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PUBLIC SCHOOLS

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MURIEL BOWSER, MAYOR

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# Language Access 2024 - 2025

Office of Teaching & Learning | Language Acquisition  
Division [language.access@k12.dc.gov](mailto:language.access@k12.dc.gov) | 202.868.6508

# Bookmark: Language Access Unit CANVAS Page




## <https://dcps.instructure.com/courses/146048>

### LAD Language Access

**NEED LANGUAGE LINE? DIAL 1800-367-9559 & ENTER CLIENT ID 511049**

The Language Access Unit of the Language Acquisition Division assists schools and central service teams in their commitment to delivering language services to limited English proficient families.

Interpretation and translations requests

<p>Support</p> <p></p> <p>Request interpretation and translation support here.</p> <p><a href="#">Learn More</a></p>	<p>Tools</p> <p></p> <p>Make your initiatives more linguistically inclusive with these additional resources.</p> <p><a href="#">Learn More</a></p>	<p>Learning</p> <p></p> <p>Learn about the policies and directives that drive our work.</p> <p><a href="#">Learn More</a></p>
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© 2021-2022 DCPS LAD [vlcki.de-javier@k12.dc.gov](mailto:vlcki.de-javier@k12.dc.gov) or (202) 868-6508

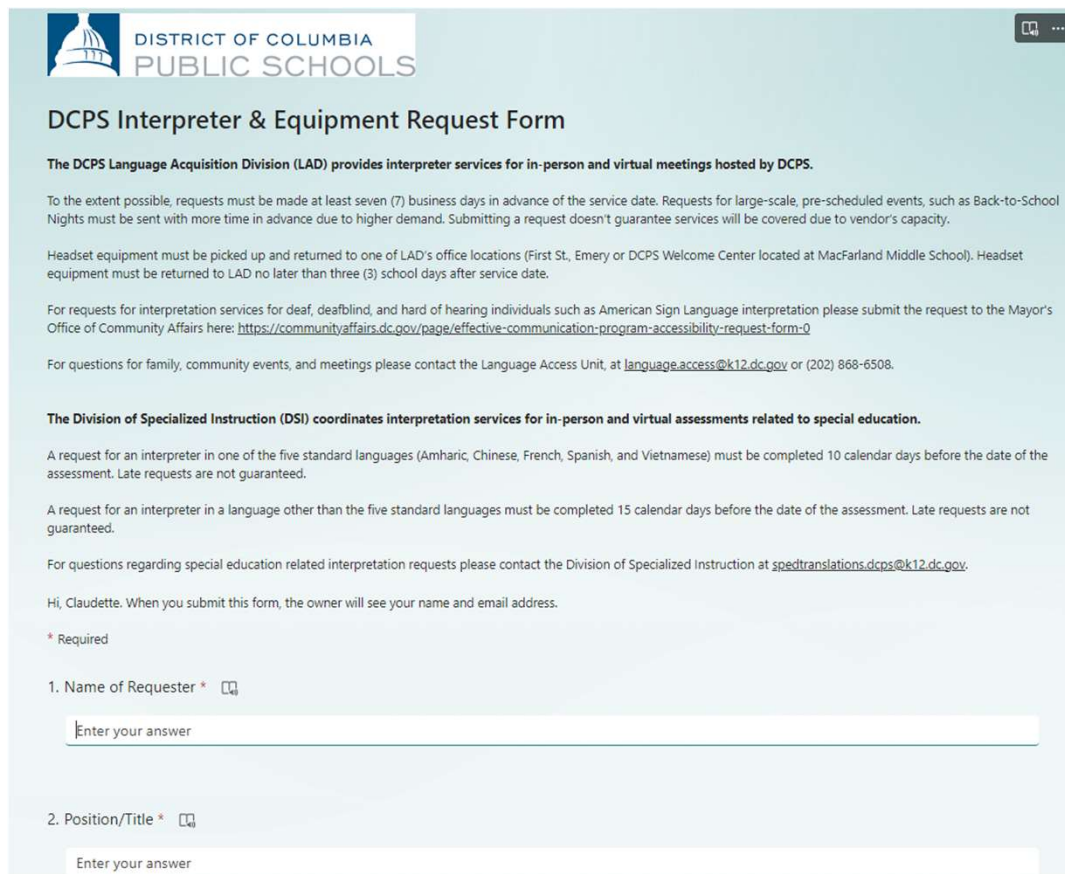
Language Line instructions and other resources

