

File No. 170312

Committee Item No. 3

Board Item No. _____

COMMITTEE/BOARD OF SUPERVISORS

AGENDA PACKET CONTENTS LIST

Committee: Government Audit and Oversight

Date: May 3, 2017

Board of Supervisors Meeting:

Date: _____

Cmte Board

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| <input type="checkbox"/> | <input type="checkbox"/> | Legislative Digest |
| <input type="checkbox"/> | <input type="checkbox"/> | Budget and Legislative Analyst Report |
| <input type="checkbox"/> | <input type="checkbox"/> | Youth Commission Report |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Introduction Form |
| <input type="checkbox"/> | <input type="checkbox"/> | Department/Agency Cover Letter and/or Report |
| <input type="checkbox"/> | <input type="checkbox"/> | MOU |
| <input type="checkbox"/> | <input type="checkbox"/> | Grant Information Form |
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| <input type="checkbox"/> | <input type="checkbox"/> | Form 126 – Ethics Commission |
| <input type="checkbox"/> | <input type="checkbox"/> | Award Letter |
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OTHER

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| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <u>2017 Language Access Compliance Report</u> |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | <u>Referral FYI - March 27, 2017</u> |
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Prepared by: John Carroll

Date: April 28, 2017

Prepared by: _____

Date: _____



2017

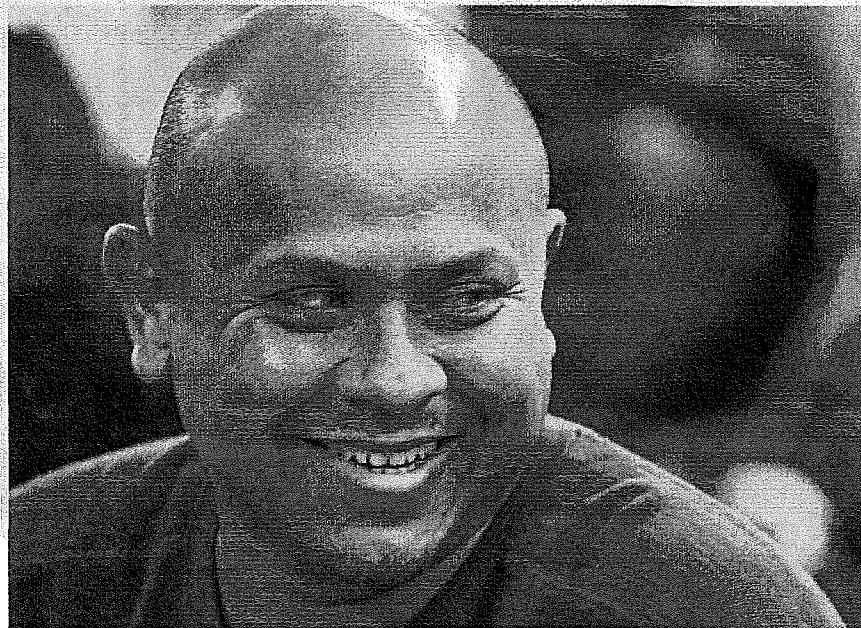
SAN FRANCISCO LANGUAGE ACCESS ORDINANCE
ANNUAL COMPLIANCE SUMMARY REPORT



ABOUT THIS REPORT

The San Francisco Office of Civic Engagement & Immigrant Affairs (OCEIA) is pleased to present the Annual Language Access Compliance Summary Report, evaluating how well City departments are complying with language access laws and how the City is improving equal access to timely and accurate information for all residents. As required by the San Francisco Language Access Ordinance (LAO), this summary report is being submitted to the Board of Supervisors and the Immigrant Rights Commission on February 1, 2017, covering data and compliance plans submitted by departments for Fiscal Year 2015-2016 (July 2015 through June 2016). Reports were due on October 1, 2016 and all information was analyzed by OCEIA by December 31, 2016.

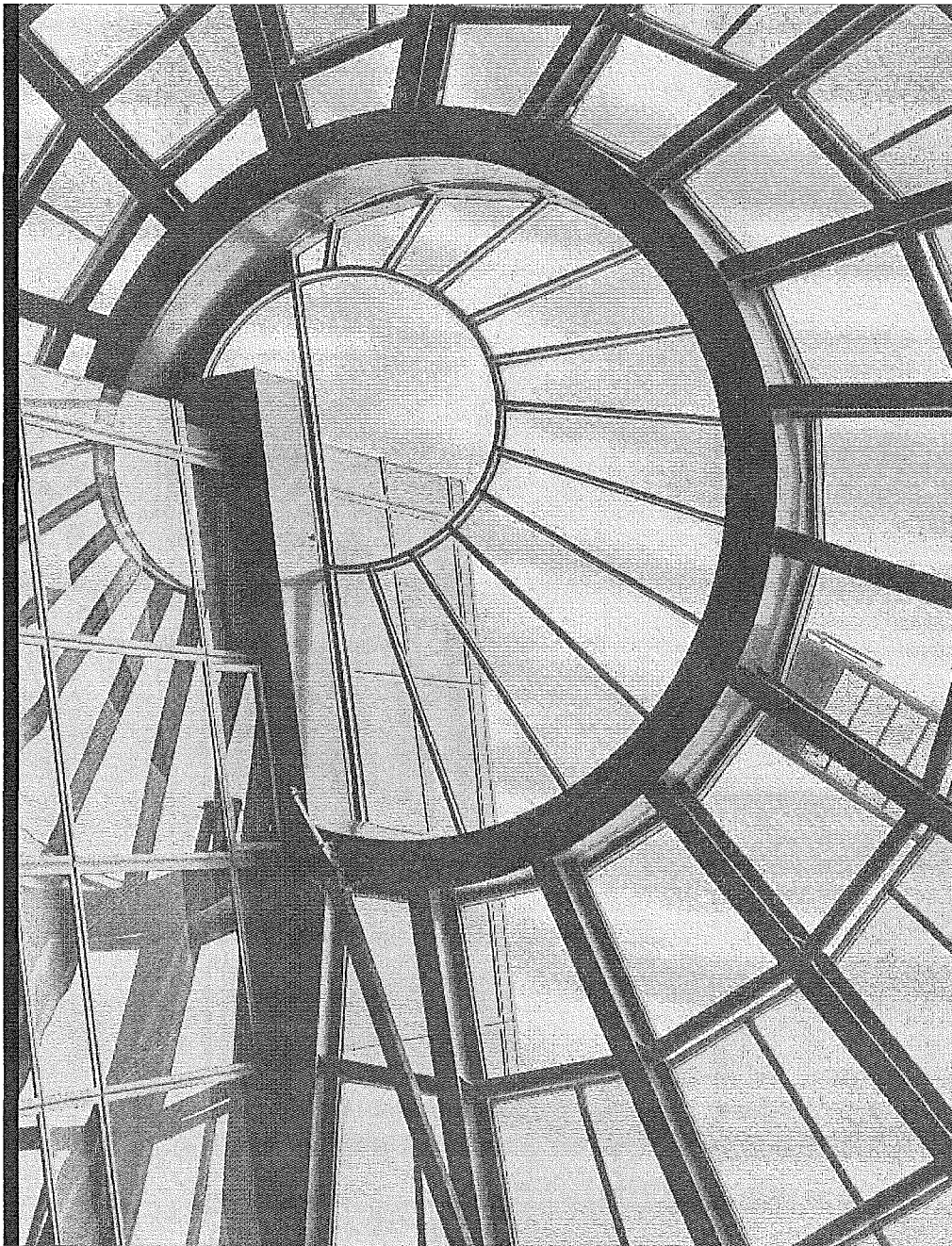
OCEIA thanks the San Francisco Immigrant Rights Commission, the Board of Supervisors, the Mayor's Office, and the City Administrator's Office for their leadership and commitment to all San Francisco residents, including our immigrant and monolingual communities. Special thanks to the 49 departments that participated in this report for their partnership in honoring both the spirit and the intent of language access laws.



City & County of San Francisco
Office of Civic Engagement & Immigrant Affairs

2017
SAN FRANCISCO
LANGUAGE ACCESS ORDINANCE
ANNUAL COMPLIANCE SUMMARY REPORT

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INTRODUCTION

"On February 19, 1942, President Roosevelt signed Executive Order 9066 under which the War Department excluded from the West Coast every one of Japanese ancestry — both American citizens and their alien parents ... This was done out of fear — fear of sabotage, of espionage, of fifth column activity. There was no evidence that any individual American citizen was actively disloyal to his country ... It is the bitter history of an original mistake, a failure of America's faith in its citizens' devotion to their country's cause and their right to liberty, when there was no evidence or proof of wrongdoing. It is a history which deeply seared and scarred the lives of Japanese Americans. How did it happen?"

— From *Personal Justice Denied*, Report by the Commission on Wartime Relocation and Internment of Civilians, 1982¹

This past year has been exceptional in its highs and lows. Following a long period of inspirational leadership, inclusiveness and economic prosperity, the low point for many Americans came during the Fall 2016 elections, punctuated by one of the most divisive and caustic presidential campaigns in U.S. history — one devoid of civility, compassion, and respect for human dignity.

How did such a sense of hope and opportunity devolve into unprecedented levels of vitriol and schadenfreude?² Regardless of which side of the political table you sit on, the post-election resentment and ongoing verbal attacks against just about everyone and everything — from immigrants, women and Muslims to the news media, national security and the environment — have continued to create unprecedented fear and divisions, as well as irreparable harm to the public trust and to the global reputation of this great nation. To many Americans, the new administration's policy intentions seem like an attack on the basic tenets of a civil and democratic society. Missing are a call for harmony, understanding and unity; respect for the rule of law and freedom of speech; and fairness, justice and humanity for all people.

There is a human crisis happening, not just across an ocean in a faraway land, but here and now in America. At a time when basic human rights, protections and civil liberties are threatened throughout the world, words and language absolutely matter and are critical to the trust between a government and its people. The Preamble of the U.S. Constitution starts with "We the People," affirming that

¹ Commission on Wartime Relocation and Internment of Civilians. (December 1982). *Personal Justice Denied*. Washington, D.C. p. 27-28.

² schadenfreude: enjoyment obtained from the troubles of others. (2017). In Merriam Webster. Retrieved from <https://www.merriam-webster.com/dictionary/schadenfreude>.

our government is of, by, and for the people of the United States— ALL the people, not just some.

But an administration that has disparaged its own people; that has stated it does not trust its institutions, systems and laws; that has challenged the loyalty of Americans of color, including those who gave their lives serving this country; and that has promoted "English Only" policies, is clearly not intent on or positioned to build any level of trust and understanding.

Over 350 different languages are spoken by the people of the United States. According to the U.S. Census Bureau, there are nearly 62 million residents, or one in every five, who speak a language other than English at home, with 25 million who report that they are limited-English proficient. Many Americans who speak a language other than English at home are not immigrants — 44 percent, or 27.2 million, were born in the United States.³

Over 163 different languages are spoken in the San Francisco Bay Area.⁴ Access to critical, timely and accurate information in language has been a longtime priority here and in numerous cities and counties across the nation. It is vital to building trust between local governments and the people they serve; to public safety; and to immigrant integration and meaningful civic engagement.

We are fortunate in San Francisco to experience committed leadership that recognizes the benefits and strengths derived from a diverse, inclusive, engaged and well-informed public. The City's longtime commitment to ensuring equal access to timely and accurate information is clear, especially in healthcare and language access laws, and in safety, sanctuary and due process policies.

In a divided nation, municipalities must work even harder with their community, philanthropic, business, education, labor and government partners to build trust and unity, and to ensure equal access and fairness for all, in particular, for the most vulnerable or underrepresented communities.

The San Francisco and the United States that we continue to strive for is one where all residents feel included, valued and respected for what they contribute; where they can live in a healthy and safe environment; where they have equal opportunities to succeed and thrive; and where they trust the government that was enacted to serve, protect and represent them.

Adrienne Pon
Executive Director
Office of Civic Engagement and Immigrant Affairs
February 2017

³ United States Census Bureau's 2011-2015 American Community Survey.

⁴ United States Census Bureau's 2009-2013 American Community Survey. This is the most recent American Community Survey with detailed data on all languages spoken at home.

ESTABLISHING LANGUAGE ACCESS IN SAN FRANCISCO

The fight for language rights in San Francisco dates back to the 1970s with a discrimination case filed against the San Francisco Unified School District that led to a landmark 1974 ruling by the U.S. Supreme Court on bilingual education (*Lau v. Nichols*).⁵ The ruling set the foundation for and the link between language rights and Title VI of the Civil Rights Act of 1964.



KEY LANGUAGE RIGHTS LAWS:

- Title VI of the 1964 Civil Rights Act
- Section 203 of the Voting Rights Act
- Executive Order 13166 (2000)
- Dymally-Alatorre Bilingual Services Act (1973)

In 2001, community-based organizations, led by Chinese for Affirmative Action and supported by the San Francisco Immigrant Rights Commission (IRC), played an instrumental

role in advocating for and securing language access laws in the City & County of San Francisco. The City's first language access law was enacted by the Board of Supervisors in 2001, with amendments made in 2009 and 2015 that increased the efficacy, scope, and relevance of language access.

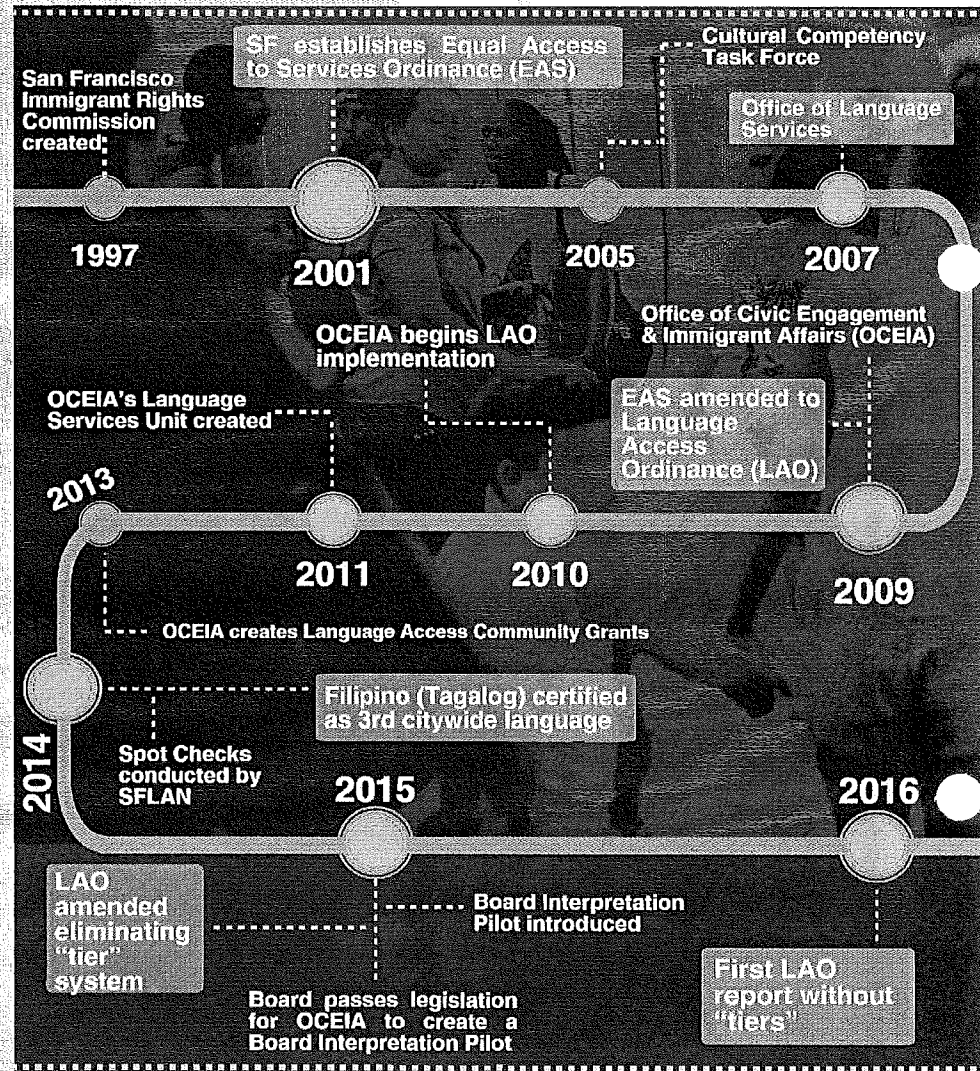
First named the Equal Access to Services Ordinance, the law was strengthened in 2009 and renamed the Language Access Ordinance (LAO). Following the creation of the Office of Civic Engagement and Immigrant Affairs (OCEIA) in early 2009, implementation of the law was significantly improved as OCEIA consolidated language access, immigrant assistance, and civic engagement policies and services in a single department. OCEIA introduced mandatory Citywide training and technical assistance for departments, later creating tools, templates, standardized reporting, and other support. OCEIA created the Language Access Communi-

ty Grants program in 2013 to support community-based organizations in educating the public on language access rights and providing feedback on the City's language services delivery. Working with community advocates and the IRC, OCEIA certified Filipino as San Francisco's third required language under the LAO in 2014.

