

# LANGUAGE ACCESS PLAN

Department of Housing and Community Development  
(DHCD)

2026 - 2027



BALTIMORE CITY  
DEPARTMENT OF HOUSING &  
COMMUNITY DEVELOPMENT

For questions specific to Department of Housing and Community Development's Language Access Plan, contact DHCD's Co-Language Access Liaisons:

Dacia Davenport

[dacia.davenport@baltimorecity.gov](mailto:dacia.davenport@baltimorecity.gov)

443-984-5757

Scott Davis

[scottc.davis@baltimorecity.gov](mailto:scottc.davis@baltimorecity.gov)

443-984-5757

For general questions related to language access in Baltimore City, contact:

Mayor's Office of Immigrant Affairs (MIMA)

[language.access@baltimorecity.gov](mailto:language.access@baltimorecity.gov)

# Table of Contents

---

Introduction .....	4
Agency Mission .....	4
Language Access Vision Statement.....	4
Agency Overview and LEP Interactions .....	4
Administration Division (Admin) .....	5
Code Enforcement and Emergency Operations Division (CEEO) .....	5
Consolidated Planning Division (CPD) .....	5
Development Division (DD).....	6
Homeownership and Housing Preservation Division (HHP).....	6
Permits and Litigation Division (P&L) .....	6
Definitions .....	7
LEP Demographics .....	8
Legal Framework .....	8
Language Access Plan Implementation .....	9
Language Access Liaison .....	9
Language Access Committee .....	9
Contact with LEP Individuals .....	10
Language Access Services.....	11
Oral Interpretation Services.....	11
Telephonic (over-the-phone) Interpretation .....	11
In-person (on-site) Interpretation.....	12
Translation.....	13
Translation of Vital Documents.....	13
Identifying Vital Documents.....	13
Where to Find Translated Documents .....	13
Current Translated Documents.....	14
Bilingual Staff Capacity .....	15

Public Notice of the Right to Language Access.....	16
Staff Trainings.....	16
Contracts .....	17
Monitoring Plan & Compliance .....	18
Data Collection .....	18
Complaint Procedure.....	19

# Introduction

---

## Agency Mission

The Department of Housing and Community Development (DHCD) leads City efforts to promote thriving neighborhoods through community revitalization investments; supporting homeowners; funding critical programs and neighborhood stakeholders; creating and preserving affordable housing; and ensuring safe conditions through code enforcement.

DHCD is also the lead agency for implementing [Reframe Baltimore](#), Mayor Scott's strategy to eliminate all vacant properties in Baltimore by 2039.

## Language Access Vision Statement

The goal of this plan is to ensure that all stakeholders and constituents, regardless of language, have equal and equitable access to all of DHCD's services and resources. This plan applies to all DHCD employees and outlines the steps and resources the agency will take when providing services to Limited English Proficient (LEP) individuals.

It is our rich diversity that makes Baltimore the unique and vibrant city that it is. DHCD is committed to serving all of Baltimore's diverse communities and neighborhoods. This plan stands as our commitment to providing language access services to LEP individuals and ensuring that all voices are heard and understood.

This is DHCD's first language access plan under Baltimore City Ordinance 24-440 *Baltimore City Government Entities - Language Access* and is valid for calendar years 2026 and 2027. This plan documents DHCD's existing programs and protocol around language access, and more importantly, outlines the efforts the agency will undertake to further strengthen language access for all Baltimoreans.

## Agency Overview and LEP Interactions

DHCD is structured into six divisions: Administration, Code Enforcement and Emergency Operations, Consolidated Planning, Development, Homeownership and Housing Preservation, and Permits and Litigation.

## Administration Division (Admin)

The Administration Division consists of the following offices:

- Office of the Housing Commissioner
- Communications Office
- Fiscal Office
- Human Resources Office
- Office of Implementation and Innovation
- Office of Policy and Research

These offices provide administrative support to the other divisions in the agency and are responsible for establishing agency plans and policies.

As these offices do not provide direct services to residents, there is limited interaction between LEP individuals with the Administration Division. The primary avenues for interaction with LEP individuals are contacting the Housing Commissioner directly with a concern and engaging with resources shared by the Communications Office.

## Code Enforcement and Emergency Operations Division (CEEEO)

This Division is responsible for enforcing Baltimore's property maintenance codes. These inspectors conduct daily inspections in response to 311 Service Requests (SRs) and scheduled reinspections on outstanding code violation notices. The team is responsible for issuing Vacant Building Notices (VBNs) on vacant properties, as well as violation notices and citations for other code violations. The Division is also responsible for staffing the City's Emergency Operations Center (EOC) on behalf of DHCD, when the EOC is activated.

