, the DC Council, DC Public and Public Charter Schools and other key decision makers in the District by:

- Commenting on legislation and policies that impact youth
- Presenting methods to resolve youth-related conflicts between youth and between youth and adults
- Proposing recommendations to improve the lives of youth
- Monitoring and measuring the effectiveness of youth programs and policies
- Partnering with neighborhood and youth organizations on shared issues
- Providing youth with leadership development training

Programs for DCYAC

DCYAC Leadership Training Academy

In the summer of 2008, DCYAC launched the inaugural “DCYAC Leadership Training Academy.” The training academy was comprised of 50 students from across the District who learned about issues such as civic engagement, leadership development, public policy, advocacy, financial literacy and more. Held over the course of nine weeks during the summer, participants engaged in hands-on activities that helped to develop their confidence and train them to become the next generation of leaders in the District of Columbia.

Community Outreach

DCYAC stresses to youth in the District of Columbia the importance of community service projects and initiatives focused on civic engagement throughout residential neighborhoods. From 2008 to date, DCYAC has participated in over 20 service projects ranging from beautification of schools to registering youth and adults in the District to vote.

Service Delivery

The Office of Community Affairs anticipates that by December 2009 DCYAC will have had over 1,400 office visits by youth and parents in the District; participated in over 150 community events; 200 members actively following DCYAC on social networking sites (i.e. Facebook, Myspace and Twitter); and over 100 collaborations with youth and community organizations in the District.

Gay, Lesbian, Bisexual and Transgender Affairs

The Mayor's Office of Gay, Lesbian, Bisexual and Transgender Affairs (GLBT) was established by statute in 2006 to address the important concerns of the District's gay, lesbian, bisexual and transgender residents. GLBT 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 services: Capacity Building, Community Outreach, Public Education and Public Policy Development and Advocacy.

Capacity Building

GLBT 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 GLBT. The office works to provide 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 activities 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 advises 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 GLBT residents; create and promote policies that build and maintain cultural competencies among DC government employees; and liaise to the DC Council, US Attorney's Office and DC government agencies on legislative and policy initiatives.

Ex-Offender Affairs

The Office on Ex-Offender Affairs (OEOA) was established in 2007 by the District Council, D.C. Law 16-243. The mission and purpose of 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.

District of Columbia's Ex-Offender Population

It is estimated that approximately 60,000 residents in the District of Columbia have a criminal history. Fifty percent of the returning residents are between the ages of 36 and 53. The average age of returning residents is 41. Eighty-four percent of the District's returning resident population is male and sixteen percent is female. In fiscal year 2008, over 2,200 returning residents visited OEOA. Of these visitors, 1,803 shared their educational background information, revealing that fifty-five percent were high school graduates, ten percent held an associates degree, five percent had a bachelor's degree and two percent possessed a graduate/professional degree.

Table 7.2. Educational Level of Ex-Offenders Who Visited the OEOA

Educational Level	Number of Visitors
Elementary	14
Jr. High School	79
9 th Grade	156
10 th Grade	237
11 th Grade	265
12 th Grade	469
College 1 Year	105
College 2 Years	101
College 4 Years	28
GED	327
Graduate School	42
Total	1823

Source: Office of Ex-Offenders Affairs

OEOA Programs

OEOA serves as a point of contact for D.C. prisoners and families (DOC -Department of Corrections and FBOP- Federal Bureau of Prisons) to obtain information about services and to assist with reintegration and reunion. OEOA works closely with halfway houses, DC Jail, Court Services and Offender Supervision Agency and US Probation and Public Defender Service to assist residents with reentry. OEOA assists returning residents with obtaining important records, referrals to educational and job training programs, access to housing and social services and assistance with sealing or expunging records.

Capacity Building

OEOA is currently working with faith-based organizations located in the District to develop reentry centers. OEOA is in the process of creating a geographical mapping tool to identify facilities that provide services to the returning residents.

Veterans Affairs

The District of Columbia Office of Veterans Affairs was created as a new entity within the Executive Office of the Mayor of Washington, D.C., by Title VII (Establishment of Veterans Affairs Office) of the Fiscal Year 2002 Budget Support Act of 2001, D.C. Law 14-28 (October 3, 2001). The mission of the District of Columbia Office of Veterans Affairs (OVA) is to provide support to District of Columbia veterans and their families by assisting in obtaining earned veteran services and benefits.



OVA recognizes the military service and sacrifice of District of Columbia veterans at veteran commemorative events. OVA acts as a liaison between District of Columbia government agencies, community partners and the federal government on behalf of the District's approximately 40,000 veterans. OVA informs the Mayor's Office of veteran constituent concerns and issues. OVA encourages the District's homeless veteran population to seek Department of Veterans Affairs entitlements as well as District government programs, and assists constituents with access to federal government services.

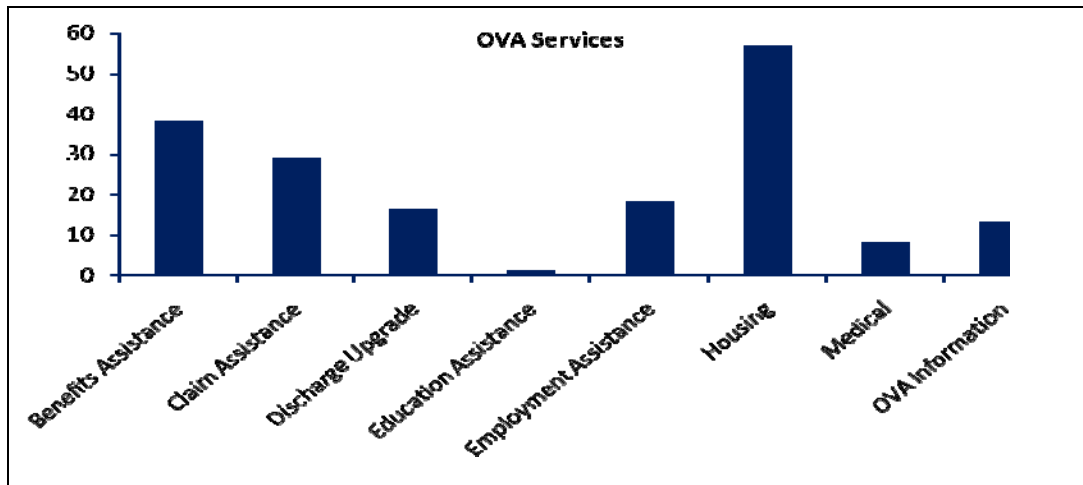
Veteran Programs

OVA consists of two programs, outreach and recognition. OVA outreach primarily consists of identifying military members and their families to help provide referral assistance for veterans' benefits and services. OVA continues to lead efforts to recognize the military service and accomplishments of DC veterans by organizing and participating in events that appropriately recognize veterans. OVA has organized and participated in 23 veteran and military commemorative and recognition events and programs.

Services Provided

Via numerous outreach events, OVA has assisted military veterans and their families in obtaining various services from the Federal Department of Veterans Affairs and other government agencies. OVA also manages case files to monitor the needs and issues of veterans and follows up with the appropriate referral agency and program to ensure veterans' needs are met. During FY 2008, OVA assisted veterans with more than 1,000 issues. Many cases involved requests for benefits and claims assistance and housing. The following chart depicts some of the services provided.

Figure 7.4. Services Provided by the Office of Veteran Services



African Affairs

The Mayor's Office on African Affairs (OAA) was established on March 23, 2006 by the District Council with the passage of D.C. Act 16-313. The role of the Mayor's Office on African Affairs is to ensure the full range of health, education, employment, business and social opportunities are accessible to the District's African immigrant community.

OAA 1) provides constituent services and information to African communities through programmatic activities and outreach materials; 2) serves as a liaison between the African communities, District government agencies and the Mayor; and 3) provides briefings to the Mayor and District government agencies about the particular needs or interests of the African residents of the District of Columbia. Through its cultural and educational programming and various outreach

initiatives, OAA attempts to raise the level of civic engagement among members of the African immigrant community and increase the cultural competency of District agencies.

