

2024 Language Access Compliance Summary Report

Presentation to the Rules Committee of the San Francisco Board of Supervisors

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Jorge Rivas, Executive Director
Chloe Noonan, Policy and Civic Engagement Officer

OCEIA SAN FRANCISCO OFFICE OF
CIVIC ENGAGEMENT
& IMMIGRANT AFFAIRS



About OCEIA

The Office of Civic Engagement & Immigrant Affairs (OCEIA) is a policy, compliance, direct services and grantmaking City department.

OCEIA's mission is to promote inclusive policies and foster immigrant assistance programs that lead to full civic, economic and linguistic integration.



OCEIA's Program Areas



CIVIC ENGAGEMENT



COMMUNITY SAFETY



GRANTMAKING



**INTEGRATED
IMMIGRANT SERVICES**



LANGUAGE ACCESS

Frequently Used Terms

LAO - Language Access Ordinance

Administrative Code, Section 91, directs City agencies to ensure that public services and information are accessible to all people, regardless of language ability.

LEP - Limited English Proficient

Term used to refer to people who do not speak English as a primary language and who have a limited ability to read, write, speak, or understand English.

San Francisco's Required Languages

The current LAO requires City departments to provide language access services in Chinese, Spanish, and Filipino. Languages are certified by OCEIA once they reach a population threshold of 10,000 LEP residents.

LAO History

2001	2009	2015	Today
Equal Access to Services (EAS) Ordinance passes.	EAS renamed the Language Access Ordinance (LAO) and OCEIA designated to oversee compliance.	LAO amended to extend services and reporting requirements to all Departments providing information and services to the public.	LAO amendments heard at BOS Rules Committee.

Department Responsibilities

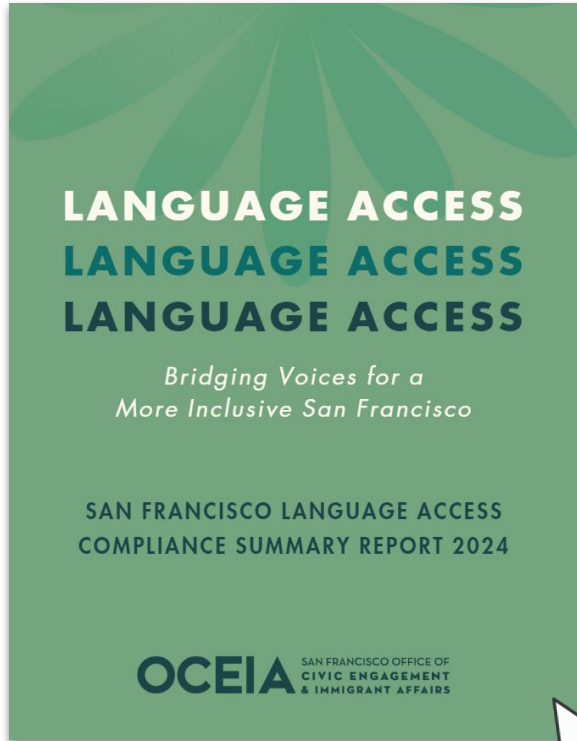
CITY DEPARTMENTS	OCEIA
<ul style="list-style-type: none">• Designate a language access liaison• Develop, adopt, and implement a Department-specific language access policy• Submit annual language access activity data through compliance reporting• Coordinate and provision for language services• Determine and budget for Departmental language needs• Comply with all requirements of the LAO	<ul style="list-style-type: none">• Train Departments on LAO compliance and reporting requirements• Develop guidance tools, style guides, and resources on best practices to assist Departments with implementation• Identify language services vendors and coordinate Citywide contracting with the Office of Contract Administration• Provide language access consultations and technical assistance to Departments• Monitor and report compliance to the Immigrant Rights Commission and the Board of Supervisors

Reporting Background

Under the LAO, public-facing City departments must collect data about their language access activities and submit an **annual compliance report** to OCEIA by October 1.