Policy, FAQ, reference guide and more!

# Interpreter & Equipment Request Form

[bit.ly/dcpsinterpretation](https://bit.ly/dcpsinterpretation)

Request interpretation services for family and community events and meetings.



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## DCPS Interpreter & Equipment Request Form

**The DCPS Language Acquisition Division (LAD) provides interpreter services for in-person and virtual meetings hosted by DCPS.**

To the extent possible, requests must be made at least seven (7) business days in advance of the service date. Requests for large-scale, pre-scheduled events, such as Back-to-School Nights must be sent with more time in advance due to higher demand. Submitting a request doesn't guarantee services will be covered due to vendor's capacity.

Headset equipment must be picked up and returned to one of LAD's office locations (First St, Emery or DCPS Welcome Center located at MacFarland Middle School). Headset equipment must be returned to LAD no later than three (3) school days after service date.

For requests for interpretation services for deaf, deafblind, and hard of hearing individuals such as American Sign Language interpretation please submit the request to the Mayor's Office of Community Affairs here: <https://communityaffairs.dc.gov/page/effective-communication-program-accessibility-request-form-0>

For questions for family, community events, and meetings please contact the Language Access Unit, at [language.access@k12.dc.gov](mailto:language.access@k12.dc.gov) or (202) 868-6508.

**The Division of Specialized Instruction (DSI) coordinates interpretation services for in-person and virtual assessments related to special education.**

A request for an interpreter in one of the five standard languages (Amharic, Chinese, French, Spanish, and Vietnamese) must be completed 10 calendar days before the date of the assessment. Late requests are not guaranteed.

A request for an interpreter in a language other than the five standard languages must be completed 15 calendar days before the date of the assessment. Late requests are not guaranteed.

For questions regarding special education related interpretation requests please contact the Division of Specialized Instruction at [spedtranslations.dcps@k12.dc.gov](mailto:spedtranslations.dcps@k12.dc.gov).

Hi, Claudette. When you submit this form, the owner will see your name and email address.