In 2015, the Board of Supervisors expanded the reach of the LAO to impose the same services and data collection responsibilities to all City departments that provide information and services to the public, thus increasing the number of reporting departments from 26 to 51. The LAO complaint process was also centralized in OCEIA.

In 2016, OCEIA partnered with the Board and Clerk's Office on an 11-month pilot to improve onsite interpretation and language services at Board meetings and to increase civic participation.

Today, San Francisco's Language Access Ordinance and implementation innovations are a national model. Moving forward, OCEIA will continue to develop and implement the LAO with its many community and city partners to ensure quality, culturally competent, and readily available language services in San Francisco.



⁵ Lau v. Nichols 414 U.S. 563 (1974); Justia Law. <https://supreme.justia.com/cases/federal/us/414/563/case.html>.

LANGUAGE ACCESS IN PRACTICE



Under the LAO, City departments are required to provide language services in the designated threshold languages: Chinese, Spanish, and Filipino.⁶

KEY LANGUAGE ACCESS DEFINITIONS

LEP

"Limited English Proficient" refers to individuals who do not speak English as their primary language and who have limited ability to read, write, speak or understand English.

Language Services

Interpretation is spoken

Translation is written

LANGUAGE ACCESS SERVICES

Language Access in San Francisco is part of a broader public vision to encourage civic engagement and participation.

INDIVIDUALS MAY

- Request language access services.
- Request interpretation services at a public meeting or hearing with 48-hour notice.
- Request in writing a translation of meeting notices, agendas, and minutes.
- Request translated written materials that provide vital information about the Department's services or programs.
- File an LAO complaint with the Office of Civic Engagement and Immigrant Affairs.

DEPARTMENTS MUST

- Visibly display notices indicating that translated written materials and bilingual employees are available.
- With 48 hours advanced notice, provide interpretation services at any public meeting or hearing.
- Translate meeting notices, agendas, and minutes (1) upon written request; and (2) within a reasonable period after the legislative body adopts the meeting minutes.
- Translate written materials that provide vital information to the public about the Department's services or programs.
- Have a recorded telephonic message about the Department's operations or services.
- Forward LAO complaints to OCEIA.

CITY DEPARTMENTS MUST ALSO

- Have a language access policy and review it annually.
- Have a designated language access liaison.
- Provide an Annual Compliance Plan to OCEIA.
- Prioritize language access in crisis and disaster-related situations.

⁶ Threshold languages are defined as 10,000 LEP City residents who speak a shared language other than English. San Francisco Administrative Code, Chapter 91.

SNAPSHOT OF SAN FRANCISCO

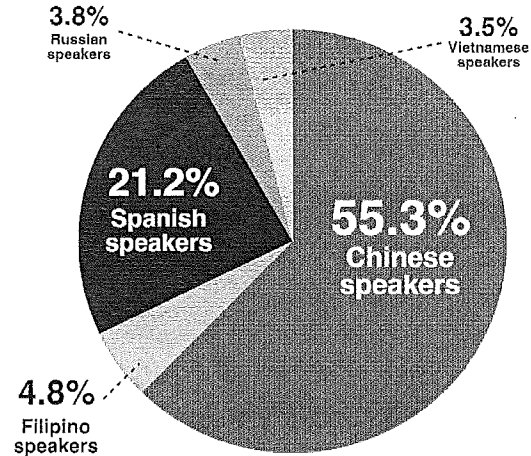


840,769 Total San Francisco Population

65% Total U.S. born 35% Total foreign born

40+ Different languages spoken in San Francisco 163 Different languages spoken in San Francisco Bay Area

21.6% of San Francisco residents self-identify as LEP



44.2%
Over the age of 5 speak a language other than English at home

**CHINESE
SPANISH
FILIPINO**
qualify as threshold languages under the LAO

San Francisco LEP Population by Supervisorial District and Top Five Languages Spoken⁷

Board of Supervisors District	Total District Population Over 5 Years Old	Chinese LEP	Spanish LEP	Filipino LEP	Russian LEP	Vietnamese LEP
1	70,050	9,762	882	256	1,735	817
2	73,202	890	487	83	534	135
3	70,251	16,682	1,034	556	258	278
4	73,428	16,345	547	586	798	825
5	72,706	2,593	1,611	173	1,126	422
6	67,628	6,095	4,858	1,309	661	1,039
7	75,633	7,220	1,366	454	990	323
8	77,953	990	990	290	169	104
9	72,809	5,498	11,050	1,087	53	675
10	73,013	12,320	5,436	936	113	985
11	75,982	16,640	7,724	2,647	117	570
TOTALS	802,654	96,139	36,752	8,377	6,553	6,172

LAO COMPLIANCE

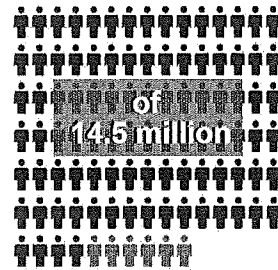
The Language Access Ordinance requires that City departments submit annual compliance plans summarizing their language services delivery and demographics on the clientele served. Significant to note is that previously, only 26 departments were required to file annual reports and data; starting with this report, 51 departments are required to do so. Below is compilation of the information provided by the 49 departments out of 51 that submitted a report for Fiscal Year (FY) 2015-2016.

CITYWIDE CLIENT INTERACTIONS:

For FY 2015-2016, City Departments reported 14.4 million client interactions, of which 5.5% were Limited English Proficient (LEP) clients. Chinese had the highest interaction level at 55% (47% Cantonese and 8% Mandarin), followed by Spanish with 30%. Per the American Community Survey (ACS), among the 21% of the total City population who self-identify as limited-English speakers, 55% are Chinese speakers, 21% are Spanish speakers, 4.8% are Filipino speakers.⁸

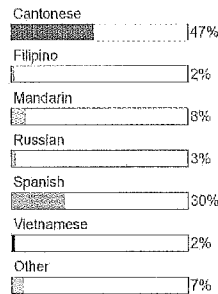
CITYWIDE CLIENT INTERACTIONS

TOTAL CLIENT INTERACTIONS:

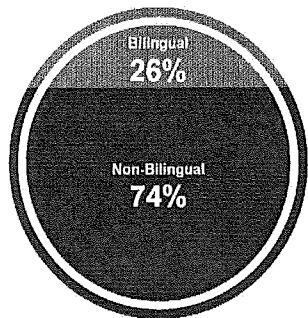


5.5% were LEP

TOTAL CLIENT INTERACTIONS BY LANGUAGE



CITYWIDE BILINGUAL PUBLIC CONTACT STAFF



CITYWIDE BILINGUAL PUBLIC CONTACT STAFF:

A key requirement of the LAO is that City departments utilize sufficient bilingual staff in public contact positions, in the current certified languages of Chinese, Spanish, and Filipino.⁹ For FY 2015-2016, City departments reported that 26% of all public contact staff are bilingual. However, of those, only 32% of all public contact staff have been certified by the Department of Human Resources.

DEPARTMENTAL COMPLIANCE INDICATORS:

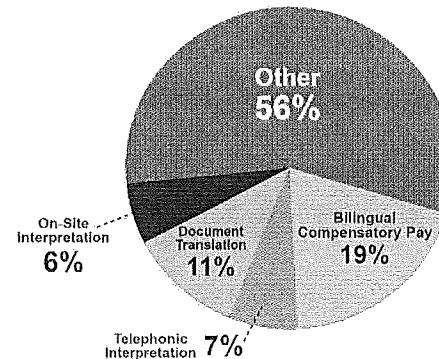
OCEIA finds that overall compliance by City departments is adequate. Forty-nine out of 51, or 96% departments submitted reports. The Medical Examiner and Office of Economic and Workforce Development did not submit reports for this reporting period as required by the LAO. Eight or 16% of reporting departments do not have a written LAO policy. Eighty-one percent or 40 departments offer their public contact staff training on how to provide language services. Forty-seven out of 51 or 92% of departments attended the mandatory LAO training in 2016.

CITYWIDE LANGUAGE ACCESS EXPENDITURES

CITYWIDE TOTAL LANGUAGE SERVICES EXPENDITURES
\$12,531,530

CITYWIDE TOTAL DEPARTMENT OPERATING EXPENDITURES
\$8,475,167,084

CITYWIDE TOTAL LANGUAGE SERVICES EXPENDITURES BY CATEGORY



CITYWIDE LANGUAGE ACCESS EXPENDITURES:

The category of "Other" is the largest expenditure reported by City departments representing 56% of the total budget reported. "Other" includes grants made to local community-based organizations to provide in-language outreach and education. Most newly reporting departments have a small budget for language services and reported language expenses as "Other." Compensatory bilingual pay is the second highest category representing 19% of the total budget.

Departmental Compliance By the Numbers

51

Departments required to file reports

49

Departments that filed reports

47

Departments that filed reports on time

40

Departments with training for public contact staff

41

Departments with a written LAO Policy

47

Departments that attended OCEIA's mandatory LAO training

⁸ United States Census Bureau's 2011-2015 American Community Survey.

⁹ San Francisco Administrative Code, Chapter 91, Section 91.4.

DEPARTMENT SPOTLIGHTS

DEPARTMENT OF PUBLIC HEALTH It Takes Buy-In from the Top Down



The Department of Public Health (DPH) is one of the largest departments in the City & County of San Francisco with about 8,500 employees serving approximately 290,685 people annually. As such, collecting accurate data, training staff, and ensuring language services delivery is a major challenge. Arlena Winn (AW), DPH's LAO liaison, took on the challenge to improve DPH's LAO implementation. DPH's management team Ron Weigelt, Director of Human Resources, supported Mrs. Winn in creating the Language Access Project (2015-2018).

The project has three main goals.

1. Develop a standardized system to collect and track language services usage, delivery, and compliance markers required by the LAO;

2. Provide DPH units/facilities tools to comply with the LAO;
3. Report accurate reliable data.

OCEIA: What impact do you think your new system of data collection made on program managers and directors and staff in general?

AW: The new system of data collection has enabled the department managers and staff to better understand the program and client needs, accountability, short-term versus long-term outcomes, set realistic goals, provide opportunity for improvement, and thus pave the way for others to implement successful methods.

Top three tips for other liaisons to ensure language access in their departments, according to AW:

1. **Transparency is Assurance:** Ensure that all management and frontline staff understand the purpose and importance of the LAO. Understanding the role that

each staff member plays in implementing the ordinance is key to sustained LAO compliance.

2. Train for Accountability: Train staff on how to comply with the LAO. The goal is to bring awareness to staff's individual and collective responsibility to deliver language access services.

3. Tools for All: Create and establish educational tools (e.g. resource binder, standard collection method) to maintain continuous and meaningful compliance of the LAO.

DPH's efforts to improve language access supports their mission to protect and promote health in San Francisco. OCEIA looks to the work of City departments, like DPH, to create and implement innovative methods to ensure that language access services are available to the public.

"Understanding the role that each staff member plays in implementing the ordinance is key to sustained LAO compliance."

DPH LANGUAGE ACCESS PROJECT ACTION PLAN

The DPH Language Access Project is a road map towards more robust compliance and includes detailed planning, assessment of existing practices and clear deliverables within a set schedule.

2015	Create Strategic Plan <ul style="list-style-type: none"> • Develop a standardized system to collect and track data. • Develop a long term plan with detailed plans and clear deliverables. 		
June 2016	Access Existing Practices <ul style="list-style-type: none"> • Complete a language access compliance assessment of all DPH public contact programs and facilities. • Create a visual map of all DPH units/facilities that need to submit LAO data. 	June 2016	Get Support from Executives and Managers <ul style="list-style-type: none"> • Present a synopsis of data and proposals to DPH Leadership team • Create concise presentation explaining LAO requirements • Maintain open lines of communication and be open to input and feedback from management
October 2016	Execute Deliverables <ul style="list-style-type: none"> • Create a language access resource list with all DPH and Citywide Language Access Resources for DPH staff to use as a tool for compliance with the LAO • Create a DPH Standard Public Language Access Notice for use in Fiscal Year 2017-2018. 	October 2016	<ul style="list-style-type: none"> • Compile and consolidate all DPH language access protocols, procedures and policies into a single DPH-wide policy with unit/facility specific protocols & procedures. • Working with DPH leadership team to create a Patient Advisory Council to provide input and feedback on the quality of services provided to LEP patients and clients.
October 2017	<ul style="list-style-type: none"> • Develop a Training Module with the HR workforce development team on "How to Comply with the LAO". • Create a LAO Guideline Booklet to be distributed for Fiscal Year 2018-2019 for all DPH locations consisting of: basic steps on how to comply with the ordinance; standard forms required for the Annual LAO report; language access resource list; DPH language access policies and procedures along with other relevant literature. 	October 2017	<ul style="list-style-type: none"> • Partner with the DPH HR trainer to educate and train DPH staff on how to comply with the Language Access Ordinance.
October 2018		July 2018	<ul style="list-style-type: none"> • Using these new tools, collect and synthesis updated LAO data for the Fiscal Year 2017-2018 LAO report.

DEPARTMENT SPOTLIGHTS

DEPARTMENT OF THE ENVIRONMENT Multilingual Websites: Going Beyond Requirements

Websites are a significant "go-to" resource for people to obtain information about any given topic. Multilingual websites are not required under the Language Access Ordinance (LAO); however, the Department of the Environment committed to creating in-language and culturally relevant websites in the City's threshold languages of Chinese, Spanish, and Filipino. The creation of these multilingual websites was championed by department management and became a priority for the outreach and communications team.

The Department of the Environment

approach serves as an excellent model for the development of user-centered multilingual websites. Two members of the Department's outreach and communications team, with extensive experience in web communications and design, served as the core project group.