- Departmental goals
- Barriers and proposed solutions
- Data preview:
 - Total LEP client interactions by language
 - Total interpretations conducted and documents translated
 - Roster of bilingual staff
 - Budget for language access

2024 Compliance Summary Report



Report available to view at:
sf.gov/languageaccess

Snapshot of SF and District Data

Snapshot of San Francisco

1 in 3 San Francisco residents is an immigrant.

With **33.9%** of its residents born outside of the U.S., San Francisco remains one of the most **culturally and linguistically diverse** cities in the country.

851,036

Total population*

33.9%

Foreign-born residents

18.9%

Residents identify as LEP

42.9%

Residents (over age of 5) speak a language other than English at home

40+

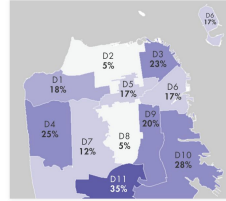
Languages spoken in San Francisco**

* United States Census Bureau's 2018-2022 American Community Survey

** These estimated numbers represent a departure from previous reports due to a change in how the United States Census Bureau categorizes and codes language data. In 2016, the code list was revised to match the ISO 639-3 standard. The Census Bureau also reports that the ACS estimates are samples of the total population and there may be languages spoken that are not recorded. A detailed list and explanation of how the Census Bureau defines and uses language coding and tabulation are available [here](#).

District Data

San Francisco's Supervisorial Districts, from the highest to lowest percent LEP population



Source: United States Census Bureau's 2018-2022 American Community Survey

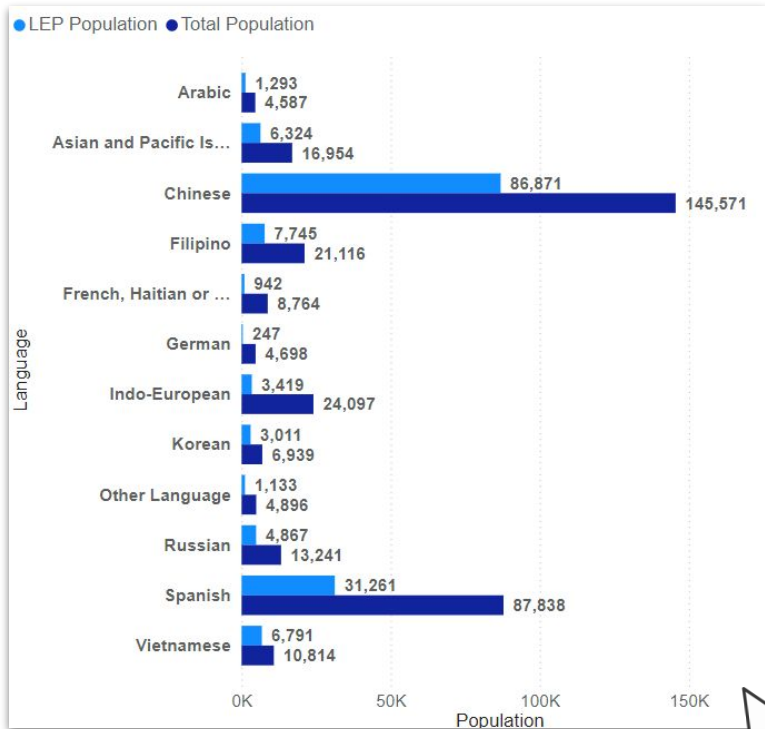
District	Total Population	LEP Population	% LEP
11	82,911	28,796	35%
10	71,994	19,972	28%
4	75,082	18,746	25%
3	73,064	16,917	23%
9	79,916	16,036	20%
1	72,305	12,942	18%
5	85,921	14,463	17%
6	59,037	9,961	17%
7	78,432	9,778	12%
2	62,541	2,990	5%
8	73,306	3,303	5%