\* Required

1. Name of Requester \*

Enter your answer

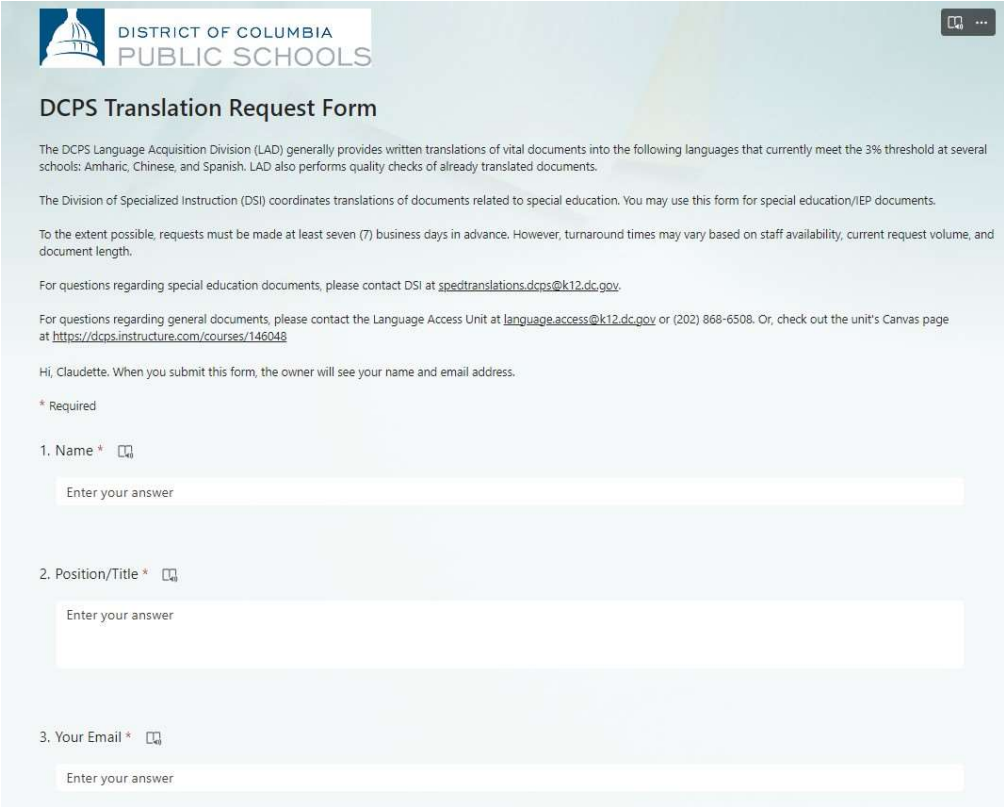
2. Position/Title \*

Enter your answer



# Translation Request Form

[bit.ly/dcpstranslations](https://bit.ly/dcpstranslations)



The screenshot shows the DCPS Translation Request Form. At the top left is the District of Columbia Public Schools logo. The title is "DCPS Translation Request Form". Below the title are several paragraphs of text explaining the form's purpose and providing contact information for the Language Acquisition Division (LAD) and the Division of Specialized Instruction (DSI). There are three input fields for "Name", "Position/Title", and "Your Email", each with a "Required" asterisk and a "bitly" logo. The form is set against a light blue background with a faint image of a building.

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### DCPS Translation Request Form

The DCPS Language Acquisition Division (LAD) generally provides written translations of vital documents into the following languages that currently meet the 3% threshold at several schools: Amharic, Chinese, and Spanish. LAD also performs quality checks of already translated documents.

The Division of Specialized Instruction (DSI) coordinates translations of documents related to special education. You may use this form for special education/IEP documents.

To the extent possible, requests must be made at least seven (7) business days in advance. However, turnaround times may vary based on staff availability, current request volume, and document length.

For questions regarding special education documents, please contact DSI at [spedtranslations.dcps@k12.dc.gov](mailto:spedtranslations.dcps@k12.dc.gov).

For questions regarding general documents, please contact the Language Access Unit at [language.access@k12.dc.gov](mailto:language.access@k12.dc.gov) or (202) 868-6508. Or, check out the unit's Canvas page at <https://dcpssystem.com/courses/146048>.

Hi, Claudette. When you submit this form, the owner will see your name and email address.