The Office serves as a resource center providing information to the African immigrant community about District government services. OAA provides constituent services in the form of walk-ins, phone and email queries. Areas of service include: housing, employment, health, education, small business and non-profit assistance. OAA also provides technical assistance to District agencies, businesses and other organizations. This assistance includes reviewing Amharic and French translated documents for quality assurance, developing cultural competency training materials for frontline and other District employees and working with agencies to ensure that their outreach, marketing activities and service provision are culturally relevant and effective for our target community.

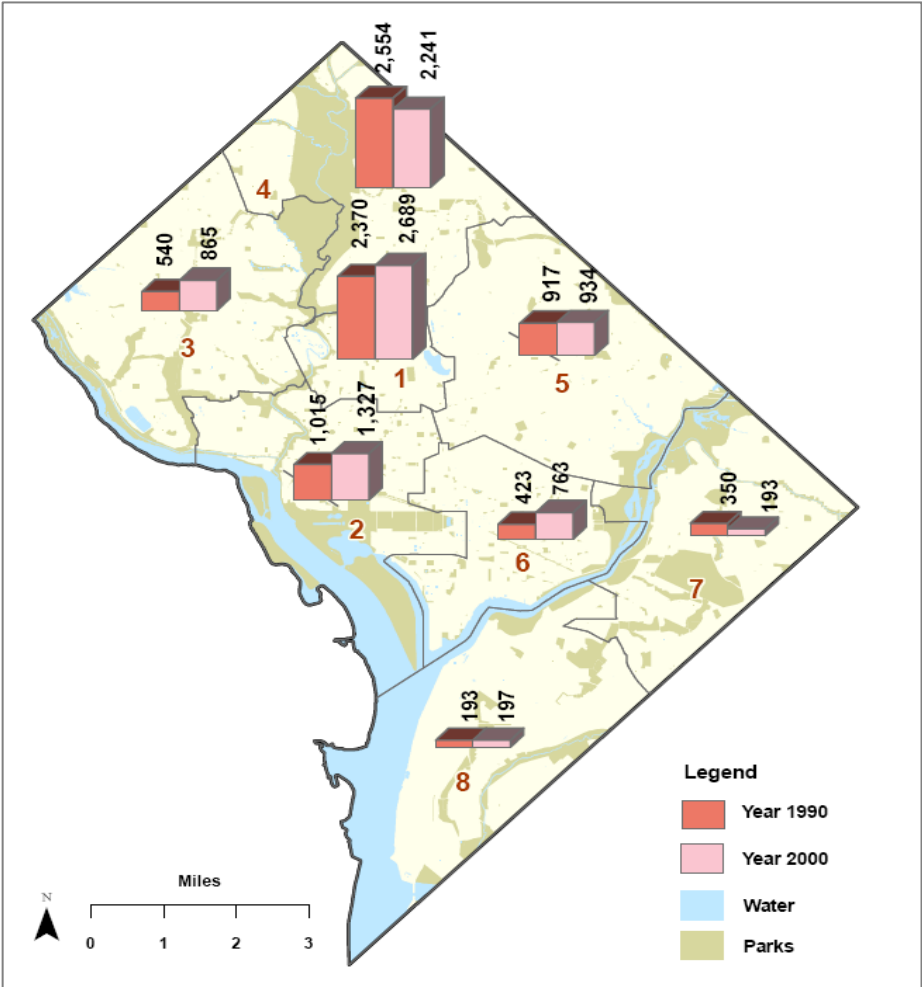
Core programs include:

- Community Outreach
- Employment Opportunities
- Resume Readiness Training
- African Community Health Care Consortium
- Film/Documentary Series
- Parent and Community Roundtables
- Business and Non-Profit Assistance
- Intern/Community Volunteer Program

Demographics

The US Census Bureau's 2006 American Community Survey estimates that more than 10,500 residents of the District of Columbia are African-Born. Based on data available at the ward level, Map 7.1 shows the number of African-born residents by ward in 1990 as compared to 2000. The majority of African-born residents in the District live in Wards One, Two and Four.

Map 7.1. District of Columbia Population Born in Africa by Ward: 1990 and 2000



Source: District of Columbia Office of Planning/State Data Center

The Migration Policy Institute estimates that approximately ten percent of the total foreign-born population in the District is from Africa. Major places of origin are Ethiopia (17 percent), Nigeria (12 percent), Ghana (ten percent), Egypt (four percent) and Cameroon (nine percent), Liberia (four percent), Somalia (three percent), Guinea (three percent), Sudan (two percent) and Eritrea (two percent). Source: African-Born Blacks in Washington, DC, Metro Area, Population Reference Bureau, Jill Wilson (2007).

Of the students enrolled in District of Columbia Public Schools in 2006-2007 (most recent data available), African students represented more than 38 countries. The largest of the groups represented Ethiopia, Nigeria, Cameroon, Sierra Leone, Eritrea and Morocco. Likewise, more than 16 African languages--not including French-- are spoken among students designated as linguistically and Culturally Diverse (LCDC).

African Immigrants are among the most highly educated immigrants in the region. Among the African-born in the Metropolitan Washington Area, 42 percent had a bachelor's degree or higher in 2005. Approximately 35 percent were employed in management and professional occupations, another 25 percent were employed in service industries and 23 percent worked in sales and office positions. The remainder worked a variety of positions including construction, extraction, maintenance, production and transportation. The population is mainly of working age (84 percent), 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. Source: African-Born Blacks in Washington, DC, Metro Area, Population Reference Bureau, Jill Wilson (2007).

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

Asian and Pacific Islander Affairs

The Office on Asian and Pacific Islander Affairs (OAPIA) was founded in 1987 and established its own independent budget structure in 2001 through DC Act 14-85. OAPIA provides three core services: 1) assist the District of Columbia's Asian and Pacific Islanders population in accessing equitable services from District agencies, as well as advocate on behalf of DC APIs on issues affecting their quality of life; 2) help District agencies to build their capacity to provide culturally and linguistically competent services to DC APIs, and 3) provide API community-focused grants and support API community organizations' capacity-building efforts.

OAPIA acts as the liaison between the District government and the API community. It advises the Mayor, District officials and District Agencies on the views, needs and concerns of the District's API community; provides recommendations on District programs and initiatives affecting the API community; and helps coordinate programs and initiatives within the government that promote the overall welfare of the API community. The three major program areas are advocacy, community outreach and education and interagency coordination.

Population

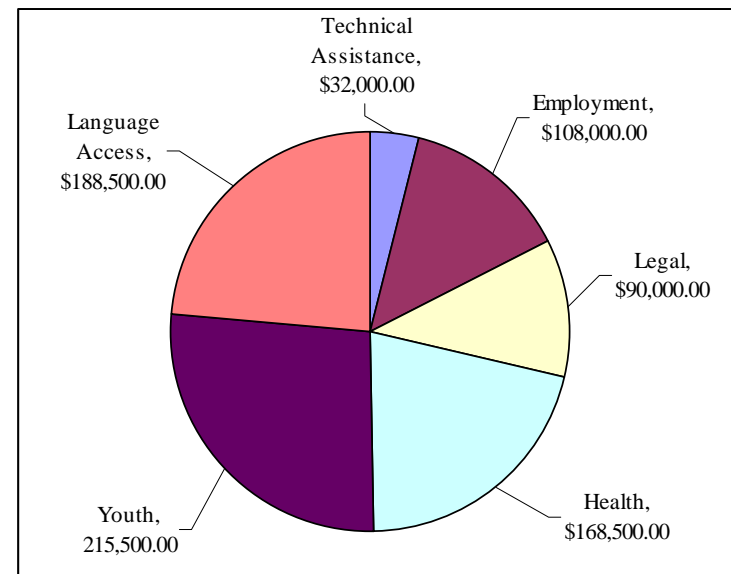
Between the 2000 Decennial Census and 2007, the Asian population in the District of Columbia has seen an increase of about 25 percent, representing 3.73 percent of the District's population. Comprised mainly of foreign-born individuals, the District Asian population in 2007 represented many diverse Asian ethnic backgrounds. In comparison to the total D.C. population, Asians in D.C. had slightly higher incomes, experienced higher rates of poverty, had higher levels of education and faced a lower rate of English-language proficiency.