LEP individuals interact with this Division around code inspections and subsequent notices and citations. For interior building inspections, the Housing Inspectors make contact with the service requestor to schedule the inspection, and for other inspections they may try and make contact with the property owner to address the code violation. Recipients of notices and citations also can contact the Division with questions/requesting additional information upon receipt.

## Consolidated Planning Division (CPD)

This Division manages Baltimore City's annual Community Development Block Grant (CDBG) award from the Federal Government. They are responsible for grant monitoring, compliance, and reporting. CDBG funds are used to support programs within DHCD and other City Agencies. They also manage an annual CDBG grant program for community based non-profit organizations. CDBG's primary objective is to develop viable communities by providing low- to moderate-income families with decent, affordable housing and to expand local economic opportunities.

LEP individuals' primary interaction with the Consolidated Planning Division would be responding to the annual CDBG grant program.

## Development Division (DD)

This Division is responsible for the acquisition and disposition of vacant properties by the City. Acquisition methods include donation, negotiated sale, condemnation, and in rem foreclosure. City owned vacants can be purchased through several programs, including the Fixed Price Program, Open Bids, and Request For Proposals (RFPs) related to specific development projects. The Neighborhood Development and Outreach Office leads redevelopment strategy planning with community organizations and outside stakeholders to guide DHCD's work. The Division also finances large scale development projects and manages grant programs to community-based organizations doing redevelopment work in the city.

LEP individuals main areas of engagement with the Development Division are purchasing City owned vacant property and applying for community grants offered by the Division.

## Homeownership and Housing Preservation Division (HHP)

This Division provides multiple programs to support Baltimore residents. They offer several home repair programs to assist homeowners with making critical health and safety repairs to their properties. Applications to these programs are managed by the LIGHT Intake and Assessment Unit. The Tax Sale Deferral Program assists homeowners in removing their properties from tax sale, and the Emergency Mortgage and Homeowner Assistance Program supports homeowners with overdue mortgage payments, taxes and water bills. The Crisis Services and Ombudsman Teams provide emergency assistance for individuals facing a housing emergency, such as a fire, and does tenant/landlord mediations. The Office of Homeownership provides incentives for new homebuyers to assist with downpayment and closing costs. The Summer Food Program provides free meals to youth at participating sites across Baltimore from June to August.

LEP individuals can engage with HHP for all the individual and diverse programs offered above.

## Permits and Litigation Division (P&L)

This Division processes and issues all building permits in the City of Baltimore. They also conduct all building and trades inspections required as part of the permit process. They are responsible for the annual registration of non-owner occupied properties and for issuing rental licenses for all rental properties in the city. The Special Investigations Unit is responsible for investigating illegal dumping cases, zoning violations, and rental licensing violations. The Litigation Legal Unit prosecutes illegal dumping cases and takes legal action, including receivership, against the owners of properties with code violations.

LEP individuals primarily engage through the permit and building inspections process and with property registration and rental licensing.

## Definitions

**“Ad hoc” Interpreter:** A person who provides interpretation services when necessary or needed, for whom interpretation is not part of their job responsibilities. Many bilingual City employees who are not certified (i.e. tested and trained) interpreters would be considered “ad hoc” interpreters.

**Front Line Staff:** Staff members, who as an essential function of their job routinely interact with members of the public.

**In-language Communication:** Agency staff who provide services directly in the non-English language as opposed to interpreting what someone else says.

**Interpretation:** The conversion of oral interactions from one language to another.

**Consecutive Interpretation:** This is interpretation where the speaker of Language A speaks and then pauses to allow the interpreter to interpret into Language B.

**Simultaneous Interpretation:** The interpreter is interpreting from Language A into Language B at the same time the speaker of Language A is speaking.

**Limited English Proficient (LEP):** Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

**Meaningful Access:** Language assistance provided to LEP individuals that is accurate, timely, and effective.

**NOFA:** Notice of Funding Availability. This is a public notice that DHCD has grant opportunities available to apply for.

**Service Request (SR):** A request that an individual makes through 311 is called a service request.

**Translation:** The conversion of written materials from one language to another.

**Vital Documents:** Any form, permit, record, or other document that individuals applying for services or benefits from an agency must understand, respond to or complete in order to access the services/benefits or continue to receive those services or benefits.