\* Required

1. Name \*

Enter your answer

2. Position/Title \*

Enter your answer

3. Your Email \*

Enter your answer



# Know the Difference!

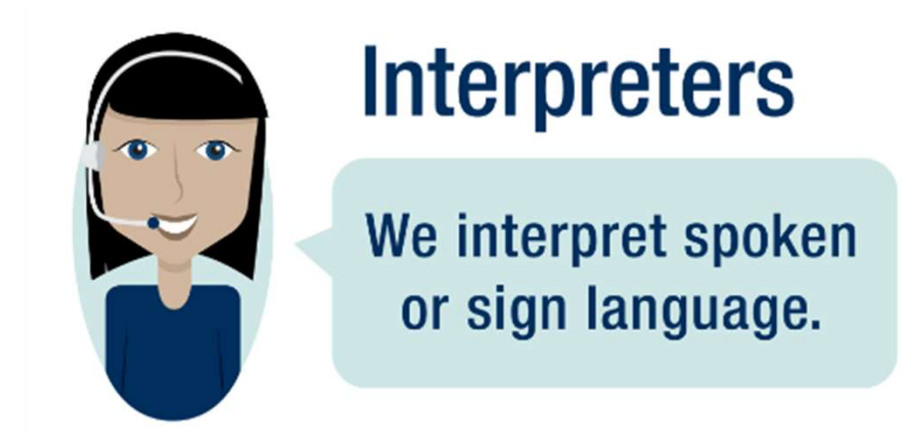


Image: <https://www.atanet.org/client-assistance/translator-vs-interpreter/>

# Overview of Language Line

Use Language Line for one-on-one conversations.

- **Over-the phone and Microsoft Teams consecutive interpretation services** are available for DCPS staff to communicate with families of multilingual learners.
- Over **240** languages available.
- Contracted vendor – ***Language Line Solutions.***
- **Office of Human Rights** oversees contract for all DC gov agencies.
- **24/7!**



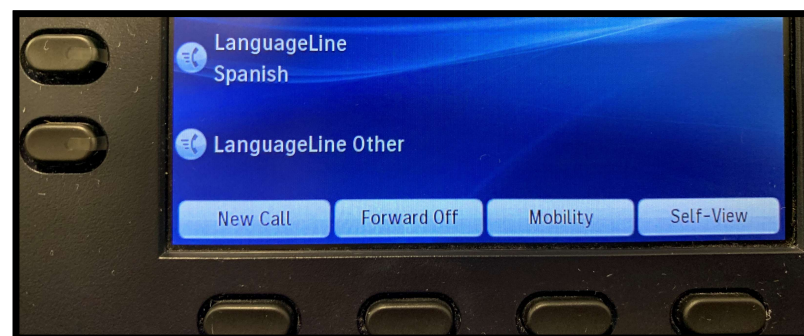
# Language Line

Telephonic interpretation services

## Language Line

- Call **1800-367-9559**.
- Enter Client ID: **511049** (DCPS code).
- Select language (press 0 if you don't know the language).
- Tell the interpreter the name of the school.
- Ask for interpreter's ID # (write it down).

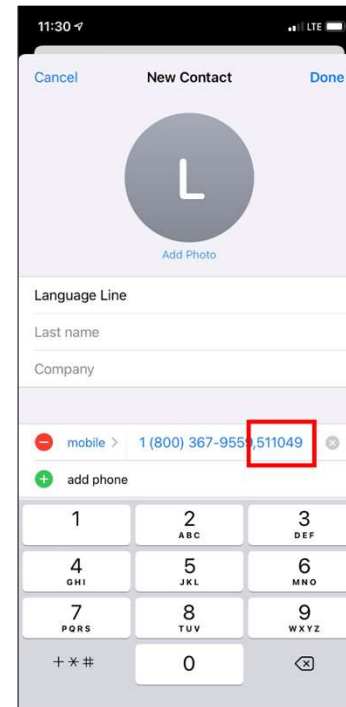
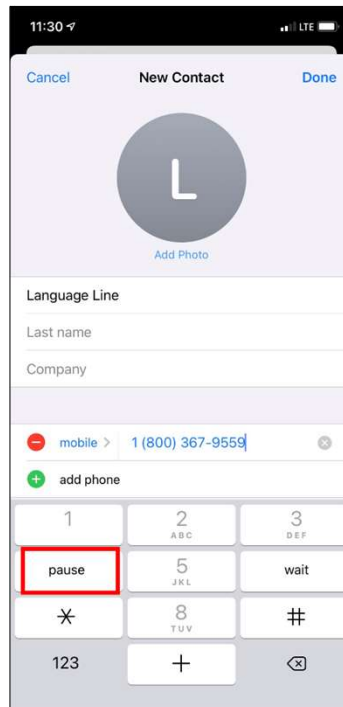
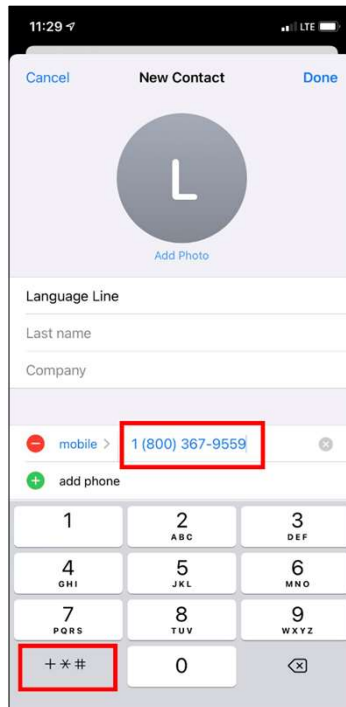
*\*LL speed dials are now on all DCPS desk phones and LL app on our DCPS cell phone.*