In 2007, the Asian population in the District of Columbia reached 21,337. Within this population, 44.3 percent were females and 55.7 percent were males. The majority of Asians were between the ages of 25 and 34 years. Youth (17 years and under) constituted 15.4 percent and senior citizens (65 years and older), 6.9 percent. The District's largest Asian groups were Chinese (4,767) and Indian (4,277) followed by Vietnamese (2,926), Other Asian (1,718), Korean (1,615), Japanese (1,487) and Filipino (1,276).

Advocacy Program

The Advocacy program directly funds community-based organizations (CBOs) to provide services to the District's API community. It connects API CBOs to various organizations that provide technical assistance and other funding opportunities. In addition, it facilitates seminars and other training mechanisms to support their sustainability. Below is a chart of funds disbursed by OAPIA over the past three years:

Figure 7.5 Amount of Grants by Category FY 2007 - 2009



Community Outreach and Education

The Community Outreach program conducts resident and merchant outreach initiatives to engage, educate and inform about the District's programs and services. It also provides case assistance to ensure residents and merchants have access to these programs and services. The 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 language capacity for the three major Asian languages of Chinese, Korean and Vietnamese. They also continue to monitor the community needs, and recognize an emerging South Asian community, providing support in additional languages such as Hindi and Urdu.

Summary of Outreach

Cases (Average/Year)	Outreach Efforts (Average/Year)	Communications (Average/Year)
220	21,000	522

- Cases include long-term issues and problems accessing government programs and services
- Outreach efforts include merchant/resident door -to- door visits to disseminate information; emails to individuals (API and non API) to handle inquiries/issues etc.; phone calls to individuals (API and non API) to handle inquiries/issues etc; phone calls to inter-agency contacts to handle inquiries/issues
- Communications include all efforts to inform the community about various programs and services such as the bi-monthly community meetings and a weekly community calendar

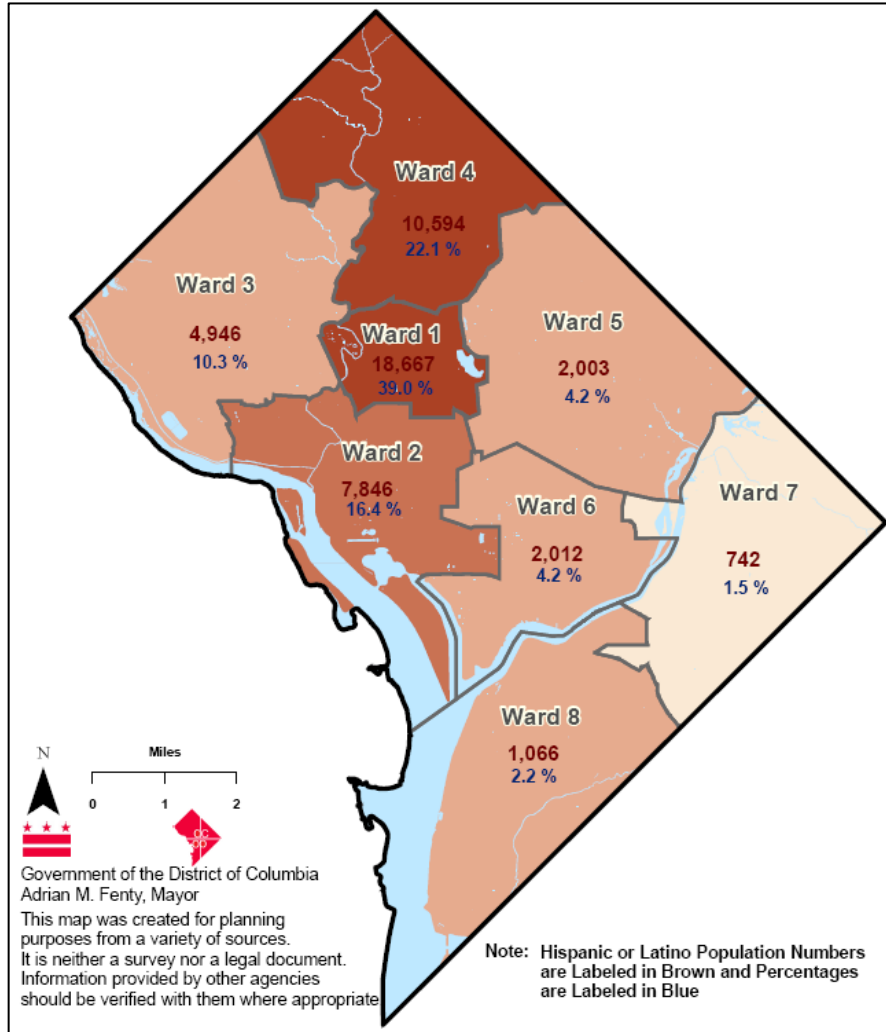
Interagency Coordination

The Interagency Coordination section builds on over nine years of experience implementing language access programming and support to District Agencies. Since passage of the Language Access Act of 2004, OAPIA 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 API issues weekly. OAPIA has reviewed over 100 documents through previous quality control sampling, 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 Asian community.