The assessment process took about three months and the cooperation and participation of staff from multiple programs. The project coordinator conducted an internal review of the Department's website and materials such as handouts and brochures that are used in the field. Metrics obtained from

page-views and Google searches determined that only 5% of the existing 3,000 pages were viewed most of the time. Feedback was also collected from the Department of the Environment outreach teams that go door-to-door and participate in street fairs, concerts, and other events that provide information to the public. They shared the common questions and concerns of residents and businesses and they also provided information on key programs and topics that the public should know about.

The multilingual webpages were then created to focus on the key areas of the department's work which is on Ordinances, Incentives, and Special Campaigns. Seven subject matter experts from the Department's various programs provided quality assurance and feedback on the most relevant content to include. The Department's experience in culturally relevant communication contributed to the conceptualization of the pages because they knew that word-for-word translation was not enough to best convey the meaning of the content. Staff, along with outside vendors worked on developing culturally specific material for the Chinese, Spanish, and Filipino webpages. OCEIA staff also provided feedback on the pages before they were launched

online. These mirrored pages have the same information; however, they are presented in ways that resonate with the specific language communities.

The multilingual websites went live in 2016 and continue to evolve and adapt to feedback from the public. The public can use the online "Contact Us" form (translated in Chinese, Spanish, and Filipino) to offer comments or concerns. The Department is fortunate

to have built in-house capacity to consistently update content when needed. The development of these webpages provides an opportunity to deepen engagement with the Department's constituents and it serves as an innovative example of how language access can be applied to the work of a department and citywide.

SAN FRANCISCO RENT BOARD Making Language Access Part of Office Culture



The San Francisco Rent Board is one of the departments responsible for rental housing issues, which include services, ordinances, regulations, and providing resources. The growth of tenant-related issues results in a constant change of legislation and rules that the Rent Board is mandated to implement. Recently, the Rent Board focused on revamping their document information management system to ascertain the latest documents were being utilized. The Rent Board saw this as an opportunity to better manage their system for updating translated documents.

To transform their information management system to include document translation workflow, the Rent Board first planned and prioritized how to manage their current information. For translation purposes, this helps identify if a translated version also needs to be updated. Often, translated documents are not as quickly updated as the English versions, and without such a system, LEP individuals could receive

outdated information. A simple addition of a date stamp or version number can improve language services because it is a way to ensure that LEP speakers get the most accurate up-to-date information that their English proficient counterparts are also receiving.

The Rent Board continues to evaluate and assess the effectiveness of their information management process. While challenges such as limited budgets and resources exist, the Rent Board's ongoing efforts to plan and evaluate their management of information, particularly translated information, is a good model for other departments.

Quick Tips on Improving Translation Workflow

Organize All Vital Documents

Dedicated folders with the most updated English version and corresponding translations.

Clear Workflow

A step-by-step process on how documents should be updated and translated.

Easy to Locate

Documents stored in an accessible folder.

Easy to Identify

Documents are dated and contain version number and date or version.

Phasing in Website Engagement

Discovery and Assessment Phase

Conduct an extensive assessment of existing content, develop a strategic vision, design the information architecture, rewrite content, and guide the project development.

Visual Design Phase

Design the look and feel of the site and inform the visual design strategy.

Fine Tuning Phase

Engage external consultants to focus on translation, technical implementation, and additional design support.

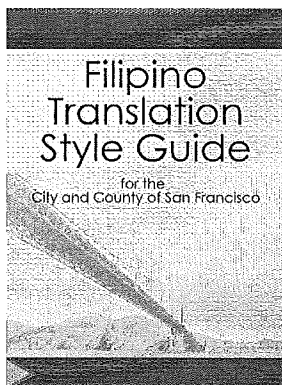
Quality Assurance Phase

During the project's final stages engage staff to enter content, do quality assurance, and receive training on how to maintain the multilingual web pages.

OCEIA LANGUAGE ACCESS HIGHLIGHTS

TOOLS AND RESOURCES

FILIPINO TRANSLATION STYLE GUIDE



In April 2014, the Filipino language was certified as a third required language covered by the City's Language Access Ordinance.

Through the implementation process to provide Filipino language access, OCEIA identified common challenges associated with Filipino translation, including disagreements regarding the appropriate style, terminology, and register (the level of formality). This lack of agreement reflects the historical and practical evolution of the Filipino language and also the demographic diversity of the Filipino American community living in San Francisco and the Bay Area. Since its designation as the official language of the Philippines after 1987, the Filipino language has continued

to evolve and standards are constantly being updated. In the Bay Area, the Filipino community includes new immigrants as well as intergenerational LEP Filipino residents and workers; these different groups have diverse ways of using the same language.

The Filipino Translation Style Guide provides guidelines for translation in the Filipino language for the City & County of San Francisco. It proposes a set of standards for grammar, syntax, and tone to be used, and aims to enhance the consistency and quality of City documents translated into Filipino. Identified users for this guide are Filipino language translators, editors, proofreaders, translation managers, and relevant bilingual staff of City departments.

COMMUNITY INTERPRETERS TRAINING

2015-2016 class of the Community Interpreters

OCEIA partners with Cross-Cultural Communications, an internationally respected expert, to provide a robust 40-hour community interpreter training. OCEIA provides this training to City and community-based organizations free of charge.



LANGUAGE SERVICES UNIT

OCEIA's Language Services Unit (LSU) works with City departments and community partners to advance language access for limited English proficient residents, workers, and visitors. The staff has expertise in Spanish, Chinese (Cantonese and Mandarin), Filipino, and Russian. The LSU assists City departments by providing technical assistance to build capacity to achieve both the spirit and intent of the San Francisco Language Access Ordinance.



BOARD OF SUPERVISORS LANGUAGE SERVICES PILOT



In July 2015, The Board of Supervisors (Board) created an 11-month Pilot Program requiring an extensive set of interpretation and translation requirements for Board meetings during September 1, 2015 to July 31, 2016. OCEIA interpreters attended all regular meetings of the Board to provide interpretation services upon request, in Chinese, Spanish, and Filipino as mandated by the LAO. The program also required OCEIA to translate the public document listing of all legislation introduced at each Board meeting, and certain public notices, during that period. The Board Information Technology division posted translated documents on the Board website.

To operationalize and carry out the Pilot Program, OCEIA and the Office of the Clerk of the Board (Clerk) developed a robust partnership and enhanced the process of providing interpretation at Board meetings.

The Pilot Program provided an opportunity to develop a holistic approach that included all the elements of language services planning and implementation. It enhanced the current language access work of the Board from developing language services materials (request forms, complaint forms, instructions, et cetera) to creating operational protocols and providing quality interpretation and translation services. Staff from both offices shared their expertise and established language services protocols that can be adapted by other departments and commissions.

87 Documents Translated to Chinese and Spanish

274 LEP individuals received Interpretation Services

Since 2001 and especially after 2009, the City has made significant progress on language access. Moving forward, OCEIA will focus on improving the City's capacity to provide culturally competent language services, strengthen compliance, and increase the public's awareness of the LAO.

Short Term Recommendations

- 1 **Language Access Ordinance Amendments:**
 - Clarify role of bilingual employees.
 - Clarify quality assurance measures.
 - Clarify the scope of language services.
 - Address electronic modes of communication (i.e. Websites, Apps).
- 2 **Create a standardized Memorandum of Understanding with labor unions to provide a unified bilingual pay system and ensure quality control.**
- 3 **Conduct a Citywide Language Needs Assessment.**
- 4 **Conduct a Citywide study and assessment of language services provisioning across City agencies.**
- 5 **Create a master contract for translation services.**
- 6 **Create a task force or committee in the Immigrant Rights Commission to provide guidance on language access needs of immigrant and emerging communities.**

Long Term Recommendations

- 1 **Create Immigrant Rights Commission rules and regulations to provide guidances on the LAO.**
- 2 **Implement a robust Citywide assessment of bilingual staff language proficiency and cultural competency.**
- 3 **Create translation and interpretation classifications.**
- 4 **Allocate a centralized language services budget from the general fund.**
- 5 **Create a Citywide comprehensive technology solution for language-related data collection across City departments.**
- 6 **Conduct an independent audit of City department language services every five years.**





New Books

新書

新刊書

Libros Nuevos

Новые Книги

Sách Mới

DEPARTMENT COMPLIANCE DATA

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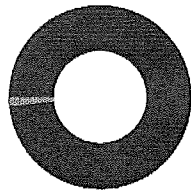
311

DEPARTMENT HIGHLIGHTS

Department continued the practice of hiring qualified bilingual candidates for customer interfacing positions.

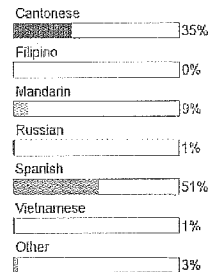
BILINGUAL STAFF CLIENTS SERVED

Client Interactions
TOTAL: 864,133 LEP: 12,980

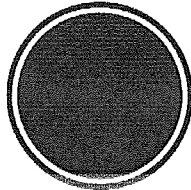


■ Non-LEP (98.53%) ■ LEP (1.47%)

LEP Client Interactions: By Language

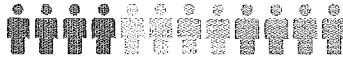


Public Contact Staff
TOTAL: 94 BILINGUAL: 8



■ Bilingual (8.51%) ■ Non-Bilingual (91.49%)

Bilingual Staff: Languages Spoken



■ Cantonese (33.33%) ■ Filipino (0%) ■ Mandarin (33.33%)
■ Russian (0%) ■ Spanish (33.33%) ■ Vietnamese (0%)
■ Other (0%)

REQUIREMENTS MET

- ☑ Training for public contact staff
- ✗ Written LAO Policy
- ☑ Completed mandatory training
- ☑ Submitted report on time

EXPENDITURES

\$102,280

Total Language Access Expenditures for 2015-16

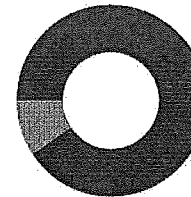
ADULT PROBATION

DEPARTMENT HIGHLIGHTS

Department updated recorded telephone greetings and posted signage in all covered languages.

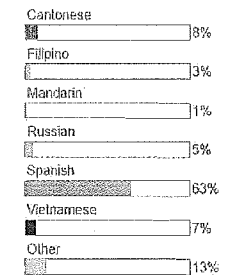
BILINGUAL STAFF CLIENTS SERVED

Client Interactions
TOTAL: 4,775 LEP: 449

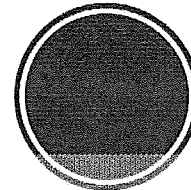


■ Non-LEP (90.60%) ■ LEP (9.40%)

LEP Client Interactions: By Language



Public Contact Staff
TOTAL: 118 BILINGUAL: 23



■ Bilingual (19.49%) ■ Non-Bilingual (80.51%)

Bilingual Staff: Languages Spoken



■ Cantonese (13.04%) ■ Filipino (4.35%) ■ Mandarin (0%)
■ Russian (0%) ■ Spanish (22.61%) ■ Vietnamese (0%)
■ Other (0%)

REQUIREMENTS MET

- ☑ Training for public contact staff
- ☑ Written LAO Policy
- ☑ Completed mandatory training
- ☑ Submitted report on time

EXPENDITURES

\$20,512

Total Language Access Expenditures for 2015-16

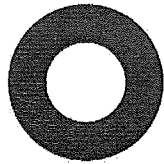
AIRPORT, SAN FRANCISCO INTERNATIONAL

DEPARTMENT HIGHLIGHTS

Department installed multilingual signage, updated non-discrimination statement & complaint procedures and continued to improve Chinese language website.

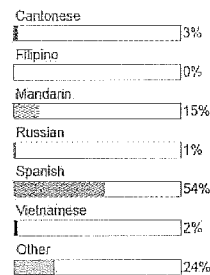
BILINGUAL STAFF CLIENTS SERVED

Client Interactions
TOTAL: 58,000,000 LEP: 701

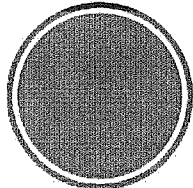


■ Non-LEP (100%) ■ LEP (0%)

LEP Client Interactions: By Language

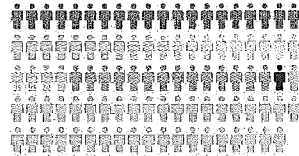


Public Contact Staff
TOTAL: 219 BILINGUAL: 209



■ Bilingual (95.43%) ■ Non-Bilingual (4.57%)

Bilingual Staff: Languages Spoken



■ Cantonese (20.40%) ■ Filipino (7.69%)
■ Mandarin (15.38%) ■ Russian (1.34%)
■ Spanish (14.05%) ■ Vietnamese (1%) ■ Other (40.13%)

REQUIREMENTS MET

- ✔ Training for public contact staff
- ✔ Written LAO Policy
- ✔ Completed mandatory training
- ✔ Submitted report on time

EXPENDITURES

\$ 15,218

Total Language Access Expenditures for 2015-16

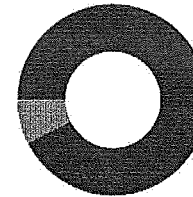
ANIMAL CARE AND CONTROL

DEPARTMENT HIGHLIGHTS

Department trained staff on LanguageLine, created departmental Language Access Policy, and posted signs informing public of language services.

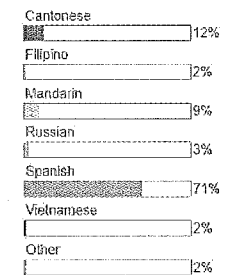
BILINGUAL STAFF CLIENTS SERVED

Client Interactions
TOTAL: 22,516 LEP: 1,690

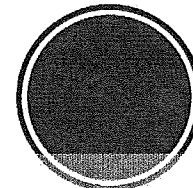


■ Non-LEP (92.49%) ■ LEP (7.51%)

LEP Client Interactions: By Language

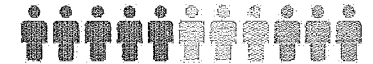


Public Contact Staff
TOTAL: 59 BILINGUAL: 10



■ Bilingual (20%) ■ Non-Bilingual (80%)

Bilingual Staff: Languages Spoken



■ Cantonese (45.45%) ■ Filipino (18.18%)
■ Mandarin (9.09%) ■ Russian (0%) ■ Spanish (27.27%)
■ Vietnamese (0%) ■ Other (0%)

REQUIREMENTS MET

- ✔ Training for public contact staff
- ✔ Written LAO Policy
- ✔ Completed mandatory training
- ✔ Submitted report on time

EXPENDITURES

\$ 1,066

Total Language Access Expenditures for 2015-16

APPEALS, BOARD OF

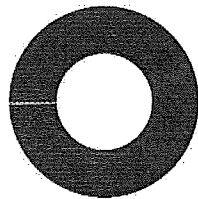
DEPARTMENT HIGHLIGHTS

Department translated key documents into threshold languages, created departmental Language Access Policy, strategically placed language services signage to be more accessible to the public and translated Appeals Process Overview in Filipino.