# Language Line

## Adding it to your contacts on your iPhone

1. Open the **Contacts** app on your iPhone
2. Add Language Line as a new contact and enter the number (1800-367-9559)
3. With your cursor at the end of the phone number, tap the + \* # button on the bottom left of the keyboard.
4. Tap **Pause**. This will insert a comma at the end of the number.
5. Enter the DCPS client ID “extension” (511049) after the comma and without a space before it.
6. Tap **Done**.





# Language Line

## Using the app on your iPhone

Download the app! Language Line InSight

Our authentication code: **99XRFRFJ7B**

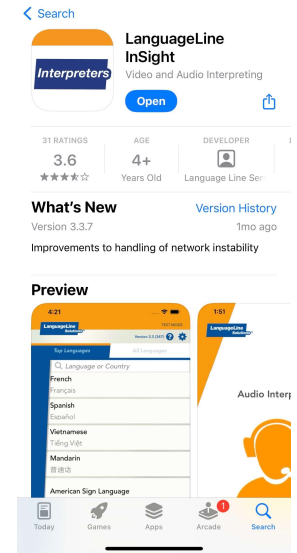
Tap or type in the desired language.



Tap again the language, now highlighted in blue.



You're now connected!

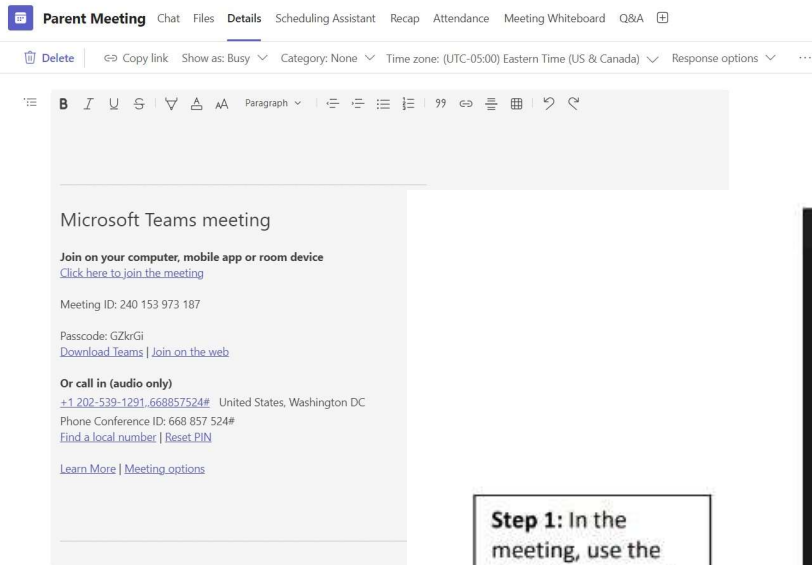


# Language Line

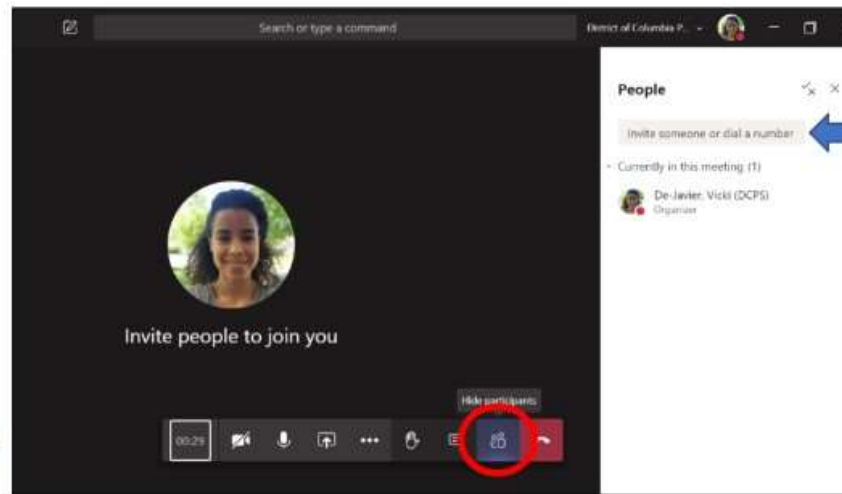
## Using Microsoft Teams

- Create a meeting on Teams
- Start meeting

- Use this number to reach Language Line on Teams **833-719-0436**
- Wait for voice menu to select a language



**Step 1:** In the meeting, use the **Participants** icon to dial out to a phone number.



**Step 2:** Enter the custom Language Line phone number, 833-719-0436, in the **Invite someone or dial a number** box.

*Note that this number is different from the regular Language Line number.*

# Services for Deaf, Deafblind and Hard of Hearing Students and Families

For in-person meetings or events:

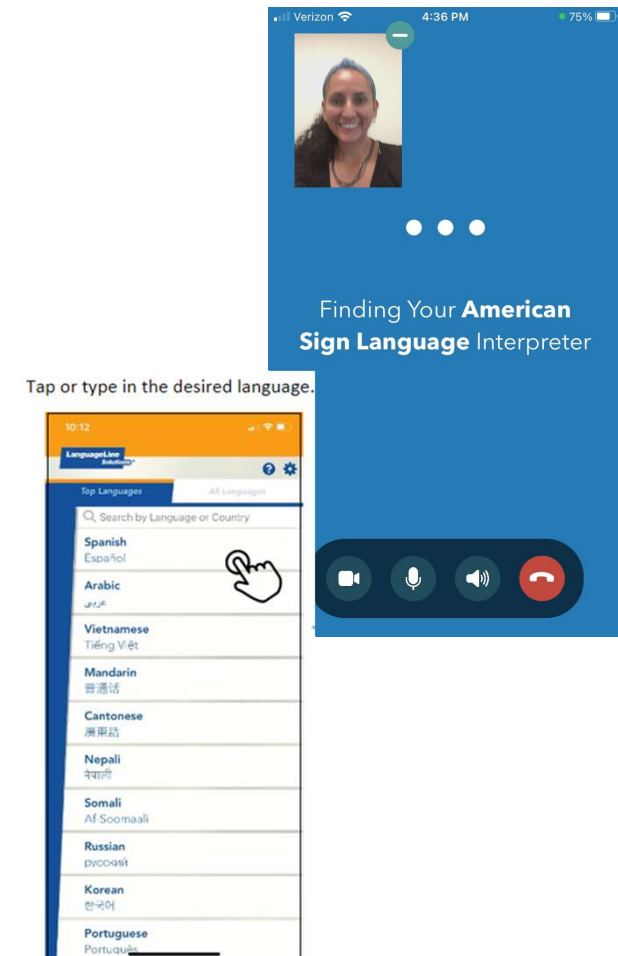
- Contact the Mayor's Office of Deaf, Deafblind and Hard of Hearing.