**Vital Programs or Services:** Those services or programs of such importance that an individual or requestor would experience serious consequences if language barriers prevented access to these services or programs.

## LEP Demographics

Baltimore City is home to almost 63,000 individuals (11.7% of the City's population) who speak a language other than English at home, and nearly 23,000 of those individuals speak English less than very well (4% of the population).<sup>1</sup> These individuals are *Limited English Proficient* (LEP), meaning that they do not speak English as their primary language and have limited ability to speak, write, or understand English.<sup>2</sup> Currently, the top five languages spoken by LEP individuals in Baltimore are: Spanish or Spanish Creole (12,876), Chinese (1,538), French (1,449), Arabic (1,259), and Korean (539).

Baltimore is also committed to welcoming refugees and asylees. Nearly 1,000 newcomers were resettled in Baltimore City between October 2023 and September 2024. The top countries of origins for newcomers during that period include Afghanistan (350), Syria (171), the Democratic Republic of Congo (125), and Haiti (132), and the most frequently spoken languages for this population include Dari, Pashto, Spanish<sup>3</sup>, Arabic, French, and Haitian Creole.<sup>4</sup>

Baltimore's immigrant & refugee populations benefit from language access services in the City of Baltimore, as these services enable New Americans to better navigate and access the City of Baltimore's programs & services.

The Department of Housing and Community Development most often engages with LEP individuals who speak Spanish.

## Legal Framework

The legal precedent for Language Access originates from Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on race, color, and national origin in programs and activities receiving federal financial assistance. National origin has been interpreted to include language, and thereby, programs receiving federal funds cannot impede access to individuals who speak a language other than English.

Baltimore City Ordinance 24-440, *Baltimore City Government Entities - Language Access*, signed into law by Mayor Scott in December 2024, requires City Agencies that provide constituent-

---

<sup>1</sup> U. S. Census Bureau. (2023). *LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER*. American Community Survey, ACS 5-Year Estimates Detailed Tables, Table C16001.

<sup>2</sup> Definition from [LEP.gov](https://www.lep.gov)

<sup>3</sup> While no Spanish-speaking countries are among the top 5 countries of origin for those resettled in Baltimore City, the combination of Colombia, Costa Rica, Cuba, El Salvador Honduras, Guatemala, Nicaragua, and Venezuela result in the inclusion of Spanish as one of the top languages for refugees.

<sup>4</sup> Refugee and Asylee data provided by the Maryland Office of Refugees and Asylees (MORA)

facing services to take steps to provide LEP persons with meaningful access to services and programs in their primary language, as well as to inform the public of the availability of language access services to assist them in obtaining and utilizing services.

## Language Access Plan Implementation

---

DHCD has created a Language Access Liaison and a Language Access Committee to oversee the agency's language access efforts.

### Language Access Liaison

The Language Access Liaison is the primary contact between DHCD and MIMA for all items related to language access and implementation of the Language Access Plan. The Liaison is also responsible for overseeing the implementation of the plan in DHCD and for completing the required annual reports.

DHCD's Equity Officer serves as the agency's Language Access Liaison. At the time of adoption of this plan (March 2026) the Equity Officer position was open. Until the position is filled the following individuals are serving as Co-Language Access Liaisons on an interim basis:

- Scott Davis, Chief of Staff  
Phone: 443-984-5757  
Email: [scottc.davis@baltimorecity.gov](mailto:scottc.davis@baltimorecity.gov)
- Dacia Davenport, Executive Assistant to the Chief of Staff  
Phone: 443-984-5757  
Email: [dacia.davenport@baltimorecity.gov](mailto:dacia.davenport@baltimorecity.gov)

They can be contacted for additional information regarding this plan.

### Language Access Committee

To support the Language Access Liaison, DHCD has created an agency specific Language Access Committee. The Language Access Liaison serves as chair of the committee. The membership is made up of at least one representative from each of DHCD's six divisions.

The Language Access Committee's role is twofold:

1. Ensure that the needs of all divisions are reflected in DHCD's Language Access Plan
2. Serve as implementation leads of the Language Access Plan in their respective division.