BILINGUAL STAFF CLIENTS SERVED

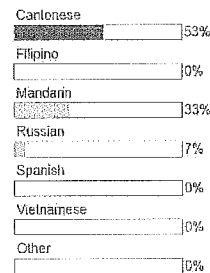
Client Interactions

TOTAL: 2,886 LEP: 15



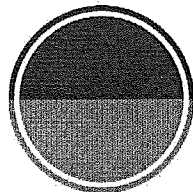
■ Non-LEP (99.48%) ■ LEP (0.52%)

LEP Client Interactions: By Language



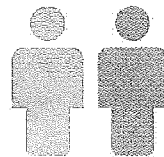
Public Contact Staff

TOTAL: 4 BILINGUAL: 2



■ Bilingual (50%) ■ Non-Bilingual (50%)

Bilingual Staff: Languages Spoken



■ Cantonese (0%) ■ Filipino (50%) ■ Mandarin (0%)
 ■ Russian (0%) ■ Spanish (50%) ■ Vietnamese (0%)
 ■ Other (0%)

REQUIREMENTS MET

- ✔ Training for public contact staff
- ✔ Written LAO Policy
- ✔ Completed mandatory training
- ✔ Submitted report on time

EXPENDITURES

\$ 1,835

Total Language Access Expenditures for 2015-16

ARTS COMMISSION

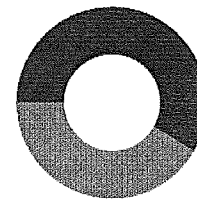
DEPARTMENT HIGHLIGHTS

Department created Language Access Policy, held an all-staff LAO training and began tracking the number and percentage of LEP clients.

BILINGUAL STAFF CLIENTS SERVED

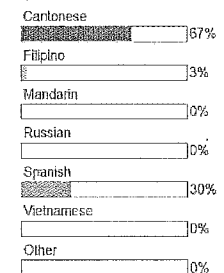
Client Interactions

TOTAL: 320 LEP: 133



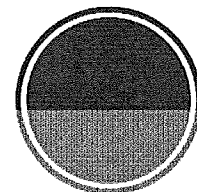
■ Non-LEP (58.44%) ■ LEP (41.56%)

LEP Client Interactions: By Language



Public Contact Staff

TOTAL: 20 BILINGUAL: 9



■ Bilingual (45%) ■ Non-Bilingual (55%)

Bilingual Staff: Languages Spoken



■ Cantonese (10%) ■ Filipino (10%) ■ Mandarin (0%)
 ■ Russian (0%) ■ Spanish (30%) ■ Vietnamese (20%)
 ■ Other (30%)

REQUIREMENTS MET

- ✔ Training for public contact staff
- ✔ Written LAO Policy
- ✔ Completed mandatory training
- ✘ Submitted report on time

EXPENDITURES

\$ 400

Total Language Access Expenditures for 2015-16

ASIAN ART MUSEUM

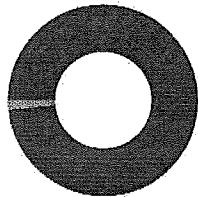
DEPARTMENT HIGHLIGHTS

Department translated visitor guides in Chinese, acquired LanguageLine services, translated outgoing phone messages, created wayfinding signage using universal symbols, translated website information and provided bilingual staff members with identifying buttons.

BILINGUAL STAFF CLIENTS SERVED

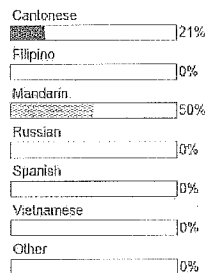
Client Interactions

TOTAL: 7,696 LEP: 121



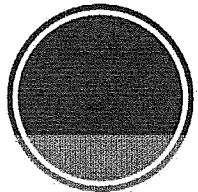
■ Non-LEP (98.49%) ■ LEP (1.57%)

LEP Client Interactions: By Language



Public Contact Staff

TOTAL: 92 BILINGUAL: 28



■ Bilingual (30.43%) ■ Non-Bilingual (69.57%)

Bilingual Staff: Languages Spoken



■ Cantonese (13.64%) ■ Filipino (2.27%)
 ■ Mandarin (11.36%) ■ Russian (2.27%)
 ■ Spanish (20.45%) ■ Vietnamese (0%) ■ Other (50%)

REQUIREMENTS MET

- ✔ Training for public contact staff
- ✔ Written LAO Policy
- ✔ Completed mandatory training
- ✔ Submitted report on time

EXPENDITURES

\$ 8,686

Total Language Access Expenditures for 2015-16

ASSESSOR-RECORDER, OFFICE OF THE

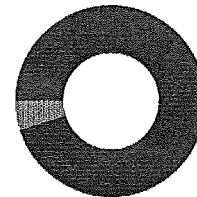
DEPARTMENT HIGHLIGHTS

Department translated new documents, finalized a Language Access Policy and launched an online language access survey.

BILINGUAL STAFF CLIENTS SERVED

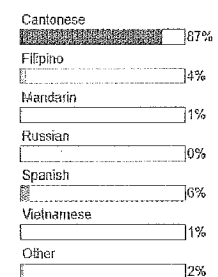
Client Interactions

TOTAL: 55,629 LEP: 2,723



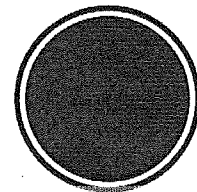
■ Non-LEP (95.11%) ■ LEP (4.09%)

LEP Client Interactions: By Language



Public Contact Staff

TOTAL: 170 BILINGUAL: 7



■ Bilingual (4.12%) ■ Non-Bilingual (95.88%)

Bilingual Staff: Languages Spoken



■ Cantonese (30%) ■ Filipino (10%) ■ Mandarin (30%)
 ■ Russian (10%) ■ Spanish (20%) ■ Vietnamese (0%)
 ■ Other (0%)

REQUIREMENTS MET

- ✘ Training for public contact staff
- ✔ Written LAO Policy
- ✔ Completed mandatory training
- ✔ Submitted report on time

EXPENDITURES

\$ 9,362

Total Language Access Expenditures for 2015-16

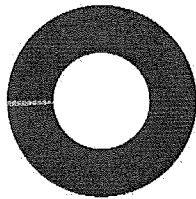
BOARD OF SUPERVISORS (CLERK)

DEPARTMENT HIGHLIGHTS

Department implemented 11-month LAO Pilot program with OCEIA, created a departmental Language Access Policy, updated website with translated language information and instructions for language access requests, updated outgoing phone messages in threshold languages and provided translated brochures.

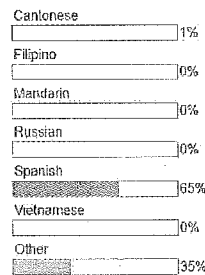
BILINGUAL STAFF CLIENTS SERVED

Client Interactions
TOTAL: 42,000 LEP: 395

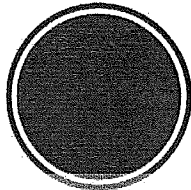


■ Non-LEP (99.06%) ■ LEP (0.94%)

**LEP Client Interactions:
By Language**



Public Contact Staff
TOTAL: 73 BILINGUAL: 7



■ Bilingual (9.59%) ■ Non-Bilingual (90.41%)

**Bilingual Staff:
Languages Spoken**



■ Cantonese (36.36%) ■ Filipino (0%)
■ Mandarin (45.45%) ■ Russian (0%) ■ Spanish (18.18%)
■ Vietnamese (0%) ■ Other (0%)

REQUIREMENTS MET

- ✔ Training for public contact staff
- ✔ Written LAO Policy
- ✔ Completed mandatory training
- ✔ Submitted report on time

EXPENDITURES

\$ 13,920

Total Language Access Expenditures for 2015-16

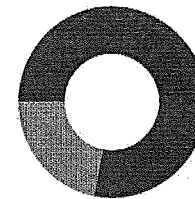
BUILDING INSPECTION, DEPARTMENT OF

DEPARTMENT HIGHLIGHTS

Department finalized a written policy & protocol for LEP interactions, improved signage on availability of language services and updated website to make online translated materials easily and readily available.

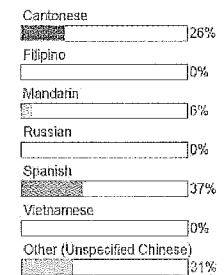
BILINGUAL STAFF CLIENTS SERVED

Client Interactions
TOTAL: 69,014 LEP: 15,121

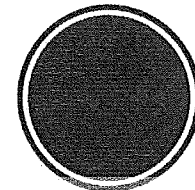


■ Non-LEP (78.09%) ■ LEP (21.91%)

**LEP Client Interactions:
By Language**



Public Contact Staff
TOTAL: 276 BILINGUAL: 23



■ Bilingual (8.24%) ■ Non-Bilingual (91.76%)

**Bilingual Staff:
Languages Spoken**



■ Cantonese (38.46%) ■ Filipino (0%)
■ Mandarin (23.08%) ■ Russian (0%) ■ Spanish (26.92%)
■ Vietnamese (0%) ■ Other (11.54%)

REQUIREMENTS MET

- ✔ Training for public contact staff
- ✔ Written LAO Policy
- ✔ Completed mandatory training
- ✔ Submitted report on time

EXPENDITURES

\$ 29,260

Total Language Access Expenditures for 2015-16

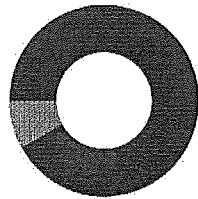
CHILD SUPPORT SERVICES

DEPARTMENT HIGHLIGHTS

Department obtained bilingual certification for one staff member & has requested certification for another.

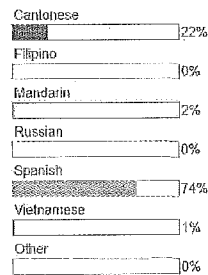
BILINGUAL STAFF CLIENTS SERVED

Client Interactions
TOTAL: 32,400 LEP: 2,606

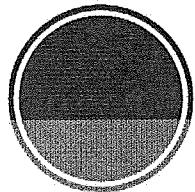


■ Non-LEP (91.96%) ■ LEP (8.04%)

LEP Client Interactions: By Language



Public Contact Staff
TOTAL: 62 BILINGUAL: 24



■ Bilingual (38.71%) ■ Non-Bilingual (61.29%)

Bilingual Staff: Languages Spoken



■ Cantonese (20.83%) ■ Filipino (29.17%)
■ Mandarin (0%) ■ Russian (0%) ■ Spanish (41.67%)
■ Vietnamese (0%) ■ Other (8.33%)

REQUIREMENTS MET

- ☑ Training for public contact staff
- ☑ Written LAO Policy
- ☑ Completed mandatory training
- ☑ Submitted report on time

EXPENDITURES

\$13,240

Total Language Access Expenditures for 2015-16

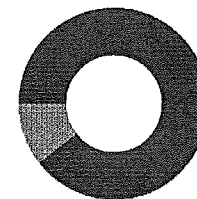
CHILDREN, YOUTH AND THEIR FAMILIES (DEPARTMENT OF)

DEPARTMENT HIGHLIGHTS

Department streamlined an internal process for making translation and interpretation requests & designated a preferred vendor for language services.

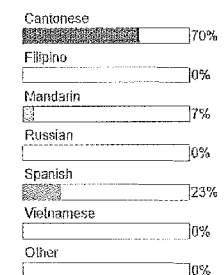
BILINGUAL STAFF CLIENTS SERVED

Client Interactions
TOTAL: 285 LEP: 30

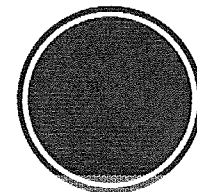


■ Non-LEP (89.47%) ■ LEP (10.53%)

LEP Client Interactions: By Language

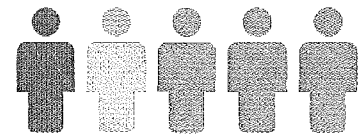


Public Contact Staff
TOTAL: 40 BILINGUAL: 4



■ Bilingual (10%) ■ Non-Bilingual (90%)

Bilingual Staff: Languages Spoken



■ Cantonese (20%) ■ Filipino (0%) ■ Mandarin (20%)
■ Russian (0%) ■ Spanish (60%) ■ Vietnamese (0%)
■ Other (0%)

REQUIREMENTS MET

- ✗ Training for public contact staff
- ☑ Written LAO Policy
- ☑ Completed mandatory training
- ☑ Submitted report on time

EXPENDITURES

\$13,670

Total Language Access Expenditures for 2015-16

CITIZEN COMPLAINTS, OFFICE OF

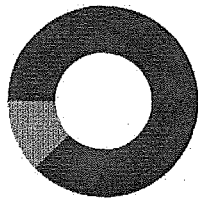
DEPARTMENT HIGHLIGHTS

Department provided translated informational brochures in six languages in the reception area.

BILINGUAL STAFF CLIENTS SERVED

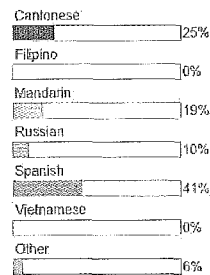
Client Interactions

TOTAL: 661 LEP: 81



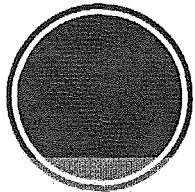
■ Non-LEP (87.76%) ■ LEP (12.25%)

LEP Client Interactions: By Language



Public Contact Staff

TOTAL: 34 BILINGUAL: 6



■ Bilingual (17.65%) ■ Non-Bilingual (82.35%)

Bilingual Staff: Languages Spoken



■ Cantonese (37.50%) ■ Filipino (12.50%)
■ Mandarin (12.50%) ■ Russian (0%) ■ Spanish (25%)
■ Vietnamese (0%) ■ Other (12.50%)

REQUIREMENTS MET

- ☑ Training for public contact staff
- ☑ Written LAO Policy
- ☑ Completed mandatory training
- ☑ Submitted report on time

EXPENDITURES

\$ 8,579

Total Language Access Expenditures for 2015-16

CITY ADMINISTRATOR

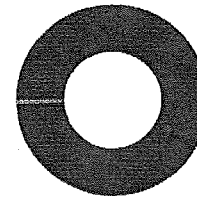
DEPARTMENT HIGHLIGHTS

Department followed up with all GSA departments to ensure compliance with the LAO & provided LAO trainings for smaller departments.

BILINGUAL STAFF CLIENTS SERVED

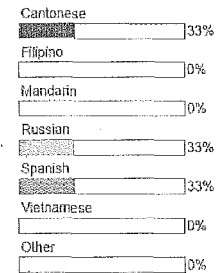
Client Interactions

TOTAL: 11,024 LEP: 78



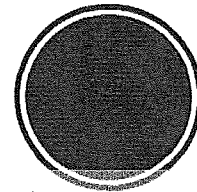
■ Non-LEP (99.29%) ■ LEP (0.71%)

LEP Client Interactions: By Language



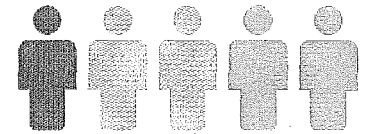
Public Contact Staff

TOTAL: 36 BILINGUAL: 4



■ Bilingual (11.43%) ■ Non-Bilingual (88.57%)

Bilingual Staff: Languages Spoken



■ Cantonese (20%) ■ Filipino (0%) ■ Mandarin (40%)
■ Russian (0%) ■ Spanish (0%) ■ Vietnamese (0%)
■ Other (40%)

REQUIREMENTS MET

- ☑ Training for public contact staff
- ☑ Written LAO Policy
- ☑ Completed mandatory training
- ☑ Submitted report on time

EXPENDITURES

\$ 318

Total Language Access Expenditures for 2015-16

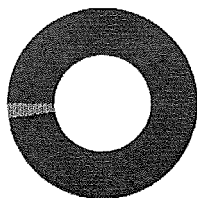
CITY HALL EVENTS

DEPARTMENT HIGHLIGHTS

Department translated key forms into all threshold languages, acquired LanguageLine Services, identified bilingual staff that can provide language support & translated office signage.