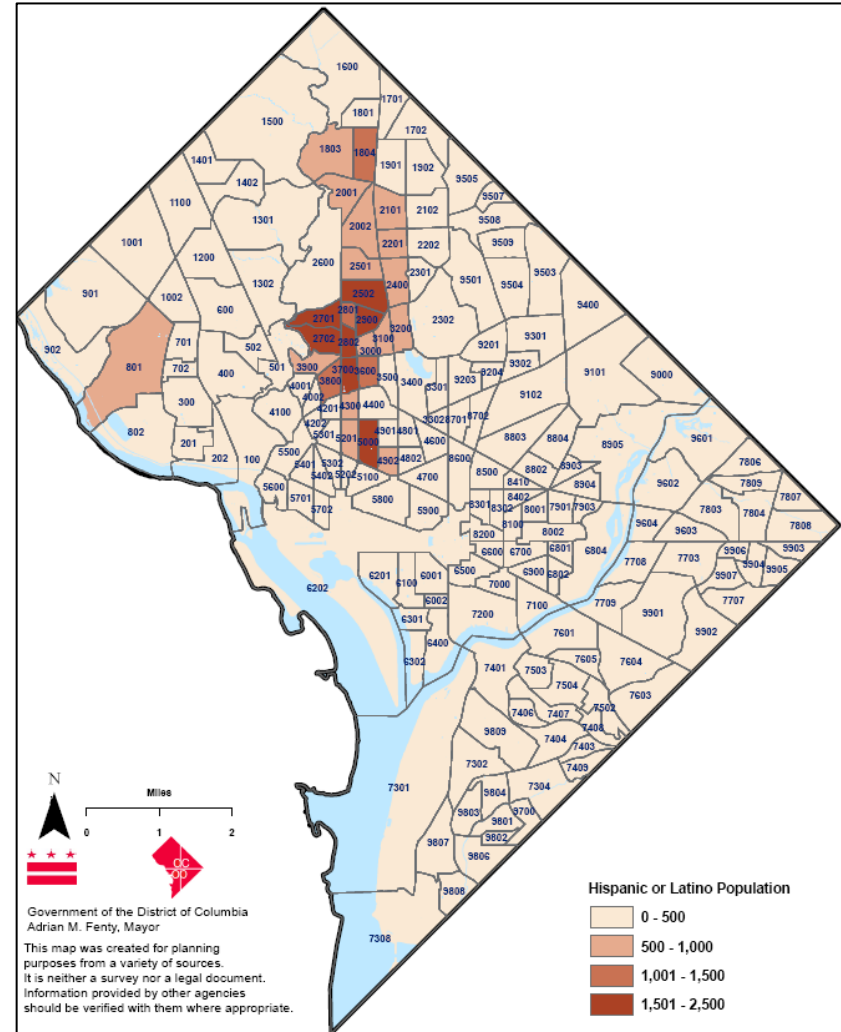
Latinos in the District of Columbia

According to the US Census Bureau data released on March 19, 2009 by the Population Division, 51,124 (8.6 percent) of District residents self-identify as Hispanic or Latino. However, it is widely assumed that Latinos make up a much larger share of the District's population because the group is chronically undercounted in the Census. The District's Latino population grew 37.4 percent between 1990 and 2000, and 13.7 percent between 2000 and 2008 making them the fastest growing ethnic minority group. In terms of geographic distribution, the Caliper Corporation Census Block Groups Estimates and Projections for 2008 shows that from a total population of 47,876 in the District that year, a higher proportion of Latinos lived in Wards 1 (18,667, 39 percent), 4 (10,594, 22.1 percent), and 2 (7,846, 16.4 percent). The data also show that Latinos are moving to other areas including Wards 3 (4, 946, 10.3 percent), 6 (2, 012, 4.2 percent), 5 (2,003, 4.2 percent), 8 (1,066, 2.2 percent), and 7 (742, 1.5 percent). Please see Figure 7.2 and 7.3 below for geographic distribution by Ward and Census Tract, Year 2008:

Map 7.2 Hispanic or Latino Population by Ward, Year 2008



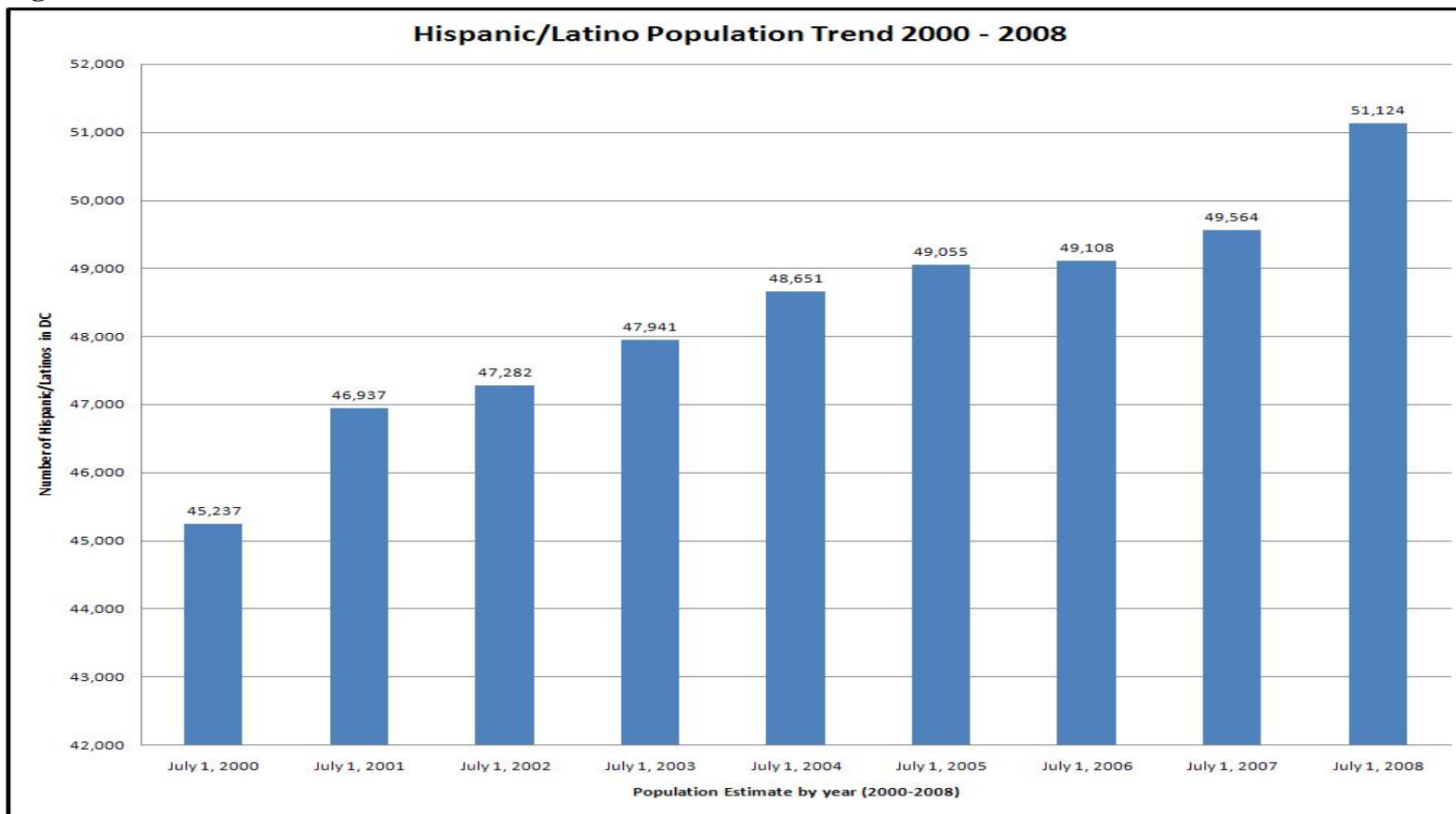
Map 7.3 Hispanic or Latino Population by Census Tract, Year 2008



Source: Caliper Corporation Census Block Groups Estimates and Projections

The Hispanic/Latino population in the District has steadily increased as seen below in Figure 7.6. According to this population estimate, the Latino population of the District has increased at a steady rate over the last decade.

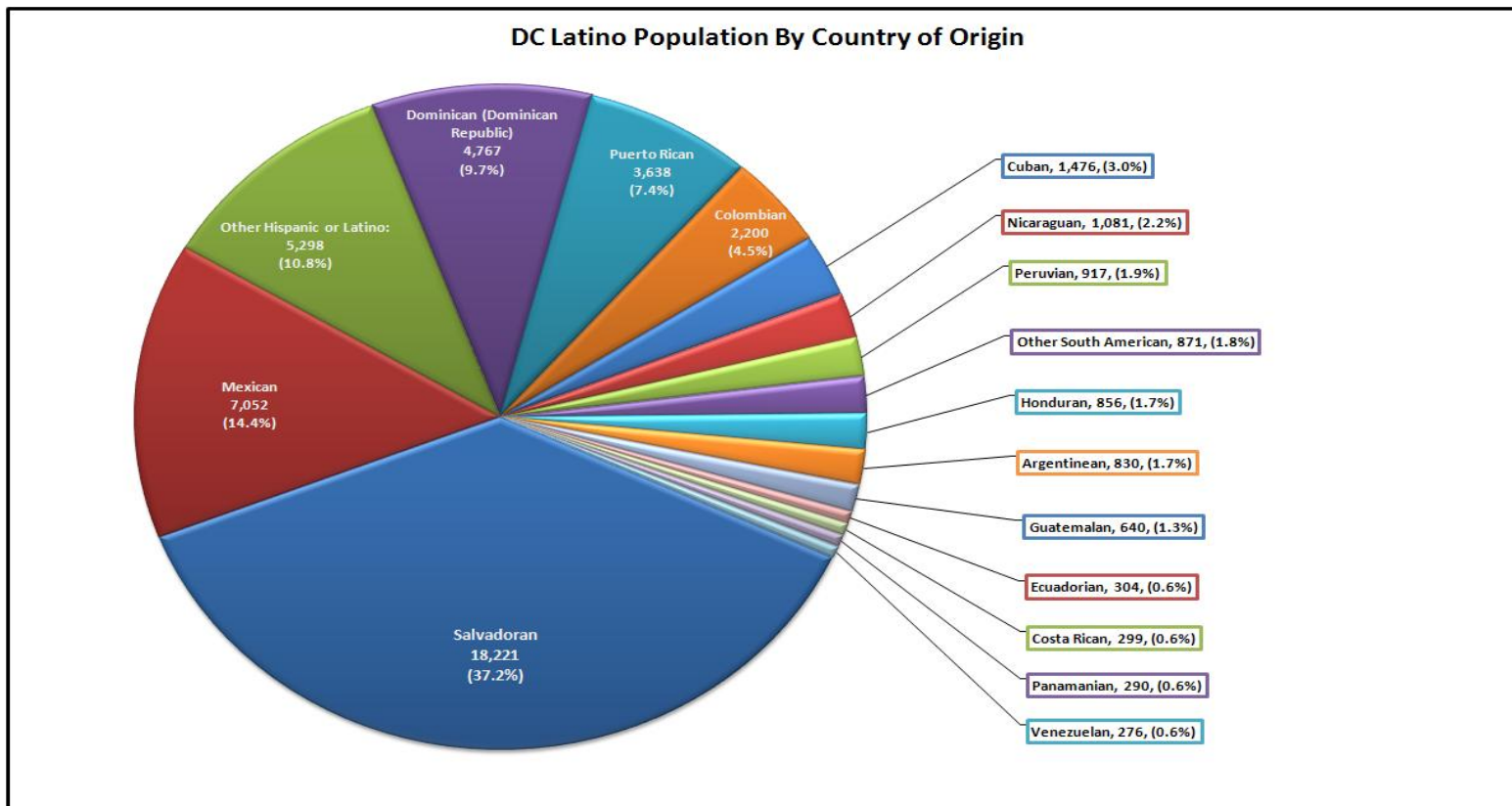
Figure 7.6.