<https://communityaffairs.dc.gov/page/effective-communication-program-accessibility-request-form-0>

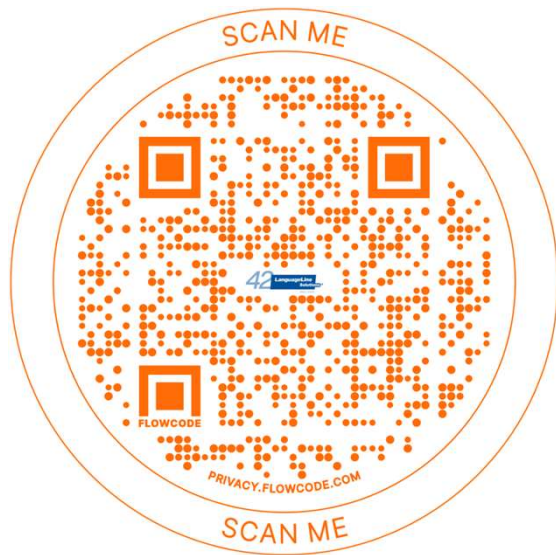
For one-on-one conversations with a parent/caregiver use Language Line.

- Available on the app (as of June 2024!).
- Ideal for phone conversations or PTCs.

***Interpretation services for DCPS Staff contact:  
dcps.asl@k12.dc.gov***



## Please report issues with Language Line



<https://www.language-line.com/client-services/provide-feedback-voice-of-the-customer>

### Language Line Solutions “Voice of the Customer”

Account Number: **511049 (DCPS Code)**

**Submit a concern/complaint if you experience:**

- Bad customer service
- Lack of professionalism
- A long wait getting matched with an interpreter (over 2min).
- Dropped calls
- Etc.

# Preferred Correspondence Language - Aspen

Instructions available on Language Access  
Unit Canva's page under the tools  
section:

<https://dcps.instructure.com/courses/146048/pages/tools>

The screenshot shows the 'Student List' interface. The top navigation bar includes 'Pages', 'School', 'Student', 'Staff', 'Attendance', 'Grades', 'Assessment', 'Schedule', and 'Global'. The 'Student' tab is active. Below the navigation bar, there's a search bar and a table of students. The table has columns for 'ID', 'Name', 'Language Most Used', 'Preferred Correspondence Language', and 'HomeLangSurvDate'. A dropdown menu is open over the table, showing options like 'Language Fields' and 'Retentions List'. The table shows several rows of student data, including names like Adkinson, Amryah, Alston, Kahle, Alston, Mason, Anderson, Maddison, Anderson, Sema], Armstrong, Ahnady, Armstrong, Sencere, Arita Funez, Esterlan, Arita Funez, Joseph, Arita Funez, Justin, and Barnes, Raven.

ID	Name	Language Most Used	Preferred Correspondence Language	HomeLangSurvDate
	Adkinson, Amryah		English	4/23/2019
	Alston, Kahle		English	8/19/2019
	Alston, Mason		English	8/19/2019
	Anderson, Maddison	English	English	5/19/2020
	Anderson, Sema]		English	4/12/2019
	Armstrong, Ahnady		English	9/13/2019
	Armstrong, Sencere	English	English	5/17/2020
	Arita Funez, Esterlan		English	4/8/2019
	Arita Funez, Joseph	Spanish	English	5/4/2020
	Arita Funez, Justin		English	4/8/2019
	Barnes, Raven		English	4/25/2019