## Contact with LEP Individuals

---

The programs that LEP individuals most frequently access from DHCD are listed out by division in the Agency Overview section. Individuals access those services through the following means:

- (1) Office walk-ins – Many of DHCD’s programs can be accessed in person at DHCD’s Offices in the Benton Building (417 E. Fayette St.). This is especially true for permit assistance, property registration and rental licensing, and the home repair programs. Several times a week, LEP individuals come into DHCD’s offices looking for help in obtaining services. In these instances, if there is no bilingual staff available to interpret, staff uses telephonic interpretation.
- (2) Meetings/Information sessions – DHCD often holds meetings or information sessions. If language needs are anticipated in advance of the meeting, DHCD will utilize in-person interpretation for the appropriate language.
- (3) Field Work/Community walks – DHCD field staff interact with constituents on a daily basis, whether conducting a code inspection, a building inspection, or assessing a home for the repair programs. Also, DHCD staff often participate in community walks. In these instances, if there is no bilingual staff available to interpret, staff can use telephonic interpretation.
- (4) Internet/Virtual interactions – DHCD engages with the community through social media posts, email newsletters, and virtual meetings. Applications for all of DHCD’s programs can also be completed online.

# Language Access Services

---

In partnership with MIMA, DHCD offers interpretation and translation services to LEP individuals at no cost to the individual.

## Oral Interpretation Services

DHCD provides both telephonic and in-person interpretation depending on the situation.

### Telephonic (over-the-phone) Interpretation

DHCD utilizes the City of Baltimore's central language access program's telephonic interpretation service for LEP individuals.

All DHCD Staff will be trained in utilizing telephonic interpretation. Both Field Staff and Office Staff are expected to use the following protocol when interpretation services are needed.

1. **Identify need** – Staff should recognize when the resident or applicant is LEP (self-identifies by saying they prefer another language, indicates via the “I Speak” card, or staff notices difficulty understanding) and offer interpretation services. Staff should identify which language is needed for interpretation.
2. **Initiate telephonic interpreter service** – Staff calls the designated telephonic interpretation vendor using their ID/customer number.
3. **Explain the process to the LEP individual** – Using the interpreter, explain the process to the individual, that an interpreter is being used, that all information will be interpreted, and that it is at no cost to them.
4. **Conduct the call** – With the interpreter connected, staff and the LEP individual speak (via interpreter). Staff should speak slowly, avoid jargon, and pause frequently to allow the interpreter to interpret.
5. **Document** – The interaction should be documented where appropriate. DHCD is working to implement a Customer Relationship Management (CRM) system in 2026-27, which will include a place for documenting use of interpretation. At present, staff should document, if applicable, in whichever system the case notes are kept. Not all interactions currently result in the creation of case notes, which is why the agency is working to implement a universal CRM.
6. **Follow-up as needed** – Staff should provide any appropriate vital documents, as needed, in the individual's preferred language.

## In-person (on-site) Interpretation

For scheduled events and community meetings where LEP individuals are anticipated to attend, DHCD coordinates in-person interpreters for the applicable languages. The Language Access Committee will be creating a Standard Operation Procedure (SOP) in 2026 on how request in-person interpretation services, which will expand upon the current protocol in place:

1. **Identify need** – Prior to community meetings, informational sessions, or other community focused events, staff should identify if LEP individuals are part of the targeted audience and/or if they are anticipated to attend.
2. **Assess need for in-person interpreter** – For scheduled meetings, public outreach sessions, hearings, or when many LEP individuals of a given language are expected, staff determine whether to schedule an in-person interpreter.
3. **Request interpreter via vendor** – Requesters are responsible for initiating interpreter requests through the approved language access vendor. Requests are first coordinated internally with DHCD’s Language Access Liaison, before making the request externally. When communicating with the vendor, staff must provide the following information: event or service topic, date and time, expected duration, language(s) requested, location (including full address or virtual platform), name of the agency contact, and the funding source responsible for payment.
4. **Prepare logistics** – DHCD will coordinate with language service vendors and relevant internal staff to ensure appropriate logistical support for language access services. This includes confirming technological arrangements for virtual or hybrid engagements and ensuring accessible, suitable physical locations for in-person services. When applicable, DHCD will conduct advance testing or coordination to confirm that interpretation services are fully functional and accessible to participants.
5. **On the day** – The in-person interpreter arrives ahead of time, is briefed on the topic, sits next to/with the staff member and LEP individual(s), and interprets everything completely and accurately. (Interpretation may be consecutive or simultaneous depending on setting.)
6. **Post event/documentation** – Following each event or engagement, staff must document all language access services provided, including the type of service (e.g., interpretation or translation), language(s) supported, vendor utilized, and the number of individuals served. When applicable, staff must also follow up with any translated vital documents the pertain to the event.

## Translation

DHCD works with MIMA to translate vital documents through the City's translation contract. The agency also directly translates non-vital but important documents when they are needed to support access to services, outreach, or engagement with LEP residents. Examples include flyers, notices, and materials used for community meetings and program outreach.