1 in 3 San Francisco residents is an immigrant

18.9% of residents identify as Limited English Proficient (LEP)

District 11 has the highest LEP population, at **35%**

Language Diversity Dashboards



Dashboards available to view
at: sf.gov/languageaccess

Key Data Points

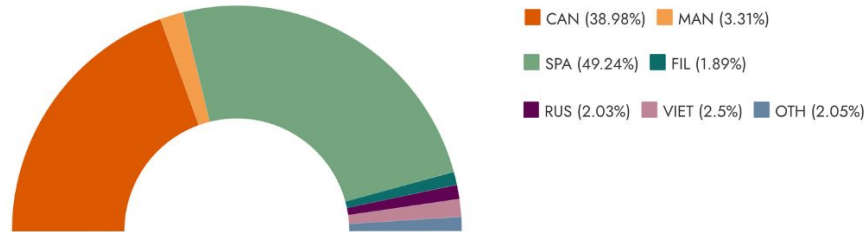
- Data Collection Method
- Total LEP Client Interactions
- Translated Materials
- In-person Interpretations
- Telephonic Interpretations
- Bilingual Staff
- Language Services Budgets

Findings

INCREASES

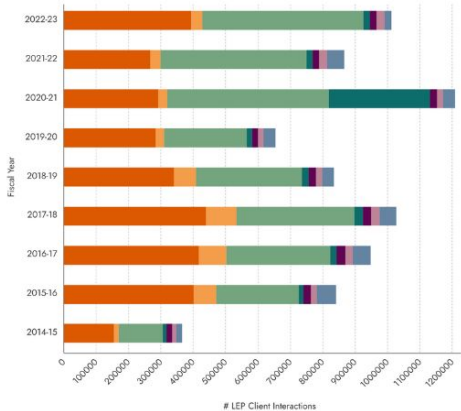
- Use of Intake Method of Data Collection
- Total LEP Client Interactions
- Translated Materials
- In-person Interpretations

Total LEP Client Interactions by Language



Total LEP Client Interactions by Language, Over Time

- CAN
- MAN
- SPA
- FIL
- RUS
- VIET
- OTH



Total Translated Materials by Language

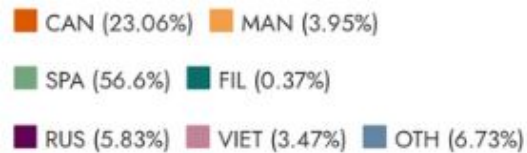


Findings

DECREASES

- Telephonic Interpretations
- Bilingual Staff
- Language Services Budgets

Total Telephonic Interpretations by Language



Recommendations

Language Access Capacity-Building

- Increase Department-specific language access instruction and training for public-facing City staff.

Resource Planning

- Hire and retain more bilingual staff to ensure sufficient internal resources for addressing the needs of LEP community members served by City Departments.
- Explore future opportunities to supplement language access activities with new tools and emerging technologies.