Source: Population Division U.S. Census Bureau, Release Data: March 19, 2009. Data prepared by D.C. Office on Planning/State Data Center. Table created by Office on Latino Affairs

The Hispanic/Latino population of Washington, DC is quite diverse in terms of country of origin. This is important because while this population is lumped together categorically, significant differences exist in culture and language, and these differences tend to be overlooked. The District's Latino population is comprised of individuals from 18 different countries of origin. The U.S. Census Bureau, 2007 American Community Survey shows that about 37.2 percent of the city's Latinos are from El Salvador, while other major places of origin include: Mexico (14.4 percent), Dominican Republic (9.7 percent), Puerto Rico (7.4 percent) and Colombia (4.5 percent). Please see Figure 7.7 below for additional analysis:

Figure 7.7.



Source: U.S. Census Bureau, 2007 American Community Survey. Data prepared by D.C. Office of Planning/State Data Center. Table created by Office on Latino Affairs

This diversity in terms of country of origin does not seem to be significant in terms of age distribution and educational attainment. The U.S. Census Bureau, 2007 American Community Survey has shown that the Latino population concentrates between the ages of 20 and 50 years old. The median age of the District's Latino population is 30.7, about four years below the citywide median age of 34.9. About 35.2 percent of Latinos are under 25, compared with 31.8 percent for the entire city.

Figure 7.8.

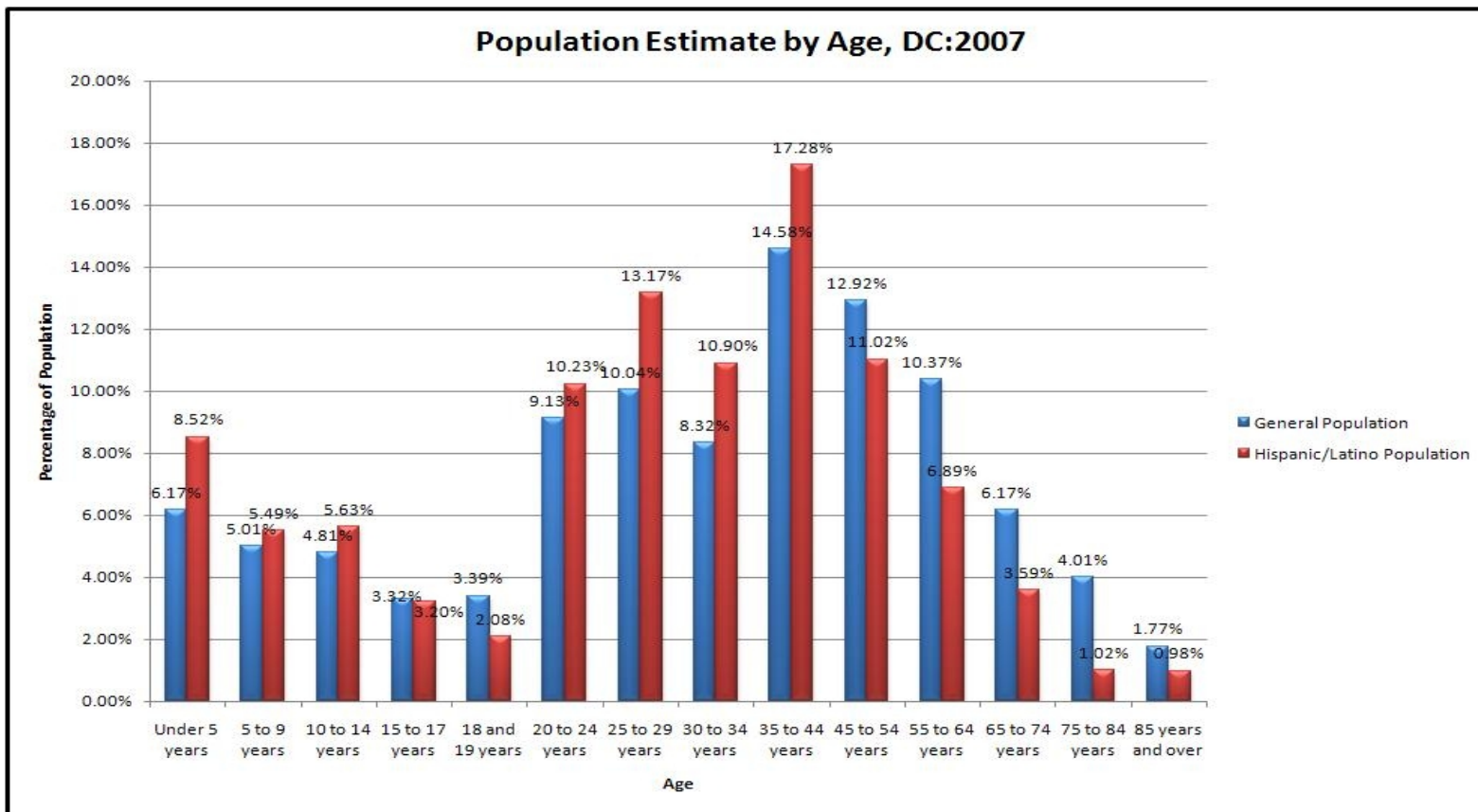
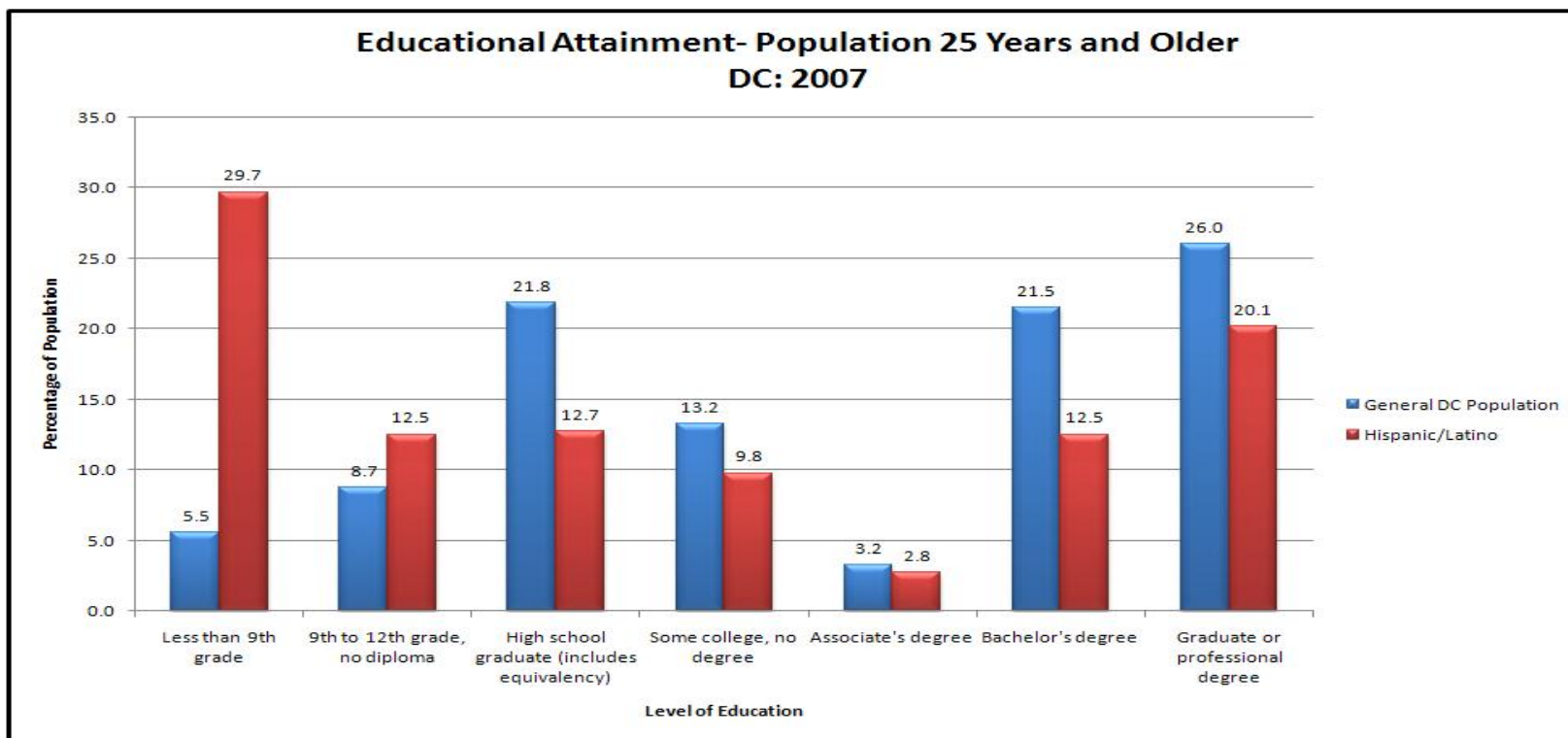


