



LANGUAGE ACCESS CUSTOMER ADVISORY GROUP

The **Language Access Customer Advisory Group** is a collaborative body composed of Limited English Proficient (LEP) and Non-English Proficient (NEP) Department of Human Services (DHS) customers and stakeholders who partner with DHS to advise on strategies to improve the experience of LEP and NEP customers by:

- Advising on observations, challenges or concerns related to language access received from DHS service centers or other DHS services
- Providing DHS with recommendations to improve language access services
- Assisting in the development of agency policies pertaining to Language Access

Meeting Frequency/Locations

The Advisory Group will meet on a quarterly basis at times and locations that are most convenient to group members.

How to Get Involved

If you have any questions or are interested in joining the Language Access Advisory Group please contact Jaime Holguin, DHS Language Access Coordinator at jaime.holguin@dc.gov or (202)671.4731.