The Language Access Liaison is responsible for coordinating the translation of documents.

### Translation of Vital Documents

A *vital document* is a document that is critical for obtaining services or benefits or is required by law. It also notifies a person of ineligibility for a particular service, if applicable. In the case of Baltimore City, vital documents must be translated into Spanish, French, Chinese, Arabic, and Korean. The Language Access Liaison, in partnership with DHCD's Office of Communications, will work together to identify vital documents and then facilitate and coordinate the translation with MIMA.

### Identifying Vital Documents

The following criteria is used to identify vital documents.

Does the information in this document impact an individual's ability to:

- Access benefits
- Understand rights
- Meet deadlines
- Comply with program requirements

DHCD then uses the Four-Factor Analysis to determine which documents are translated. The analysis evaluates:

1. The number and proportion of LEP individuals served or likely to be served
2. The frequency of contact LEP individuals have with the document
3. The importance of the service or information provided
4. The resources available to the Agency

Content related to critical updates, program changes, safety information, or major events is prioritized for translation.

### Where to Find Translated Documents

DHCD shares translated priority public information on its:

- Website
- Social media platforms
- Community outreach materials

### Current Translated Documents

- CDBG Form 2: Race Ethnicity & Income Data without Formulas: Spanish, Korean, French, Chinese, Arabic
  - CDBG Self Certification Form: Spanish, Korean, French, Chinese, Arabic
  - Contractor Preference Sheet: Spanish, Korean, French, Chinese, Arabic
  - Contractor Selection Sheet: Spanish, Korean, French, Chinese, Arabic
  - Interview Letter: Spanish, Korean, French, Chinese, Arabic
  - Letter to Subs Income Letter Limits: Spanish, Korean, French, Chinese, Arabic
  - Baltimore City's Weatherization Assistance: Spanish, Korean, French, Chinese, Arabic
  - LIGHT Service Eligibility Form: Spanish, Korean, French, Chinese, Arabic
  - ORS Construction Contract: Spanish, Korean, French, Chinese, Arabic
  - Home Repair Programs Application: Spanish, Korean, French, Chinese, Arabic
  - Home Repair Programs Eligibility Screening: Spanish, Korean, French, Chinese, Arabic
  - Code Enforcement Pamphlet
  - Code Enforcement Investigation Orange Stickers
  - Code Enforcement Parking Sign
  - Code Enforcement Contact Card
  - Illegal Dumping Brochure: Spanish, Korean, French, Chinese, Arabic
  - Multiple resources on how to apply for building permits can be found on DHCD's website at [www.baltimorecity.gov/dhcd/e-permits-resources/permit-pro-workshop-series](http://www.baltimorecity.gov/dhcd/e-permits-resources/permit-pro-workshop-series).
-

# Bilingual Staff Capacity

---

This is an area that DHCD needs to strengthen over the course of this plan. While there are several DHCD staff who speak a language in addition to English (as of May 2025, there were 25 multilingual staff, speaking a total of 19 different languages), most of these staff were not hired to specifically use their language skills.

Currently, there is not a city policy around the use of bilingual staff, and there is no uniform mechanism to test for language knowledge, nor for interpretation skills.

DHCD would like to work with MIMA and partner City Agencies to create a citywide framework for hiring and assessing bilingual staff, to ensure uniformity and quality across all City services.

In addition, DHCD’s Language Access Committee will work to create an internal SOP on how to utilize bilingual staff to interpret or translate within the agency.

DHCD is also committed to hiring bilingual staff.

Language Skills of DHCD Staff Survey Conducted May 2025	
Languages	Total Number of Speakers
Spanish	7
French	5
Hindi	5
Yoruba	4
Twi	3
Urdu	3
Gujarati	2
Nepali	2
Punjabi	2
Fante	1
Bangla	1
Georgian	1
German	1
Igbo	1
Kiswahili	1
Marathi	1
Patois	1
Russian	1
Sindhi	1

## Public Notice of the Right to Language Access

---

Critical to the successful implementation of language access services are public signage and notices that communicate the availability of these services to LEP community members. To support public awareness of language access services, DHCD will make the following resources available to its customers:

- **“I Speak” posters and language access signage** notifying LEP individuals of their right to free language services will be prominently displayed in **publicly accessible areas**, including building lobbies, reception areas, customer service counters, waiting areas, and intake locations at DHCD offices. Signage will feature the phrase, *“Baltimore Speaks your language. Identify your language and we will call an interpreter at no cost to you.”* These notices will be posted in English and in the principal languages spoken in the service area.
- **Agency notices and flyers** containing information about the availability of language access services and simple instructions on how to request language assistance will be made available at front desks, public-facing program offices, inspection check-in locations, and during community meetings and outreach events.
- **Taglines in non-English languages** will be included in or attached to written documents that are provided to the public, including applications, notices, letters, and forms. These taglines will inform LEP individuals how to obtain a translation of the document or request an interpreter to read or explain the contents.