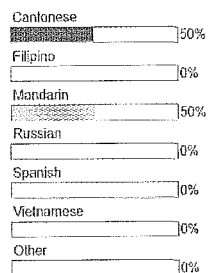
BILINGUAL STAFF - CLIENTS SERVED

Client Interactions
TOTAL: 2,080 LEP: 52

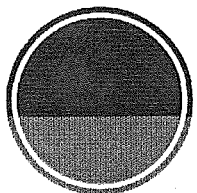


■ Non-LEP (97.50%) ■ LEP (2.50%)

LEP Client Interactions: By Language

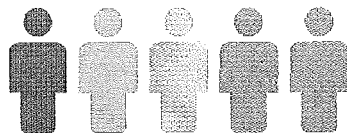


Public Contact Staff
TOTAL: 12 BILINGUAL: 5



■ Bilingual (41.67%) ■ Non-Bilingual (58.33%)

Bilingual Staff: Languages Spoken



■ Cantonese (20%) ■ Filipino (20%) ■ Mandarin (20%)
■ Russian (0%) ■ Spanish (40%) ■ Vietnamese (0%)
■ Other (0%)

REQUIREMENTS MET

- ☑ Training for public contact staff
- ✗ Written LAO Policy
- ☑ Completed mandatory training
- ☑ Submitted report on time

EXPENDITURES

\$18,075

Total Language Access Expenditures for 2015-16

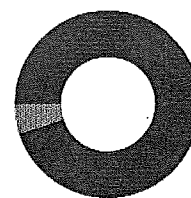
CIVIC ENGAGEMENT AND IMMIGRANT AFFAIRS, OFFICE OF

DEPARTMENT HIGHLIGHTS

Department finalized Language Access Policy & Procedures and established an internal online tool to track LEP interactions.

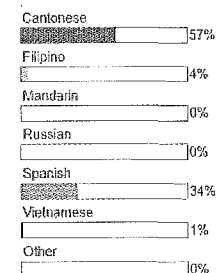
BILINGUAL STAFF - CLIENTS SERVED

Client Interactions
TOTAL: 123,080 LEP: 6,326

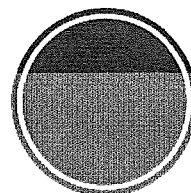


■ Non-LEP (94.86%) ■ LEP (5.14%)

LEP Client Interactions: By Language



Public Contact Staff
TOTAL: 58 BILINGUAL: 38



■ Bilingual (65.52%) ■ Non-Bilingual (34.48%)

Bilingual Staff: Languages Spoken



■ Cantonese (18.75%) ■ Filipino (12.50%)
■ Mandarin (18.75%) ■ Russian (2.08%)
■ Spanish (36.42%) ■ Vietnamese (2.08%)
■ Other (10.42%)

REQUIREMENTS MET

- ☑ Training for public contact staff
- ☑ Written LAO Policy
- ☑ Completed mandatory training
- ☑ Submitted report on time

EXPENDITURES

\$1,053,764

Total Language Access Expenditures for 2015-16

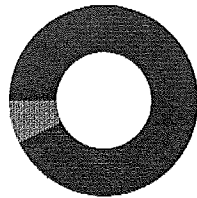
CONTROLLER'S OFFICE

DEPARTMENT HIGHLIGHTS

Department updated its internal language access procedures & conducted an office walk-through to determine whether appropriate signage is posted in conspicuous locations.

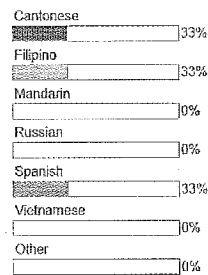
BILINGUAL STAFF CLIENTS SERVED

Client Interactions
TOTAL: 1,088 LEP: 78

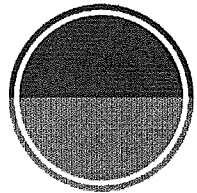


■ Non-LEP (92.60%) ■ LEP (7.32%)

LEP Client Interactions: By Language



Public Contact Staff
TOTAL: 2 BILINGUAL: 1



■ Bilingual (50%) ■ Non-Bilingual (50%)

Bilingual Staff: Languages Spoken



■ Cantonese (0%) ■ Filipino (0%) ■ Mandarin (100%)
■ Russian (0%) ■ Spanish (0%) ■ Vietnamese (0%)
■ Other (0%)

REQUIREMENTS MET

- ✗ Training for public contact staff
- ✓ Written LAO Policy
- ✓ Completed mandatory training
- ✓ Submitted report on time

EXPENDITURES

\$ 0

Total Language Access Expenditures for 2015-16

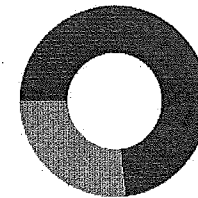
COUNTY CLERK

DEPARTMENT HIGHLIGHTS

Department acquired LanguageLine Services, hired additional bilingual staff, increased number of translated documents & wrote a Language Access Policy.

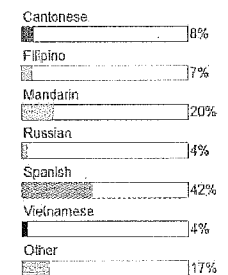
BILINGUAL STAFF CLIENTS SERVED

Client Interactions
TOTAL: 19,302 LEP: 5,148

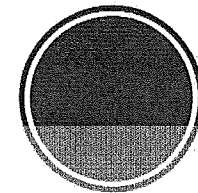


■ Non-LEP (73.33%) ■ LEP (26.67%)

LEP Client Interactions: By Language

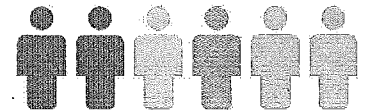


Public Contact Staff
TOTAL: 17 BILINGUAL: 6



■ Bilingual (35.29%) ■ Non-Bilingual (64.71%)

Bilingual Staff: Languages Spoken



■ Cantonese (33.33%) ■ Filipino (16.67%)
■ Mandarin (0%) ■ Russian (0%) ■ Spanish (16.67%)
■ Vietnamese (0%) ■ Other (33.33%)

REQUIREMENTS MET

- ✓ Training for public contact staff
- ✓ Written LAO Policy
- ✓ Completed mandatory training
- ✓ Submitted report on time

EXPENDITURES

\$ 4,859

Total Language Access Expenditures for 2015-16

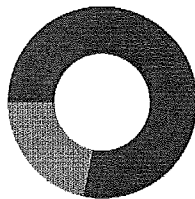
DISTRICT ATTORNEY'S OFFICE

DEPARTMENT HIGHLIGHTS

Department translated outreach materials and produced internal communications publicizing LanguageLine availability and bilingual staff.

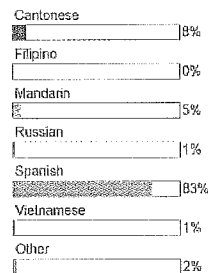
BILINGUAL STAFF CLIENTS SERVED

Client Interactions
TOTAL: 27,527 LEP: 5,986

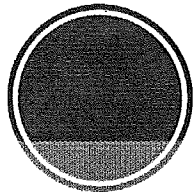


■ Non-LEP (78.25%) ■ LEP (21.75%)

LEP Client Interactions: By Language

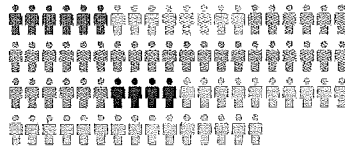


Public Contact Staff
TOTAL: 222 BILINGUAL: 60



■ Bilingual (27.03%) ■ Non-Bilingual (72.97%)

Bilingual Staff: Languages Spoken



■ Cantonese (8%) ■ Filipino (4%) ■ Mandarin (4%)
■ Russian (2.67%) ■ Spanish (42.67%)
■ Vietnamese (5.33%) ■ Other (33.33%)

REQUIREMENTS MET

- ✗ Training for public contact staff
- ☑ Written LAO Policy
- ☑ Completed mandatory training
- ☑ Submitted report on time

EXPENDITURES

\$70,257

Total Language Access Expenditures for 2015-16

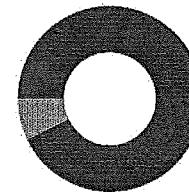
ELECTIONS

DEPARTMENT HIGHLIGHTS

Department introduced in-language smart device-optimized Voter Information Pamphlets and conducted extensive outreach to potential LEP voters.

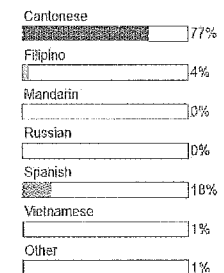
BILINGUAL STAFF CLIENTS SERVED

Client Interactions
TOTAL: 478,968 LEP: 34,471

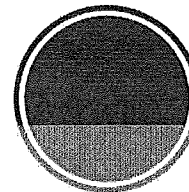


■ Non-LEP (92.77%) ■ LEP (7.23%)

LEP Client Interactions: By Language

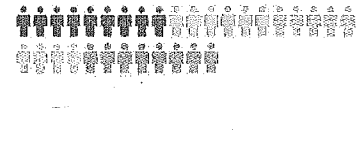


Public Contact Staff
TOTAL: 64 BILINGUAL: 23



■ Bilingual (35.94%) ■ Non-Bilingual (64.06%)

Bilingual Staff: Languages Spoken



■ Cantonese (28.13%) ■ Filipino (18.75%)
■ Mandarin (28.13%) ■ Russian (0%) ■ Spanish (25%)
■ Vietnamese (0%) ■ Other (0%)

REQUIREMENTS MET

- ☑ Training for public contact staff
- ☑ Written LAO Policy
- ☑ Completed mandatory training
- ☑ Submitted report on time

EXPENDITURES

\$2,629,489

Total Language Access Expenditures for 2015-16

EMERGENCY MANAGEMENT, DEPARTMENT OF

DEPARTMENT HIGHLIGHTS

Department developed pre-written translated messages in Spanish, Chinese & Filipino for communicating with the public during an emergency.

BILINGUAL STAFF CLIENTS SERVED

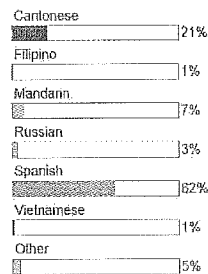
Client Interactions

TOTAL: 1,268,836
LEP: 19,078



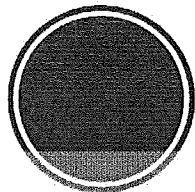
■ Non-LEP (90.49%) ■ LEP (1.51%)

LEP Client Interactions: By Language



Public Contact Staff

TOTAL: 180 BILINGUAL: 40



■ Bilingual (22.22%) ■ Non-Bilingual (77.70%)

Bilingual Staff: Languages Spoken



■ Cantonese (19.35%) ■ Filipino (9.88%)
■ Mandarin (3.23%) ■ Russian (5.45%)
■ Spanish (54.84%) ■ Vietnamese (0%) ■ Other (6.45%)

REQUIREMENTS MET

- ☑ Training for public contact staff
- ☑ Written LAO Policy
- ☑ Completed mandatory training
- ☑ Submitted report on time

EXPENDITURES

\$ 45,225

Total Language Access Expenditure for 2015-16

ENVIRONMENT, DEPARTMENT OF THE

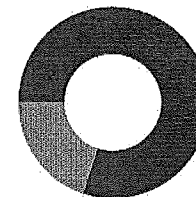
DEPARTMENT HIGHLIGHTS

Department launched in-language websites in Chinese, Spanish & Filipino and finalized Departmental Language Access Policy.

BILINGUAL STAFF CLIENTS SERVED

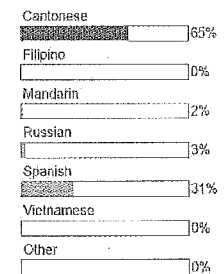
Client Interactions

TOTAL: 5,135 LEP: 1,023



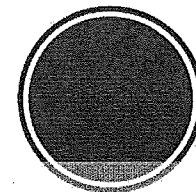
■ Non-LEP (80.08%) ■ LEP (19.92%)

LEP Client Interactions: By Language



Public Contact Staff

TOTAL: 95 BILINGUAL: 16



■ Bilingual (16.84%) ■ Non-Bilingual (83.16%)

Bilingual Staff: Languages Spoken



■ Cantonese (22.22%) ■ Filipino (5.56%)
■ Mandarin (16.67%) ■ Russian (11.11%)
■ Spanish (44.44%) ■ Vietnamese (0%) ■ Other (0%)

REQUIREMENTS MET

- ☑ Training for public contact staff
- ☑ Written LAO Policy
- ☑ Completed mandatory training
- ☑ Submitted report on time

EXPENDITURES

\$ 134,500

Total Language Access Expenditure for 2015-16

ETHICS COMMISSION

DEPARTMENT HIGHLIGHTS

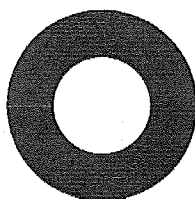
Department redesigned website to include translated documents and interpretation services, ensured the offer and availability of interpretation services & renewed training for Ethics Commission staff

BILINGUAL STAFF CLIENTS SERVED

Client Interactions

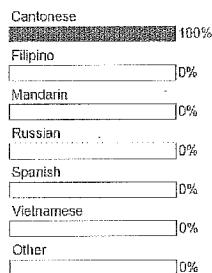
TOTAL: 800

LEP: 1



■ Non-LEP (99.88%) ■ LEP (0.12%)

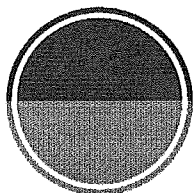
LEP Client Interactions: By Language



Public Contact Staff

TOTAL: 2

BILINGUAL: 1



■ Bilingual (50%) ■ Non-Bilingual (50%)

Bilingual Staff: Languages Spoken



■ Cantonese (0%) ■ Filipino (0%) ■ Mandarin (0%)
 ■ Russian (0%) ■ Spanish (100%) ■ Vietnamese (0%)
 ■ Other (0%)

REQUIREMENTS MET

- ✗ Training for public contact staff
- ☑ Written LAO Policy
- ☑ Completed mandatory training
- ☑ Submitted report on time

EXPENDITURES

\$ 50,317

Total Language Access Expenditures for 2016-18

FINE ARTS MUSEUMS OF SAN FRANCISCO

DEPARTMENT HIGHLIGHTS

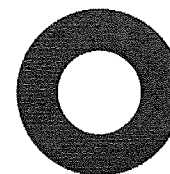
Department created Internal Language Access Policy & set-up LanguageLine at key stations at the membership and admission desks at the de Young Museum.

BILINGUAL STAFF CLIENTS SERVED

Client Interactions

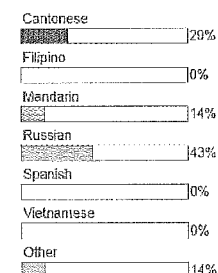
TOTAL: 1,555,777

LEP: 210



■ Non-LEP (99.99%) ■ LEP (0.01%)

LEP Client Interactions: By Language



Public Contact Staff

INFORMATION NOT PROVIDED

Bilingual Staff: Languages Spoken

INFORMATION NOT PROVIDED

REQUIREMENTS MET

- ✗ Training for public contact staff
- ☑ Written LAO Policy
- ☑ Completed mandatory training
- ☑ Submitted report on time

EXPENDITURES

\$ 528

Total Language Access Expenditures for 2016-18

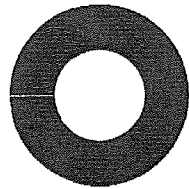
FIRE DEPARTMENT

DEPARTMENT HIGHLIGHTS

Department conducted more outreach to LEP communities, including involving bilingual staff in critical events.