Table 3: Source: U.S. Census Bureau, 2007 American Community Survey. Data prepared by D.C. Office of Planning/State Data Center. Table created by Office on Latino Affairs

In terms of education, the Latino population shows a bimodal distribution. Latinos live worlds apart in that the highest population concentrations include, on one hand, those who have received less than a 9th grade education and on the other, those who have obtained graduate or professional degrees. 29.7 percent of Latinos who are at least 25 years old had not completed the ninth grade compared with 5.5 percent of the total population; and 12.5 percent had not obtained a high school diploma compared with 8.7 percent for the total population. Data also shows disparities in the number of Latinos that hold a bachelor's or graduate/professional degrees compared with the total population. 21.5 percent of the total population earned a bachelor's degree and 26 percent had a graduate/professional degree, compared with 12.5 percent of Latinos holding a bachelor's degree and 20.1 percent obtaining a graduate/professional degree.

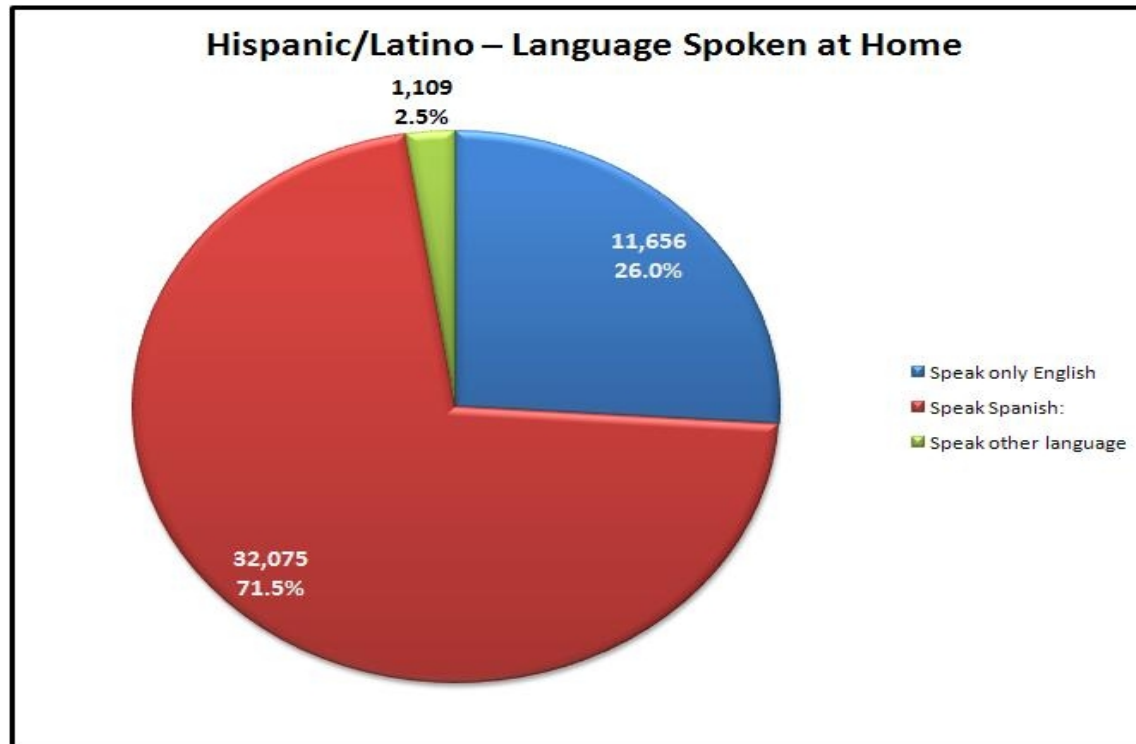
Figure 7.9.



Source: U.S. Census Bureau, 2007 American Community Survey. Data prepared by D.C. Office of Planning/State Data Center. Table created by Office on Latino Affairs