# Commonly Spoken Languages by School

Commonly Spoken Languages by School Level Jan 2023

File Home Insert Share Page Layout Formulas Data Review View Automate Help

Percentage of School Enrollment

School Name	Amharic	Chinese	French	Spanish	Vietnamese
Amidon-Bowen ES	0.0%	0.0%	0.0%	3.8%	0.0%
Anacostia HS	0.0%	0.0%	0.0%	0.7%	0.0%
Ballou HS	0.0%	0.0%	0.0%	0.4%	0.0%
Ballou STAY	0.0%	0.0%	0.0%	0.0%	0.0%
Bancroft ES	0.3%	0.0%	0.3%	50.5%	0.0%
Bard High School Early College DC	0.0%	0.0%	0.0%	2.6%	0.0%
Barnard ES	0.2%	0.0%	0.5%	35.3%	0.0%
Beers ES	0.0%	0.0%	0.0%	0.5%	0.0%
Benjamin Banneker HS	0.5%	0.3%	0.2%	10.6%	0.2%
Brent ES	0.0%	0.0%	0.0%	0.9%	0.0%
Brightwood Elementary School	3.7%	0.0%	0.7%	71.7%	0.2%
Brookland MS	0.0%	0.0%	0.0%	10.3%	0.0%
Browne EC	0.0%	0.0%	0.6%	22.5%	0.0%
Bruce-Monroe ES @ Park View	0.2%	0.0%	0.0%	47.3%	0.2%
Bunker Hill ES	0.0%	0.0%	0.5%	8.7%	0.0%
Burroughs ES	0.0%	0.0%	0.0%	6.9%	0.0%
Burrville ES	0.0%	0.0%	0.3%	0.3%	0.0%
C.W. Harris ES	0.4%	0.0%	0.0%	0.8%	0.0%
Cap Hill Montessori @ Logan	0.0%	0.0%	0.0%	0.2%	0.0%
Cardozo EC	0.4%	0.1%	0.0%	44.6%	0.4%
Cleveland ES	0.7%	0.0%	0.0%	32.1%	0.0%
Columbia Heights EC (CHEC)	0.8%	0.3%	0.3%	58.7%	0.1%

- Data currently available on LAU's Canva's page under the tools section:  
<https://dcps.instructure.com/courses/146048/pages/tools>
- **A new report will soon be available on Aspen! Keep an eye out for instructions on how to access it.**

# Filing a complaint



## What Should I Report?

If you personally experience, encounter, or hear about an issue – please report, but not limited to, the following:

- Discrimination or bias
- Sexual misconduct (such as, dating violence, sexual assault, or sexual harassment)
- Bullying or safety concerns in the school community
- Unfair treatment (such as, a student's school refuses to communicate with the caregiver in their preferred language, or if a school refuses to accept the handwritten note a caregiver wrote to excuse a student's absence.)



## Important Contacts

Central Equity Response Team: [equity.response@k12.dc.gov](mailto:equity.response@k12.dc.gov)

CARE Team: [dcps.care@k12.dc.gov](mailto:dcps.care@k12.dc.gov); (202) 442-5405

Office of Integrity: [dcps.cio@k12.dc.gov](mailto:dcps.cio@k12.dc.gov); (202) 939-4913

Language Access Unit: [language.access@k12.dc.gov](mailto:language.access@k12.dc.gov); (202) 868-6508

**Form is available in  
Amharic, French,  
Mandarin, Vietnamese  
and Spanish!**

## How to contact the CARE Team?

Share your concern with ANY DCPS teacher, principal, school staff, or Central Office staff member. If you want to communicate directly with the CARE team, you can:

Email: [dcps.care@k12.dc.gov](mailto:dcps.care@k12.dc.gov)

Call: (202) 442-5405

Online: use the QR code to file a grievance with the CARE Team or <https://dcps.dc.gov/page/grievance-form>

# Questions?



Claudette Monroy, Language Access Manager,  
Language Acquisition Division



[Claudette.monroy@k12.dc.gov](mailto:Claudette.monroy@k12.dc.gov) or  
[language.access@k12.dc.gov](mailto:language.access@k12.dc.gov)



(202) 868-6508



[Canvas page](#) for resources & additional  
information