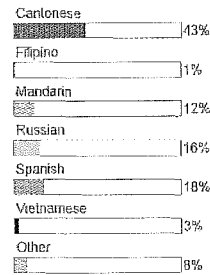
BILINGUAL STAFF CLIENTS SERVED

Client Interactions
TOTAL: 128,843 LEP: 313

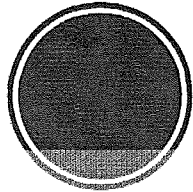


■ Non-LEP (99.76%) ■ LEP (0.24%)

LEP Client Interactions: By Language

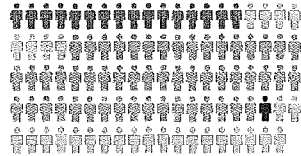


Public Contact Staff
TOTAL: 1,685 BILINGUAL: 363



■ Bilingual (21.54%) ■ Non-Bilingual (78.46%)

Bilingual Staff: Languages Spoken



■ Cantonese (16.23%) ■ Filipino (5.24%)
■ Mandarin (1.83%) ■ Russian (0.79%) ■ Spanish (53.40%)
■ Vietnamese (1.31%) ■ Other (21.20%)

REQUIREMENTS MET

- ✗ Training for public contact staff
- ✗ Written LAO Policy
- ✓ Completed mandatory training
- ✓ Submitted report on time

EXPENDITURES

\$ 3,609

Total Language Access Expenditures for 2015-16

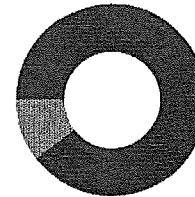
HUMAN RIGHTS COMMISSION

DEPARTMENT HIGHLIGHTS

Department produced translations of intake forms for discrimination complaints, translated front sign listing office hours & translated front desk signs to include information for visitors in Chinese and Spanish.

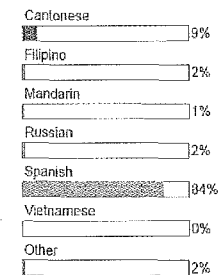
BILINGUAL STAFF CLIENTS SERVED

Client Interactions
TOTAL: 1,042 LEP: 109

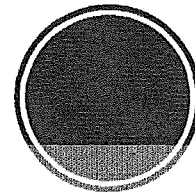


■ Non-LEP (90.54%) ■ LEP (10.46%)

LEP Client Interactions: By Language



Public Contact Staff
TOTAL: 4 BILINGUAL: 1



■ Bilingual (25%) ■ Non-Bilingual (75%)

Bilingual Staff: Languages Spoken



■ Cantonese (0%) ■ Filipino (0%) ■ Mandarin (0%)
■ Russian (0%) ■ Spanish (100%) ■ Vietnamese (0%)
■ Other (0%)

REQUIREMENTS MET

- ✓ Training for public contact staff
- ✗ Written LAO Policy
- ✓ Completed mandatory training
- ✓ Submitted report on time

EXPENDITURES

\$ 1,278

Total Language Access Expenditures for 2015-16

HUMAN SERVICES AGENCY

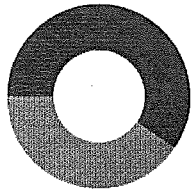
DEPARTMENT HIGHLIGHTS

Department posted several videos in multiple languages that outline services and how to access them.

BILINGUAL STAFF CLIENTS SERVED

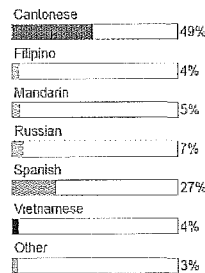
Client Interactions

TOTAL: 202,238 LEP: 81,966



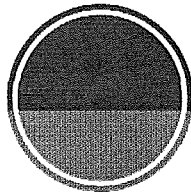
■ Non-LEP (59.47%) ■ LEP (40.53%)

LEP Client Interactions: By Language



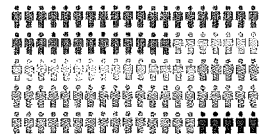
Public Contact Staff

TOTAL: 1,605 BILINGUAL: 698



■ Bilingual (43.41%) ■ Non-Bilingual (56.59%)

Bilingual Staff: Languages Spoken



■ Cantonese (32.94%) ■ Filipino (7.77%)
 ■ Mandarin (7.91%) ■ Russian (5.80%)
 ■ Spanish (29.53%) ■ Vietnamese (5.14%)
 ■ Other (0.92%)

REQUIREMENTS MET

- ✔ Training for public contact staff
- ✔ Written LAO Policy
- ✔ Completed mandatory training
- ✔ Submitted report on time

EXPENDITURES

\$1,338,485

Total Language Access Expenditures for 2015-16

JUVENILE PROBATION DEPARTMENT

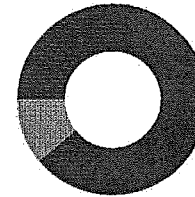
DEPARTMENT HIGHLIGHTS

Department translated an updated Guide to the Juvenile Justice System as well as a video into the covered languages.

BILINGUAL STAFF CLIENTS SERVED

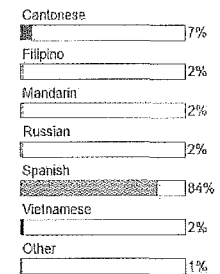
Client Interactions

TOTAL: 878 LEP: 97



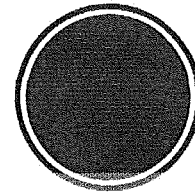
■ Non-LEP (88.05%) ■ LEP (11.05%)

LEP Client Interactions: By Language



Public Contact Staff

TOTAL: 287 BILINGUAL: 29



■ Bilingual (10.10%) ■ Non-Bilingual (89.90%)

Bilingual Staff: Languages Spoken



■ Cantonese (20.89%) ■ Filipino (3.45%) ■ Mandarin (0%)
 ■ Russian (3.45%) ■ Spanish (62.07%)
 ■ Vietnamese (3.45%) ■ Other (8.90%)

REQUIREMENTS MET

- ✔ Training for public contact staff
- ✔ Written LAO Policy
- ✔ Completed mandatory training
- ✔ Submitted report on time

EXPENDITURES

\$20,928

Total Language Access Expenditures for 2015-16

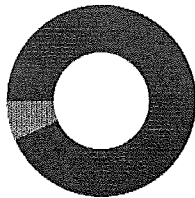
LABOR STANDARDS ENFORCEMENT, OFFICE OF

DEPARTMENT HIGHLIGHTS

Department translated key documents and outreach materials into Filipino.

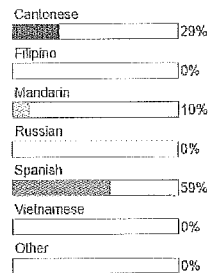
BILINGUAL STAFF CLIENTS SERVED

Client Interactions
TOTAL: 3,700 LEP: 245

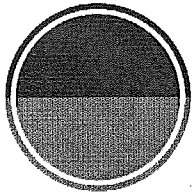


■ Non-LEP (93.30%) ■ LEP (6.62%)

LEP Client Interactions: By Language



Public Contact Staff
TOTAL: 16 BILINGUAL: 8



■ Bilingual (50%) ■ Non-Bilingual (50%)

Bilingual Staff: Languages Spoken

INFORMATION NOT PROVIDED

REQUIREMENTS MET

- ☑ Training for public contact staff
- ✗ Written LAO Policy
- ✗ Completed mandatory training
- ☑ Submitted report on time

EXPENDITURES

\$ 12,790

Total Language Access Expenditures for 2015-16

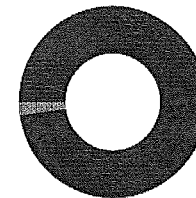
MAYOR'S OFFICE

DEPARTMENT HIGHLIGHTS

Department installed LanguageLine signage, created and distributed a list of bilingual employees to all public contact staff, created a Language Access policy and notified public contact staff about language access policy and protocols.

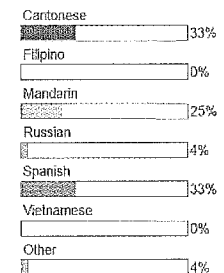
BILINGUAL STAFF CLIENTS SERVED

Client Interactions
TOTAL: 29,172 LEP: 624

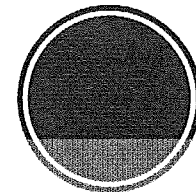


■ Non-LEP (97.86%) ■ LEP (2.14%)

LEP Client Interactions: By Language

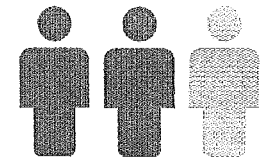


Public Contact Staff
TOTAL: 7 BILINGUAL: 2



■ Bilingual (28.57%) ■ Non-Bilingual (71.43%)

Bilingual Staff: Languages Spoken



■ Cantonese (66.67%) ■ Filipino (0%)
■ Mandarin (33.33%) ■ Russian (0%) ■ Spanish (0%)
■ Vietnamese (0%) ■ Other (0%)

REQUIREMENTS MET

- ☑ Training for public contact staff
- ☑ Written LAO Policy
- ☑ Completed mandatory training
- ☑ Submitted report on time

EXPENDITURES

\$ 300

Total Language Access Expenditures for 2015-16

MAYOR'S OFFICE OF HOUSING AND COMMUNITY DEVELOPMENT

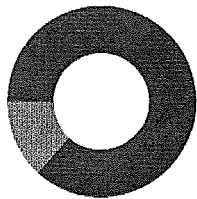
DEPARTMENT HIGHLIGHTS

Department created language access procedures in a policy document and educated staff on language access.

BILINGUAL STAFF CLIENTS SERVED

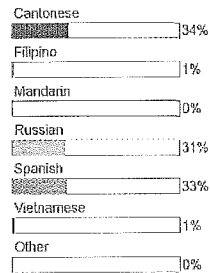
Client Interactions

TOTAL: 10,172 LEP: 2,158



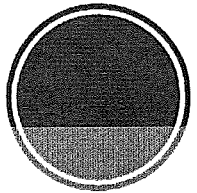
■ Non-LEP (85.66%) ■ LEP (13.34%)

LEP Client Interactions: By Language



Public Contact Staff

TOTAL: 60 BILINGUAL: 17



■ Bilingual (34%) ■ Non-Bilingual (66%)

Bilingual Staff: Languages Spoken



■ Cantonese (16.67%) ■ Filipino (27.78%)
 ■ Mandarin (5.56%) ■ Russian (0%) ■ Spanish (33.33%)
 ■ Vietnamese (0%) ■ Other (16.67%)

REQUIREMENTS MET

- ☑ Training for public contact staff
- ☑ Written LAO Policy
- ☑ Completed mandatory training
- ☑ Submitted report on time

EXPENDITURES

\$ 51,783

Total Language Access Expenditures for 2015-16

MAYOR'S OFFICE ON DISABILITY

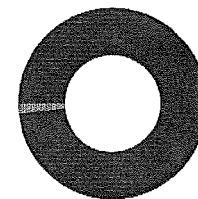
DEPARTMENT HIGHLIGHTS

Department created LAO policy, hired a bilingual Spanish-speaking staff member, began tracking LEP interactions & established and met language access goals for the 15-16 fiscal year.

BILINGUAL STAFF CLIENTS SERVED

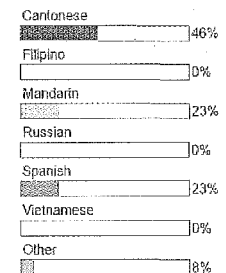
Client Interactions

TOTAL: 818 LEP: 13



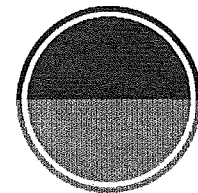
■ Non-LEP (98.41%) ■ LEP (1.59%)

LEP Client Interactions: By Language



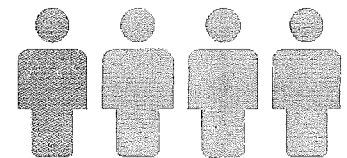
Public Contact Staff

TOTAL: 8 BILINGUAL: 4



■ Bilingual (50%) ■ Non-Bilingual (50%)

Bilingual Staff: Languages Spoken



■ Cantonese (0%) ■ Filipino (0%) ■ Mandarin (0%)
 ■ Russian (0%) ■ Spanish (25%) ■ Vietnamese (0%)
 ■ Other (75%)

REQUIREMENTS MET

- ☑ Training for public contact staff
- ☑ Written LAO Policy
- ✗ Completed mandatory training
- ☑ Submitted report on time

EXPENDITURES

\$ 772

Total Language Access Expenditures for 2015-16

MUNICIPAL TRANSPORTATION AGENCY

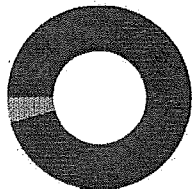
DEPARTMENT HIGHLIGHTS

Department conducted extensive staff training and began providing live video interpretation services at some locations.

BILINGUAL STAFF CLIENTS SERVED

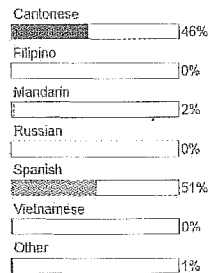
Client Interactions

TOTAL: 150,577 LEP: 6,887



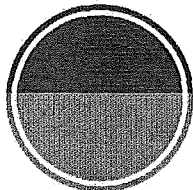
■ Non-LEP (95.56%) ■ LEP (4.34%)

LEP Client Interactions: By Language



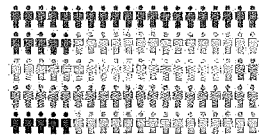
Public Contact Staff

TOTAL: 280 BILINGUAL: 148



■ Bilingual (52.86%) ■ Non-Bilingual (47.14%)

Bilingual Staff: Languages Spoken



■ Cantonese (25%) ■ Filipino (20.95%)
 ■ Mandarin (10.81%) ■ Russian (0.68%)
 ■ Spanish (22.30%) ■ Vietnamese (5.41%)
 ■ Other (14.86%)

REQUIREMENTS MET

- ✓ Training for public contact staff
- ✓ Written LAO Policy
- ✓ Completed mandatory training
- ✓ Submitted report on time

EXPENDITURES

\$112,407

Total Language Access Expenditures for 2015-16

PLANNING DEPARTMENT

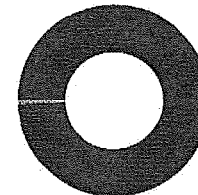
DEPARTMENT HIGHLIGHTS

Department implemented Filipino in all printed notices and finalized a glossary of Planning-related terms.

BILINGUAL STAFF CLIENTS SERVED

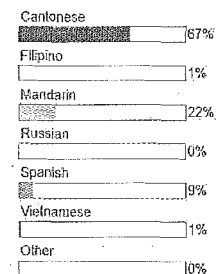
Client Interactions

TOTAL: 30,030 LEP: 174



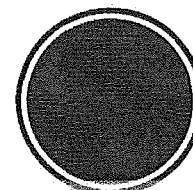
■ Non-LEP (99.42%) ■ LEP (0.58%)

LEP Client Interactions: By Language



Public Contact Staff

TOTAL: 223 BILINGUAL: 18



■ Bilingual (8.07%) ■ Non-Bilingual (91.93%)

Bilingual Staff: Languages Spoken



■ Cantonese (26.32%) ■ Filipino (21.05%)
 ■ Mandarin (10.53%) ■ Russian (5.26%)
 ■ Spanish (31.58%) ■ Vietnamese (0%) ■ Other (5.26%)

REQUIREMENTS MET

- ✓ Training for public contact staff
- ✓ Written LAO Policy
- ✓ Completed mandatory training
- ✓ Submitted report on time

EXPENDITURES

\$17,583

Total Language Access Expenditures for 2015-16

POLICE DEPARTMENT

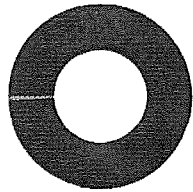
DEPARTMENT HIGHLIGHTS

Department has implemented language tracking through the Crime Data Warehouse, conducted meetings with community stakeholders and partnered with advocacy groups to provide training for staff.