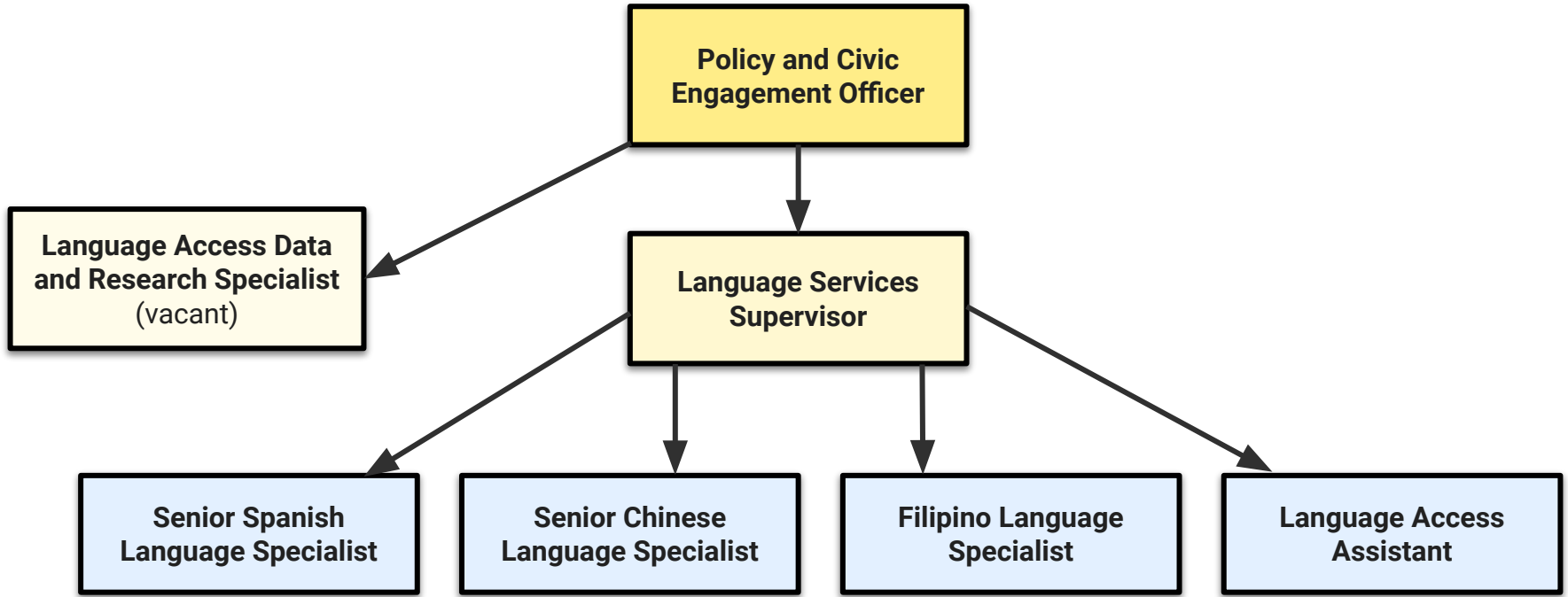
Language Services Budgets

- Increase Department language services budgets and support for community partners serving LEP individuals.

Data Collection and Analysis

- Continue improvement of current compliance data collection processes, track language access activities consistently, and refine multiple data sources for a more diverse data landscape.

Current LAU Capacity



Resource Needs

New or Upgrade	Classification	Working Title	Brief Summary of Duties
<p>Upgrade - \$34,049 Current Classification: 1823 Senior Administrative Analyst (Policy and Civic Engagement Officer)</p>	<p>0922 Manager I</p>	<p>Director of Language Access Policy and Programs</p>	<p>Managing expanded Language Access Unit team with additional staff; oversight of city language access amendments implementation strategy; managing increased engagement with policymakers under LAO amendments.</p>
<p>Upgrade - \$91,701 Current Classification: 1840 Junior Management Assistant (Language Access Data and Research Specialist)</p>	<p>1824 Principal Administrative Analyst</p>	<p>Language Access Data Analyst and Compliance Lead</p>	<p>Analyzing annual compliance data from 50+ departments and divisions; analyzing Census Bureau language population data; lead complaint investigation activities.</p>
<p>New - \$179,142</p>	<p>1232 Training Officer</p>	<p>Lead Trainer and Compliance Support</p>	<p>Training for Departments on LAO amendments implementation; capacity-building and individualized technical assistance provision; assisting compliance lead in communications and administrative tasks.</p>
<p>New - \$158,434</p>	<p>1842 Management Assistant</p>	<p>Language Specialist</p>	<p>Direct translation and interpretation; style guides and written resources; language-specific technical advising.</p>

Stay connected with us:

Additional questions?

Email: language.access@sfgov.org
Call OCEIA at: 415-581-2360

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Learn more: sf.gov/oceia