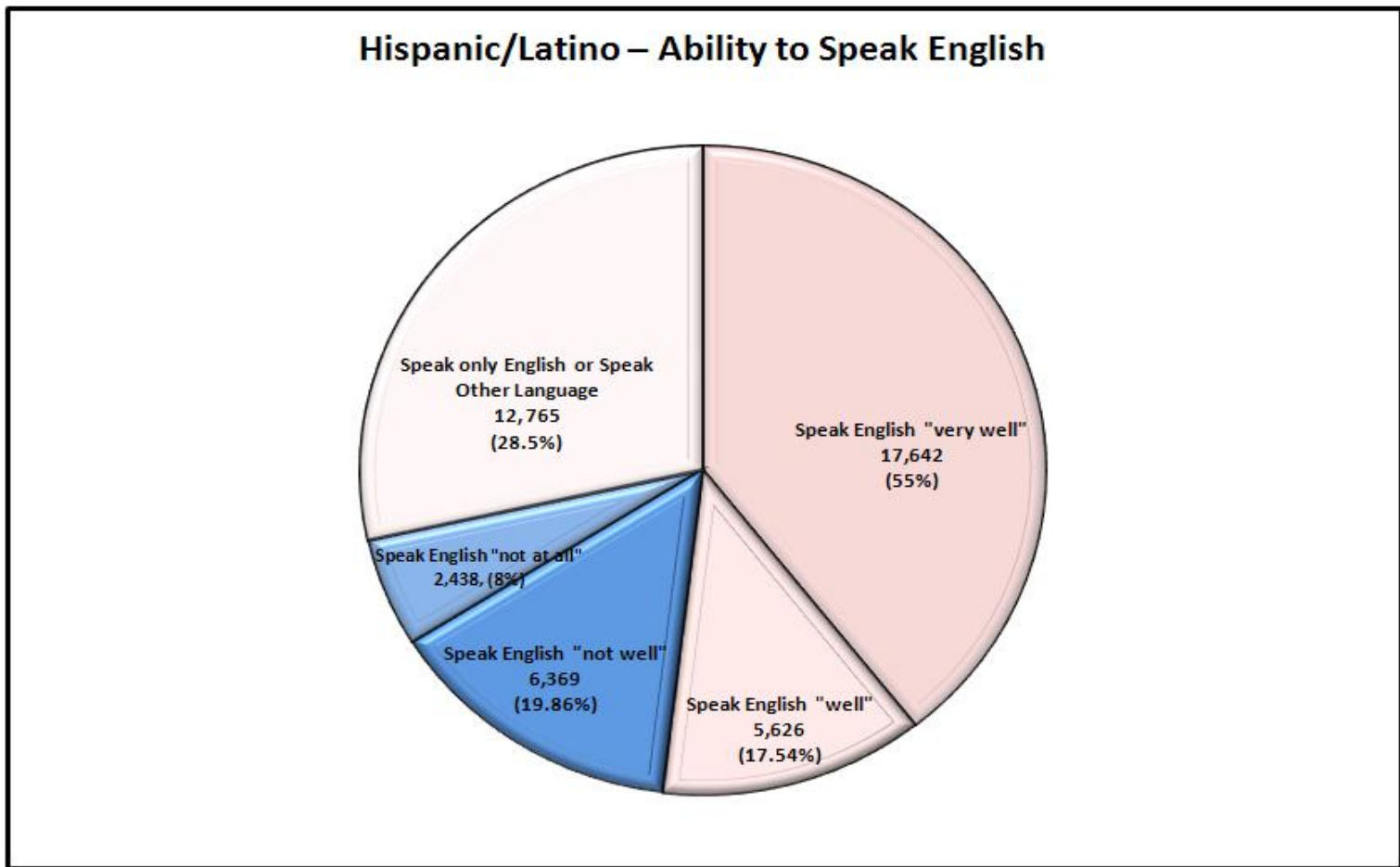
As it is the case with the distribution of educational attainment, the Latino population of the District is quite diverse in terms of English language proficiency and use. A close analysis of the data on language spoken at home by the Latino population shows that 28.5 percent speak only English or another language, while 71.5 percent speak Spanish. Of those who speak Spanish at home, 55 percent speak English “very well,” and 17.54 percent speak English “well,” as defined by the U.S. Census Bureau. Eight percent speak English “not at all,” and 19.86 percent speak English “not well,” thus comprising a total Limited English Proficient and non-English proficiency (LEP/NEP) population of 27.86 percent.

Figure 7.10.



Source: U.S. Census Bureau, 2007 American Community Survey. Data prepared by D.C. Office of Planning/State Data Center. Tables created by Office on Latino Affairs

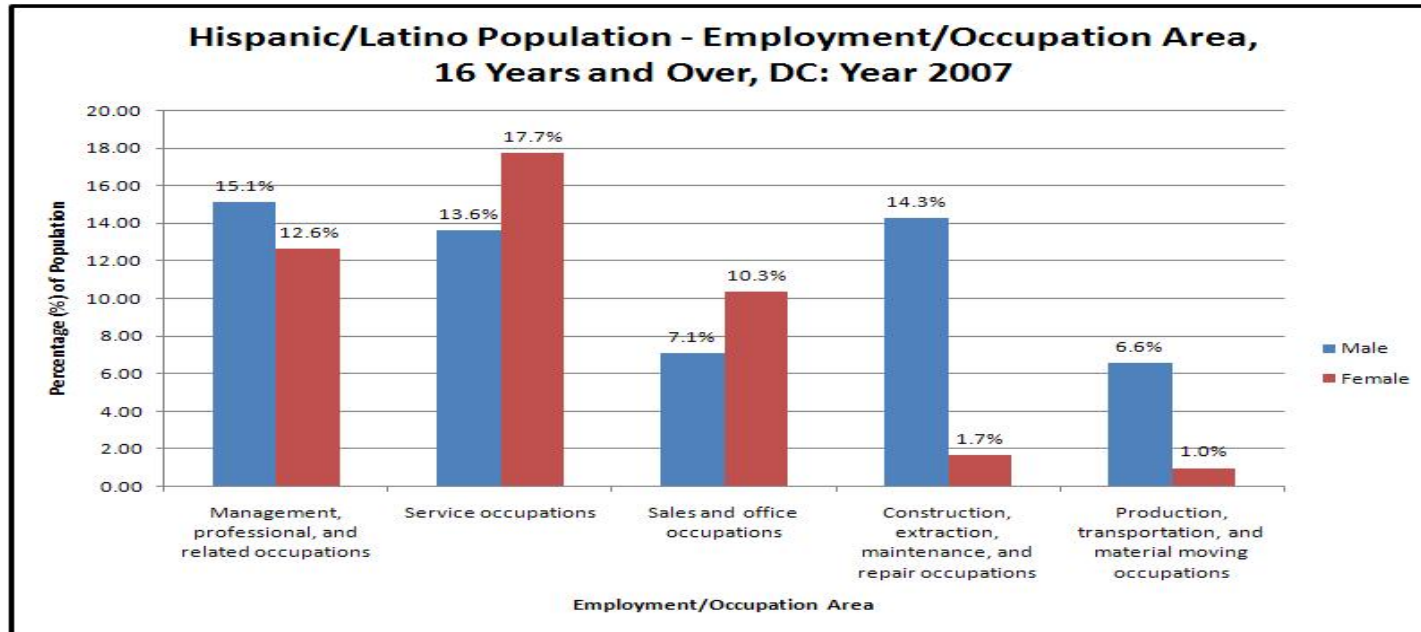
Figure 7.11.



Source: U.S. Census Bureau, 2007 American Community Survey. Data prepared by D.C. Office of Planning/State Data Center. Tables created by Office on Latino Affairs

The overall picture of Hispanic/Latino male employment in the District can be seen by combining construction, service occupation, sales and office, and production and transportation material trades. Again, we see a significant bimodality in the Latino population in regard to employment with a large number of Latinos employed in managerial and professional occupations, and the rest of the population working in service and construction capacities. Latino women showed diversification in employment/occupations with the largest proportion (17.7 percent) being employed in service occupations. 12.6 percent of Latino women were employed in management, professional and related occupations; 10.3 percent in sales and office work; 1.7 percent in construction, extraction, maintenance, and repair occupations; and one percent in production, transportation, and material moving occupations. See Figure 7.12 below for distribution by category:

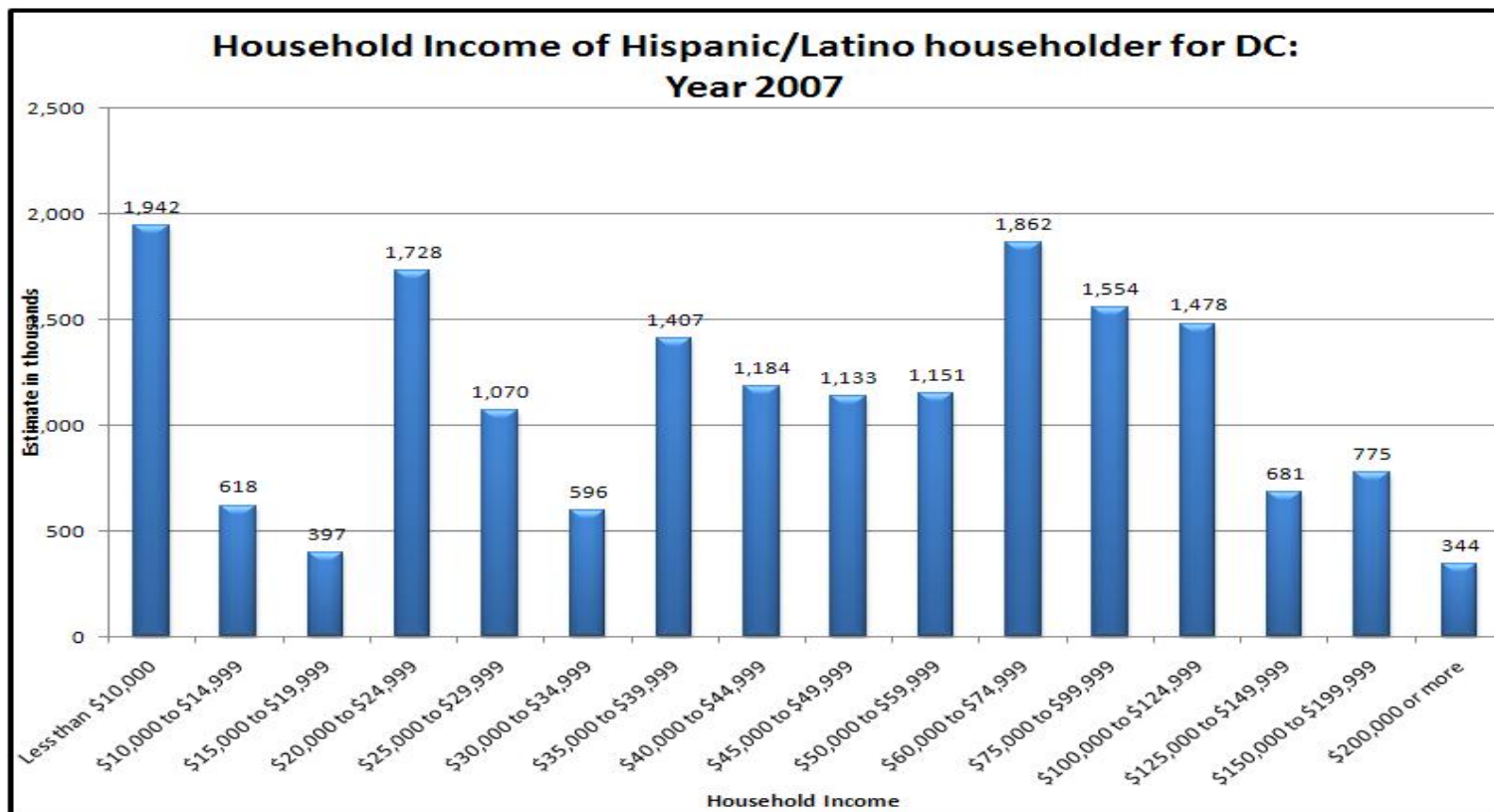
Figure 7.12.



Source: U.S. Census Bureau, 2007 American Community Survey. Prepared by D.C. Office of Planning/State Data Center. Table created by Office on Latino Affairs.

The District median income for all households was \$54,317, while the median Latino household income was \$45,051. Of the Latino population, at least 20 percent had incomes below the poverty rate, which was the same for the total population. About 70.2 percent of Latino families lived in rental housing, compared to 33 percent for the total population. About 29.8 percent of Latino households owned their homes, while the citywide homeownership rate was 67 percent.

Figure 7.13.



Source: U.S. Census Bureau, 2007 American Community Survey. Data prepared by D.C. Office of Planning/State Data Center. Table 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 and 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 and businesses 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.

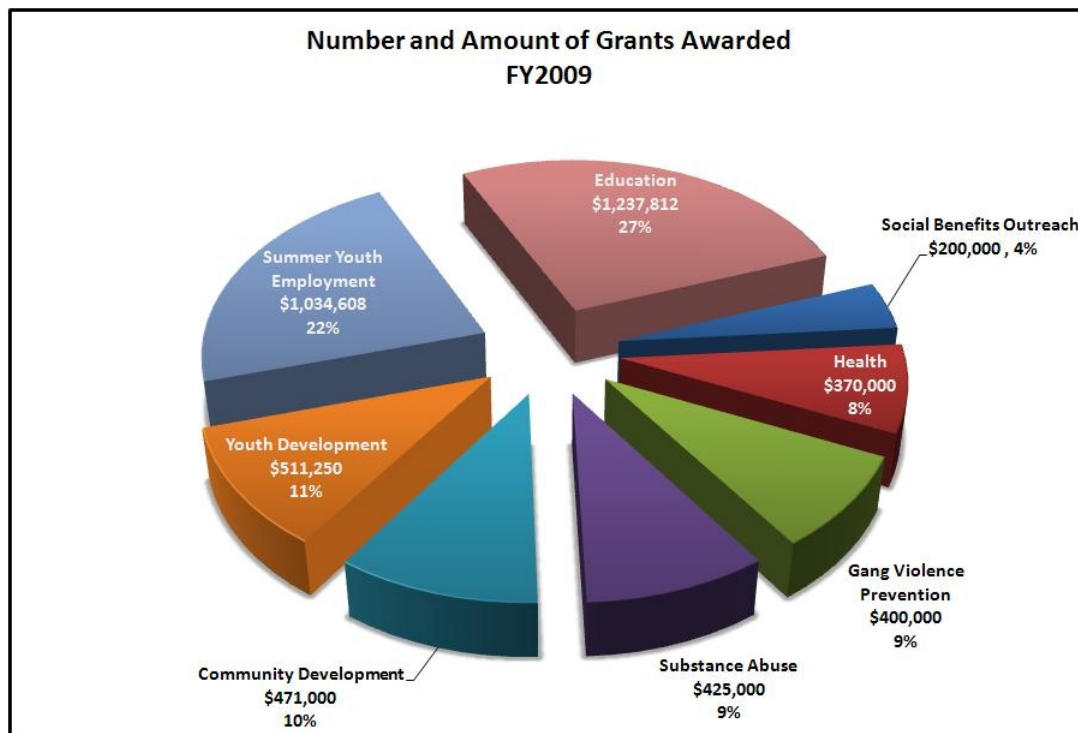
Outreach: The Outreach program maintains partnerships with nonprofit organizations and District government agencies to provide information on services available to residents. Agency staff field constituent questions related to: housing, education, employment, discrimination/civil rights, public safety, health and economic/business development. The staff coordinates events for the Latino community, particularly in the areas of health, housing, education and youth development.

Language Access and Advocacy Program (LAAP): On April 21st, 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 35, 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. OLA has also proactively collaborated with the Office of Human Rights (OHR), broadened its working relationship with the Office on Asian and Pacific Islander Affairs (OAPIA), and initiated 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 (OAPIA), the Office on African Affairs (OAA), and the DC Office of Human Rights (OHR) allows the three agencies to address issues from a multi-agency perspective to better serve a diverse mix of linguistic and ethnic communities in the District.

Latinos represent the largest 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 assist and monitor DC government agencies, programs and services in complying with the LAA.

Grants: Grants are provided to District non-profit organizations with programs that target Latino groups. The total for grants provided during 2009 was \$4,649,670. These grants covered eight broad fields, including education with 27 percent of the total, summer youth employment with 22 percent, youth development with 11 percent, community development with 10 percent, substance abuse and gang violence prevention at nine percent each, health at eight percent and social benefits, outreach at four percent. Please see Figure 7.14 below.

Figure 7.14.



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