BILINGUAL STAFF - CLIENTS SERVED

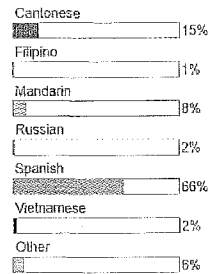
Client Interactions

TOTAL: 708,382 LEP: 4,637



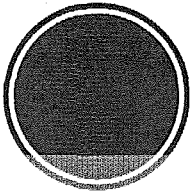
■ Non-LEP (99.36%) ■ LEP (0.65%)

LEP Client Interactions: By Language



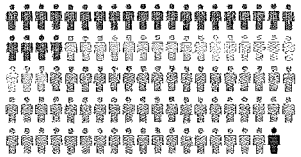
Public Contact Staff

TOTAL: 2,365 BILINGUAL: 450



■ Bilingual (19.03%) ■ Non-Bilingual (80.97%)

Bilingual Staff: Languages Spoken



■ Cantonese (24.22%) ■ Filipino (10.22%)
 ■ Mandarin (6.67%) ■ Russian (2.44%)
 ■ Spanish (55.33%) ■ Vietnamese (1.11%) ■ Other (0%)

REQUIREMENTS MET

- ✓ Training for public contact staff
- ✓ Written LAO Policy
- ✓ Completed mandatory training
- ✓ Submitted report on time

EXPENDITURES

\$327,843

Total Language Access Expenditures for 2015-16

PORT OF SAN FRANCISCO

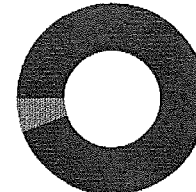
DEPARTMENT HIGHLIGHTS

Department conducted an annual language access survey for all visitors to the Port office.

BILINGUAL STAFF - CLIENTS SERVED

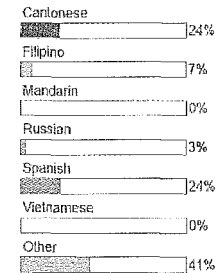
Client Interactions

TOTAL: 26,593 LEP: 1,508



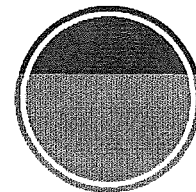
■ Non-LEP (94.33%) ■ LEP (5.67%)

LEP Client Interactions: By Language



Public Contact Staff

TOTAL: 11 BILINGUAL: 7



■ Bilingual (63.64%) ■ Non-Bilingual (36.36%)

Bilingual Staff: Languages Spoken



■ Cantonese (27.27%) ■ Filipino (0.09%)
 ■ Mandarin (27.27%) ■ Russian (0%) ■ Spanish (27.27%)
 ■ Vietnamese (0.09%) ■ Other (0%)

REQUIREMENTS MET

- ✓ Training for public contact staff
- ✓ Written LAO Policy
- ✓ Completed mandatory training
- ✓ Submitted report on time

EXPENDITURES

\$1,013

Total Language Access Expenditures for 2015-16

PUBLIC DEFENDER'S OFFICE

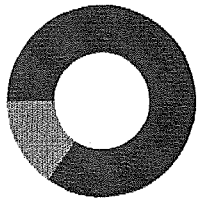
DEPARTMENT HIGHLIGHTS

Department translated signage for lobby and front of building in 5 languages.

BILINGUAL STAFF CLIENTS SERVED

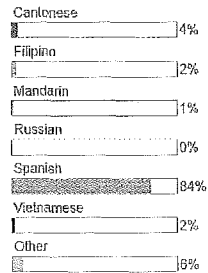
Client Interactions

TOTAL: 20,553 LEP: 3,153



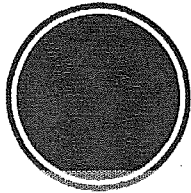
■ Non-LEP (84.66%) ■ LEP (15.34%)

LEP Client Interactions: By Language



Public Contact Staff

TOTAL: 161 BILINGUAL: 18



■ Bilingual (11.18%) ■ Non-Bilingual (88.82%)

Bilingual Staff: Languages Spoken



■ Cantonese (5.56%) ■ Filipino (11.11%) ■ Mandarin (0%)
 ■ Russian (0%) ■ Spanish (61.11%) ■ Vietnamese (0%)
 ■ Other (22.22%)

REQUIREMENTS MET

- ✗ Training for public contact staff
- ✓ Written LAO Policy
- ✓ Completed mandatory training
- ✓ Submitted report on time

EXPENDITURES

\$65,751

Total Language Access Expenditures for 2015-16

PUBLIC HEALTH, DEPARTMENT OF

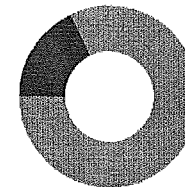
DEPARTMENT HIGHLIGHTS

Department hired additional bilingual staff & examiners and educated more directors and managers on LAO compliance.

BILINGUAL STAFF CLIENTS SERVED

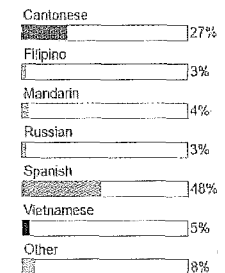
Client Interactions

TOTAL: 290,695 LEP: 238,864



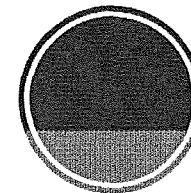
■ Non-LEP (17.83%) ■ LEP (82.17%)

LEP Client Interactions: By Language



Public Contact Staff

TOTAL: 7,708 BILINGUAL: 2,608



■ Bilingual (33.84%) ■ Non-Bilingual (66.16%)

Bilingual Staff: Languages Spoken



■ Cantonese (22.65%) ■ Filipino (17.86%)
 ■ Mandarin (10.08%) ■ Russian (1.57%)
 ■ Spanish (32.96%) ■ Vietnamese (2.61%)
 ■ Other (12.27%)

REQUIREMENTS MET

- ✓ Training for public contact staff
- ✓ Written LAO Policy
- ✓ Completed mandatory training
- ✗ Submitted report on time

EXPENDITURES

\$5,527,740

Total Language Access Expenditures for 2015-16

PUBLIC LIBRARY

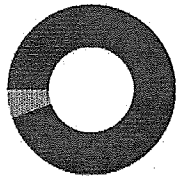
DEPARTMENT HIGHLIGHTS

Department translated 70 documents during Fiscal Year 2015-16.

BILINGUAL STAFF CLIENTS SERVED

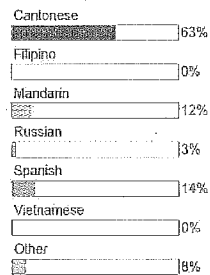
Client Interactions

TOTAL: 6,362,573 LEP: 340,340



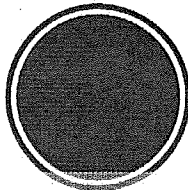
■ Non-LEP (94.65%) ■ LEP (5.35%)

LEP Client Interactions: By Language



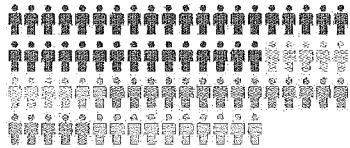
Public Contact Staff

TOTAL: 713 BILINGUAL: 75



■ Bilingual (10.52%) ■ Non-Bilingual (89.48%)

Bilingual Staff: Languages Spoken



■ Cantonese (46.67%) ■ Filipino (0%) ■ Mandarin (12%)
 ■ Russian (2.67%) ■ Spanish (25.33%)
 ■ Vietnamese (0%) ■ Other (13.33%)

REQUIREMENTS MET

- ✔ Training for public contact staff
- ✔ Written LAO Policy
- ✔ Completed mandatory training
- ✔ Submitted report on time

EXPENDITURES

\$121,165

Total Language Access Expenditures for 2015-16

PUBLIC UTILITIES COMMISSION

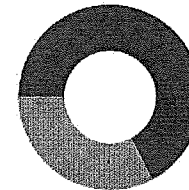
DEPARTMENT HIGHLIGHTS

Department completed an agency overview digital display in Chinese and Spanish.

BILINGUAL STAFF CLIENTS SERVED

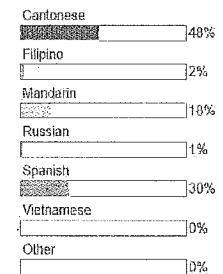
Client Interactions

TOTAL: 159,374 LEP: 52,000



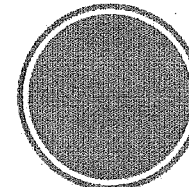
■ Non-LEP (67.37%) ■ LEP (32.63%)

LEP Client Interactions: By Language



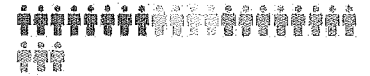
Public Contact Staff

TOTAL: 23 BILINGUAL: 23



■ Bilingual (100%) ■ Non-Bilingual (0%)

Bilingual Staff: Languages Spoken



■ Cantonese (34.78%) ■ Filipino (6.70%)
 ■ Mandarin (8.70%) ■ Russian (0%) ■ Spanish (47.83%)
 ■ Vietnamese (0%) ■ Other (0%)

REQUIREMENTS MET

- ✔ Training for public contact staff
- ✔ Written LAO Policy
- ✔ Completed mandatory training
- ✔ Submitted report on time

EXPENDITURES

\$14,338

Total Language Access Expenditures for 2015-16

PUBLIC WORKS, DEPARTMENT OF

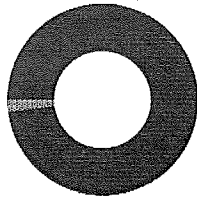
DEPARTMENT HIGHLIGHTS

Department approved specific funding for Language Access for the first time.

BILINGUAL STAFF CLIENTS SERVED

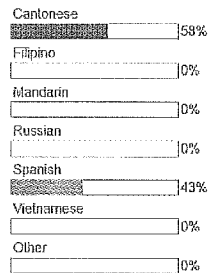
Client Interactions

TOTAL: 12,783 LEP: 256



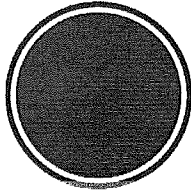
■ Non-LEP (98%) ■ LEP (2%)

LEP Client Interactions: By Language



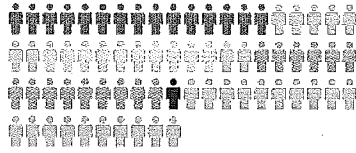
Public Contact Staff

TOTAL: 1,390 BILINGUAL: 70



■ Bilingual (5.04%) ■ Non-Bilingual (94.96%)

Bilingual Staff: Languages Spoken



■ Cantonese (21.43%) ■ Filipino (10%)
 ■ Mandarin (14.29%) ■ Russian (2.86%)
 ■ Spanish (21.43%) ■ Vietnamese (1.43%)
 ■ Other (28.57%)

REQUIREMENTS MET

- ✔ Training for public contact staff
- ✔ Written LAO Policy
- ✔ Completed mandatory training
- ✔ Submitted report on time

EXPENDITURES

\$ 4,240

Total Language Access Expenditures for 2015-16

REAL ESTATE DIVISION

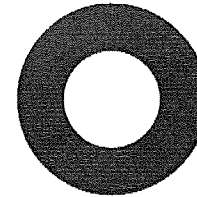
DEPARTMENT HIGHLIGHTS

Department translated documents and provided interpreters at Town Hall meetings.

BILINGUAL STAFF CLIENTS SERVED

Client Interactions

TOTAL: 32 LEP: 0



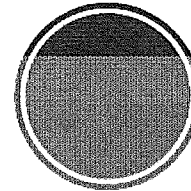
■ Non-LEP (100%) ■ LEP (0%)

LEP Client Interactions: By Language

N/A

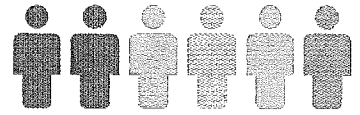
Public Contact Staff

TOTAL: 7 BILINGUAL: 5



■ Bilingual (71.43%) ■ Non-Bilingual (28.57%)

Bilingual Staff: Languages Spoken



■ Cantonese (33.33%) ■ Filipino (16.67%)
 ■ Mandarin (16.67%) ■ Russian (16.67%)
 ■ Spanish (16.67%) ■ Vietnamese (0%) ■ Other (0%)

REQUIREMENTS MET

- ✘ Training for public contact staff
- ✔ Written LAO Policy
- ✔ Completed mandatory training
- ✔ Submitted report on time

EXPENDITURES

\$ 20,000

Total Language Access Expenditures for 2015-16

RECREATION AND PARKS DEPARTMENT

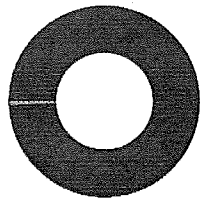
DEPARTMENT HIGHLIGHTS

Department began printing recreational program catalogue (produced five times per year) in all covered languages.

BILINGUAL STAFF CLIENTS SERVED

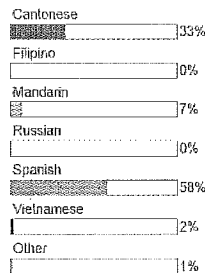
Client Interactions

TOTAL: 55,497 LEP: 339



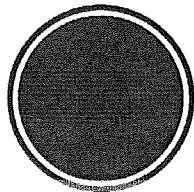
■ Non-LEP (99.39%) ■ LEP (0.61%)

LEP Client Interactions: By Language



Public Contact Staff

TOTAL: 800 BILINGUAL: 54



■ Bilingual (6.75%) ■ Non-Bilingual (93.25%)

Bilingual Staff: Languages Spoken

INFORMATION NOT PROVIDED

REQUIREMENTS MET

- ☑ Training for public contact staff
- ✗ Written LAO Policy
- ✗ Completed mandatory training
- ☑ Submitted report on time

EXPENDITURES

\$336,251

Total Language Access Expenditures for 2015-16

RESIDENTIAL RENT STABILIZATION AND ARBITRATION BOARD

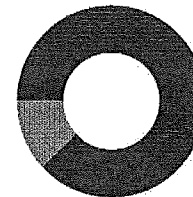
DEPARTMENT HIGHLIGHTS

Department translated additional documents, including key documents in Filipino.

BILINGUAL STAFF CLIENTS SERVED

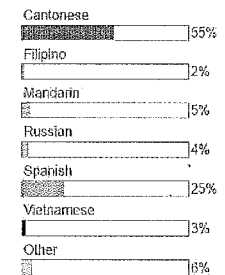
Client Interactions

TOTAL: 42,808 LEP: 5,132



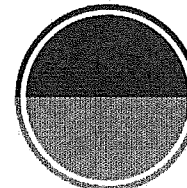
■ Non-LEP (88.01%) ■ LEP (11.99%)

LEP Client Interactions: By Language



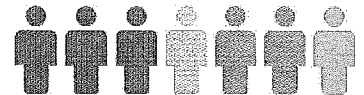
Public Contact Staff

TOTAL: 10 BILINGUAL: 5



■ Bilingual (50%) ■ Non-Bilingual (50%)

Bilingual Staff: Languages Spoken



■ Cantonese (42.86%) ■ Filipino (0%)
 ■ Mandarin (14.29%) ■ Russian (0%) ■ Spanish (28.57%)
 ■ Vietnamese (0%) ■ Other (14.29%)

REQUIREMENTS MET

- ☑ Training for public contact staff
- ☑ Written LAO Policy
- ☑ Completed mandatory training
- ☑ Submitted report on time

EXPENDITURES

\$156,471

Total Language Access Expenditures for 2015-16

SHERIFF'S DEPARTMENT

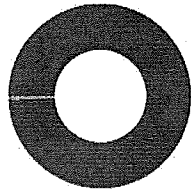
DEPARTMENT HIGHLIGHTS

Department had 30 additional employees certified as bilingual by DHR.