DHCD plans to display these posters by July 2026.

## Staff Trainings

---

In 2026, DHCD will conduct staff trainings to ensure that all staff are aware of the Language Access Plan and know how to serve LEP customers.

- The agency will electronically distribute the Language Access Plan to all staff, within 10 days of adoption, or revision, and will keep a current electronic copy available, so all staff will be aware of LEP policies and procedures and know where to access them.
- Agency leadership will dedicate time during a leadership team meeting to alert managers/directors of the policy and communicate their responsibility to alert those in their area/division of the newly published policy.
- All frontline staff and managers will complete mandatory Language Access training. DHCD will work with MIMA to create a training that covers DHCD’s Language Access Plan as well

as information included in MIMA's Workday Language Access Trainings. DHCD will also work with the Department of Human Resources to have these trainings entered in Workday Learning, so staff participation can be tracked.

- Staff will also be provided with links to MIMA's Language Access Trainings in Workday Learning that they can complete on their own.
- DHCD will conduct all initial trainings by August 30, 2026. Trainings will then be held on a quarterly basis for new staff members.

## Contracts

---

In instances where DHCD uses federal funds to contract or subcontract services to a third party, and those services may impact LEP individuals, DHCD ensures that the relevant third party acknowledges and affirms applicable federal, state, and City language access requirements. This occurs through **contractual language, procurement requirements, and ongoing contract oversight**.

DHCD incorporates language access obligations into **requests for proposals (RFPs), grant agreements, and service contracts**, requiring contractors and subrecipients to comply with Title VI of the Civil Rights Act, related federal regulations, and the City's Language Access policies. Contractors must certify their ability to provide meaningful access to LEP individuals, either through bilingual staff or qualified interpretation and translation services at no cost to the customer.

DHCD monitors compliance through contract management processes, which may include review of contractor language access plans, reporting requirements, desk reviews, and corrective actions when deficiencies are identified.

---

# Monitoring Plan & Compliance

---

DHCD will begin implementation of this language access plan as of January 2026. Compliance with this plan will be demonstrated through:

- Language Access Liaison attendance at quarterly, cross-agency liaison meetings convened by MIMA (MIMA will monitor attendance.)
- Posting this plan to DHCD's website and cross-posting to MIMA's website.
- Updating this plan by January 1, 2028.
- Responding to and resolving any public concerns with the direction and support of MIMA
- Submission of an annual report to MIMA by October 31 of each year.

## Data Collection

Agencies are required to collect the following information and submit as part of an annual report to MIMA:

1. Number of LEP Encounters (By Language) - In 2026, DHCD will be adding a language preference option to program application forms to collect this information.
2. Type of Language Services Provided to LEP Customers – DHCD's Language Access Committee is working to determine how to best capture this data and will be creating an updated SOP for staff in 2026.
3. Number of Documents Translated – MIMA's Language Access team will provide a summary of document translations that were facilitated by MIMA. The agency will also review documents that were translated internally or by a professional vendor, apart from projects facilitated by MIMA.
4. Language Services Expenditures - To collect this information, the Agency Fiscal Officer reviews information on expenditures for translation and interpretation vendors paid directly by DHCD. MIMA's Language Access team additionally provides information on expenditures for these services that were paid for by the City's centralized translation and interpretation accounts.
5. Bilingual Staff - DHCD's Language Access Liaison will conduct an annual language survey of staff.
6. Trainings - Language access trainings will be recorded in Workday. DHCD's Office of Human Resources will provide the number of staff trained in language access for the annual reports.

## Complaint Procedure

You may file a Language Access complaint if you believe you have been wrongly denied the benefits of this program due to language barriers. To file a complaint, you can contact 311 to file a “Language Access Concern”. When describing the nature of your issue or concern, include the name of the agency, the employee (if known), the date of the incident, and a description of the incident.

To contact 311:

- Dial 311
- Submit a Language Access Concern online at <https://balt311.baltimorecity.gov/citizen/s/> .