BILINGUAL STAFF CLIENTS SERVED

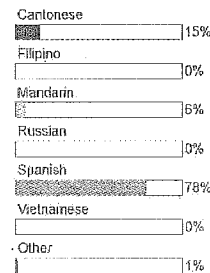
Client Interactions

TOTAL: 766,768 LEP: 4,910



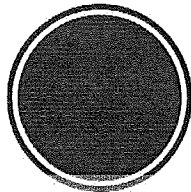
■ Non-LEP (99.35%) ■ LEP (0.65%)

LEP Client Interactions: By Language



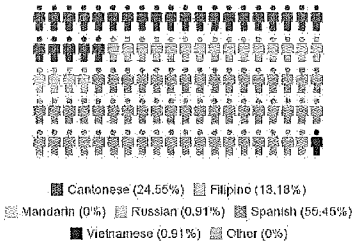
Public Contact Staff

TOTAL: 1,146 BILINGUAL: 111



■ Bilingual (9.69%) ■ Non-Bilingual (90.31%)

Bilingual Staff: Languages Spoken



REQUIREMENTS MET

- ✔ Training for public contact staff
- ✔ Written LAO Policy
- ✔ Completed mandatory training
- ✔ Submitted report on time

EXPENDITURES

\$100,693

Total Language Access Expenditures for 2015-18

STATUS OF WOMEN, DEPARTMENT ON THE

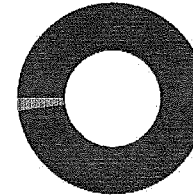
DEPARTMENT HIGHLIGHTS

Department acquired LanguageLine account, translated two key program & service brochures in threshold languages & established a tracking system of LEP visitors.

BILINGUAL STAFF CLIENTS SERVED

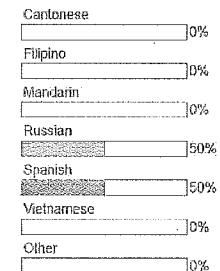
Client Interactions

TOTAL: 96 LEP: 2



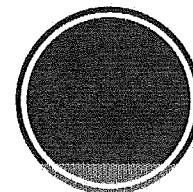
■ Non-LEP (97.92%) ■ LEP (2.08%)

LEP Client Interactions: By Language



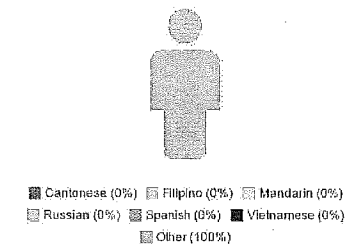
Public Contact Staff

TOTAL: 6 BILINGUAL: 1



■ Bilingual (16.67%) ■ Non-Bilingual (83.33%)

Bilingual Staff: Languages Spoken



REQUIREMENTS MET

- ✔ Training for public contact staff
- ✔ Written LAO Policy
- ✔ Completed mandatory training
- ✔ Submitted report on time

EXPENDITURES

\$3,028

Total Language Access Expenditures for 2015-18

TREASURER AND TAX COLLECTOR, OFFICE OF THE

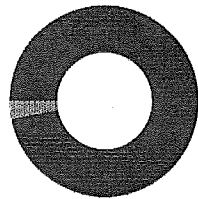
DEPARTMENT HIGHLIGHTS

Department conducted in-language outreach for public events staffed by bilingual employees.

BILINGUAL STAFF CLIENTS SERVED

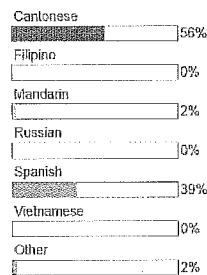
Client Interactions

TOTAL: 33,876 LEP: 1,020



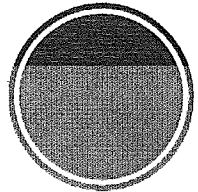
■ Non-LEP (96.99%) ■ LEP (3.01%)

LEP Client Interactions: By Language



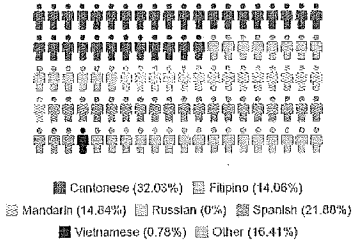
Public Contact Staff

TOTAL: 167 BILINGUAL: 111



■ Bilingual (66.47%) ■ Non-Bilingual (33.53%)

Bilingual Staff: Languages Spoken



■ Cantonese (32.03%) ■ Filipino (14.06%)
 ■ Mandarin (14.84%) ■ Russian (0%) ■ Spanish (21.80%)
 ■ Vietnamese (0.78%) ■ Other (16.41%)

REQUIREMENTS MET

- ☑ Training for public contact staff
- ✗ Written LAO Policy
- ✗ Completed mandatory training
- ☑ Submitted report on time

EXPENDITURES

\$50,505

Total Language Access Expenditures for 2015-16

WAR MEMORIAL

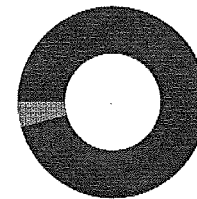
DEPARTMENT HIGHLIGHTS

Department placed multilingual language services signage at the reception desk and provided a bi-annual presentation to staff on language access requirements.

BILINGUAL STAFF CLIENTS SERVED

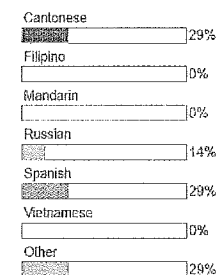
Client Interactions

TOTAL: 164 LEP: 7



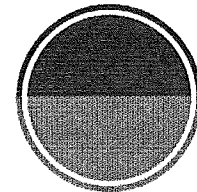
■ Non-LEP (95.73%) ■ LEP (4.27%)

LEP Client Interactions: By Language



Public Contact Staff

TOTAL: 61 BILINGUAL: 31



■ Bilingual (50.82%) ■ Non-Bilingual (49.18%)

Bilingual Staff: Languages Spoken



■ Cantonese (20.15%) ■ Filipino (6.02%)
 ■ Mandarin (4.56%) ■ Russian (2.27%) ■ Spanish (22.73%)
 ■ Vietnamese (0%) ■ Other (43.18%)

REQUIREMENTS MET

- ☑ Training for public contact staff
- ✗ Written LAO Policy
- ☑ Completed mandatory training
- ☑ Submitted report on time

EXPENDITURES

\$1,840

Total Language Access Expenditures for 2015-16

ZOO, SAN FRANCISCO

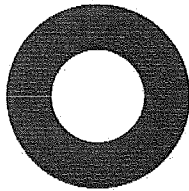
DEPARTMENT HIGHLIGHTS

Department added multi-language visitor information pages to its website and included multilingual announcements in its emergency evacuation system.

BILINGUAL STAFF SERVED CLIENTS

Client Interactions

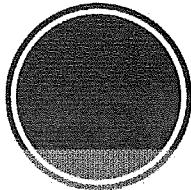
TOTAL: 900,000 LEP: 210



■ Non-LEP (99.98%) ■ LEP (0.02%)

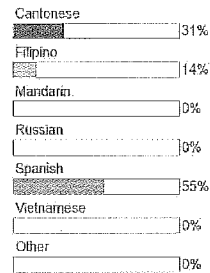
Public Contact Staff

TOTAL: 36 BILINGUAL: 8

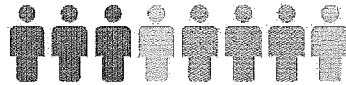


■ Bilingual (22.22%) ■ Non-Bilingual (77.78%)

LEP Client Interactions: By Language



Bilingual Staff: Languages Spoken



■ Cantonese (37.50%) ■ Filipino (12.50%)
 ■ Mandarin (0%) ■ Russian (0%) ■ Spanish (37.50%)
 ■ Vietnamese (0%) ■ Other (12.50%)

REQUIREMENTS MET

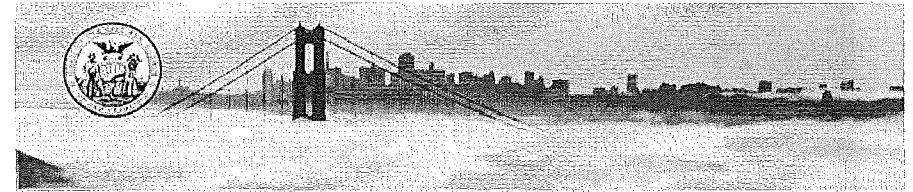
- ✔ Training for public contact staff
- ✔ Written LAO Policy
- ✔ Completed mandatory training
- ✔ Submitted report on time

EXPENDITURES

\$ 1,560

Total Language Access Expenditures for 2015-16





CITY AND COUNTY OF SAN FRANCISCO

OFFICE OF CIVIC ENGAGEMENT & IMMIGRANT AFFAIRS

Edwin M. Lee, Mayor
Haemil Kelly, City Administrator

Adrienne Pon, Executive Director

OCEIA promotes civic participation and inclusive policies that improve the lives of San Francisco's residents, particularly immigrants, newcomers, underserved, and vulnerable communities. OCEIA seeks to bridge cultural, linguistic, and economic barriers to ensure that San Francisco's diverse residents have equal access to City services and opportunities to participate and contribute in meaningful ways to the success of the community and to the City.

Program Areas:

Community Ambassadors Safety Program | Community Grants: Citizenship, Deferred Action, Day Laborers, Language Access | Community Outreach & Consumer Education | Language Access & Services [Immigrant Integration | Immigrant Rights Commission

Main Office:

50 Van Ness Avenue | San Francisco, CA 94102
Telephone: 415.581-2360 | website: www.sfgov.org/OCEIA |
Email: civic.engagement@sfgov.org

Staff:

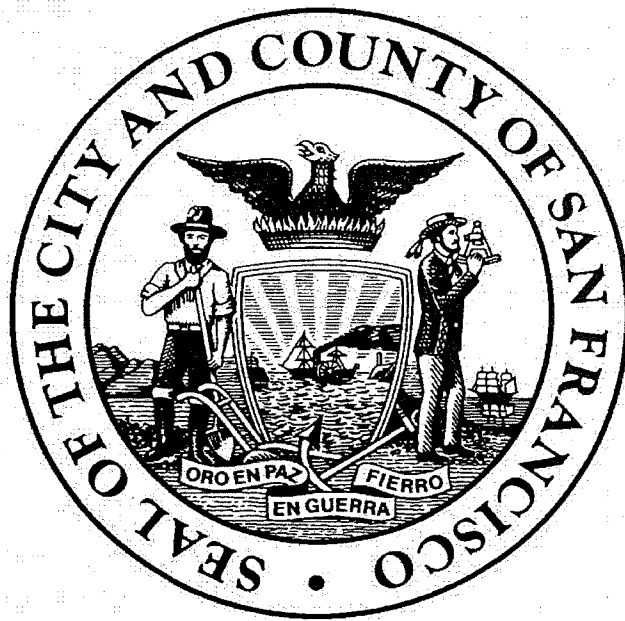
Adrienne Pon, Executive Director
Richard Whipple, Deputy Director of Programs
Isis Fernández Sykes, Deputy Director of Policy
Maricela Alvarez, Administrative Programs Coordinator
Jesus Castro, Programs & Language Services Assistant
Melissa Chan, Executive Coordinator/Office Manager
Kraig Cook, Policy Analyst/ Program Manager
Arturo Cosenza, Language Services Specialist (Spanish)
Aman Falol, Data/Research Specialist
Felix Fuentes, Senior Outreach & Education Manager/CAP Supervisor
Frances Hsieh, Senior Policy Analyst
Agnes Li, Language Services Specialist (Chinese)
Su Mei Ma, Language Services Specialist (Chinese)
Alena Miakinina, Senior CAP Administrative & Data Coordinator | Russian Language Specialist
Sandra Panopio, Language Services Unit Supervisor | Filipino Language Specialist
Jamie Richardson, Communications Specialist
Sandra Valmaña, Language Services Specialist (Spanish)

Community Ambassadors Program Team Leads:

Schevonne Baly	Alton Moore	Edward Munoz	Faapito Sagote	Junior Tovia
Vis Valley/Portola	Chinatown	Mission	Mid-Market	Bayview

Report Credits

Report Introduction | Adrienne Pon
Chief Compliance Officer, Section Summaries | Isis Fernandez Sykes
Analysts | Kraig Cook & Sandra Panopio
Design & Graphics | Jamie Richardson
Copyediting, Production & Distribution | Melissa Chan
Printing | Alphagraphics
Photography | Arturo Cosenza & Bay Area Media Coalition (BAVC)



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BOARD of SUPERVISORS



City Hall
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco 94102-4689
Tel. No. 554-5184
Fax No. 554-5163
TDD/TTY No. 554-5227

MEMORANDUM

TO: Adrienne Pon, Executive Director, Office of Civic Engagement and Immigrant Affairs

FROM: Erica Major, Assistant Clerk, Government Audit and Oversight Committee, Board of Supervisors

DATE: March 27, 2017

SUBJECT: LEGISLATION INTRODUCED

The Board of Supervisors' Government Audit and Oversight Committee has received the following proposed legislation, introduced by Supervisor Fewer on March 21, 2017:

File No. 170312

Hearing on departmental compliance with the Language Access Ordinance, including a review of the 2017 Language Access Ordinance Annual Compliance Report implementation and recommendations; and requesting the Office of Civic Engagement and Immigrant Affairs to report.

If you have any comments or reports to be included with the file, please forward them to me at the Board of Supervisors, City Hall, Room 244, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102.

Introduction Form

By a Member of the Board of Supervisors or the Mayor

RECEIVED
BOARD OF SUPERVISORS
SAN FRANCISCO
2017 MAR 21 PM
Time stamp for meeting date

I hereby submit the following item for introduction (select only one):

- 1. For reference to Committee. (An Ordinance, Resolution, Motion, or Charter Amendment)
- 2. Request for next printed agenda Without Reference to Committee.
- 3. Request for hearing on a subject matter at Committee.
- 4. Request for letter beginning "Supervisor [] inquires"
- 5. City Attorney request.
- 6. Call File No. [] from Committee.
- 7. Budget Analyst request (attach written motion).
- 8. Substitute Legislation File No. []
- 9. Reactivate File No. []
- 10. Question(s) submitted for Mayoral Appearance before the BOS on []

Please check the appropriate boxes. The proposed legislation should be forwarded to the following:

- Small Business Commission Youth Commission Ethics Commission
- Planning Commission Building Inspection Commission

Note: For the Imperative Agenda (a resolution not on the printed agenda), use a Imperative Form.

Sponsor(s):

Supervisor Sandra Lee Fewer

Subject:

Language Access Ordinance Compliance and Recommendations

The text is listed below or attached:

Hearing in conjunction with the release of the 2017 San Francisco Language Access Ordinance Annual Compliance Report, to receive a status update on departmental compliance with the LAO; and requesting the Office of Civic Engagement and Immigrant Affairs to report on implementation and recommendations.

Signature of Sponsoring Supervisor: *Sandra Lee Fewer*

For Clerk's Use Only: