



DEPARTMENT OF PUBLIC HEALTH
HUMAN RESOURCES - MAY--- 2017

**Language
Access
Ordinance
Overview**

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Overview

170317
9/13/2017

What is the LAO?

The LAO is a local language law that was signed into law by Mayor Ed Lee in 2015; formerly an ordinance enacted in 2001. This law ensures meaningful access and the same level of service to Limited English Proficient (LEP) persons that are available to all city residents.

Our department's approach to language access.

- ? Define the Scope of LAO
- ? Develop a Strategic Plan and Set LAO Goals
- ? Understand Stakeholders Roles

WHERE WE WERE

Language Access 3 Year Compliance Plan

FY 16/17

- Present to DPH Leadership Team
- Complete assessment and generate a report with data of all DPH units and facilities >50 of their compliance/non-compliance
- Create a Language Access Resource List
- Create a DPH standard public notice

FY 17/18

- **By October 1, 2017:** Collect and synthesize data required by LAO ordinance to be included in the LAO FY15/16 annual report.

By End of FY 17-18

- Develop a training module
- Create a Language Access Ordinance (LAO) Guideline Booklet
- Compile and consolidate all DPH language access protocols, procedures, and policies into a DPH-wide policy with unit/facility specific protocols and procedures as an addendum.
- Work with DPH leadership to ensure procedures are developed in a timely manner to collect and track data required by LAO

FY 18/19

- Liaison will partner with the DPH HR trainer to educate and train DPH staff on how to comply with the Language Access Ordinance
- **By October 1, 2018:** Collect and synthesize data required by the LAO ordinance from 50+ units to be included in the LAO 2016/2017 annual report.

FY 19/20

- **By October 1, 2019:** Collect and synthesize data required by the LAO ordinance from 50+ units to be included in the LAO 2017/2018 annual report.

LANGUAGE ACCESS ORDINANCE 3 YR. HIGHLIGHTS

2014 Report Data Inconsistent

2015 DPH HR LAO Role Centralized

2016 Annual Data is Reliable & DPH Invited to Present at CCSF Annual LAO Trailing.

2017 DPH Featured in 2016 CCSF LAO Report

2017 DPH Hires an Analyst to Work on LAO

2017 DPH Presents to SF Language Access Network
Community Partners



WHERE WE ARE NOW

DPH LAO STATISTICS FOR FY 15/16

Statistic	Aprox. Total # for FY 15/16	Aprox. Breakdowns & Parentages (%) <i>EE = Employee</i>																
Employees	8,500	The Largest City Department																
Public Contact Employees	7,700	91% of total EE's have contact with the public.																
Bilingual Public Contact Employees	2,606	34 % of the total EE's who have contact with the public self identify as bilingual.																
Certified Bilingual Employees	1,122	Of the bilingual EE's who have contact with the public 43 % have been certified bilingual by DPH.																
Members Of the Public Served	290, 685	82 % of the public serviced self identified as proficient in a language that is not English.																
Members of the public serviced who speak a Non-English Language	238,864	<table border="1"> <thead> <tr> <th><u>Language</u></th> <th><u>Total / % of Total</u></th> </tr> </thead> <tbody> <tr> <td>Spanish</td> <td>113, 548 / 47.5 %</td> </tr> <tr> <td>Cantonese</td> <td>65633 / 27.5 %</td> </tr> <tr> <td>Vietnamese</td> <td>11, 764 / 4.9 %</td> </tr> <tr> <td>Mandarin</td> <td>9,467 / 4.6 %</td> </tr> <tr> <td>Russian</td> <td>6, 537 / 2.7 %</td> </tr> <tr> <td>Filipino</td> <td>6, 238 / 2.6 %</td> </tr> <tr> <td>Other</td> <td>18, 955 / 7.7 %</td> </tr> </tbody> </table>	<u>Language</u>	<u>Total / % of Total</u>	Spanish	113, 548 / 47.5 %	Cantonese	65633 / 27.5 %	Vietnamese	11, 764 / 4.9 %	Mandarin	9,467 / 4.6 %	Russian	6, 537 / 2.7 %	Filipino	6, 238 / 2.6 %	Other	18, 955 / 7.7 %
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Bilingual Exams Conducted by DPH	230	192 Passed and were Certified Bilingual in : SPAN (127), CAN (64), MAN (22), FIL (11), RUS (2), VIET (1), Korean (1), Burmese (1)																

• All counts/records should be considered an estimate, which may contain errors and are subject to revisions.



Language Interpretation services

English Translation: You have the right to request an interpreter at no cost to you. Please point to your language. An interpreter will be called. Please wait.

Cantonese / 廣東話

你有權利要求一位免費的傳譯員。請指出你的語言。傳譯員將為你服務，請稍候。

Mandarin / 國語

你有權利要求一位免費的口譯員。請指出你的語言。口譯員將為你服務，請稍候。

Filipino / Filipino

Kayo ay may karapatang humiling ng libreng tagapagsalin. Mangyaring ituro ang inyong wika. Tatawagin ang isang tagapagsalin para sa inyo. Mangyaring maghintay po.

Russian / Русский

Вы имеете право на услуги бесплатного переводчика. Укажите, пожалуйста, на Ваш язык. Переводчик будет вызван. Пожалуйста, подождите.

Spanish / Español

Usted tiene derecho a un intérprete gratis. Por favor, señale su idioma y llamaremos a un intérprete. Por favor, espere.

Vietnamese / Tiếng Việt

Quý vị có quyền được một thông dịch viên miễn phí. Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi một thông dịch viên. Vui lòng chờ trong giây lát.

Best Practices for Success

- Continue to Track & Report Reliable Data

- Create Resource Tools

- Train Staff on Language Access

- Educate Members of the Public

- Continue to Meet our Strategic Plan Goals

WHERE DO WE WANT TO BE

? What are the challenges or obstacles that get in the way of addressing language access well?

Answer: Dedicated Resources

? How is our department trying to improve language access and what support is needed?

Answer: We Have Dedicated Resources!!

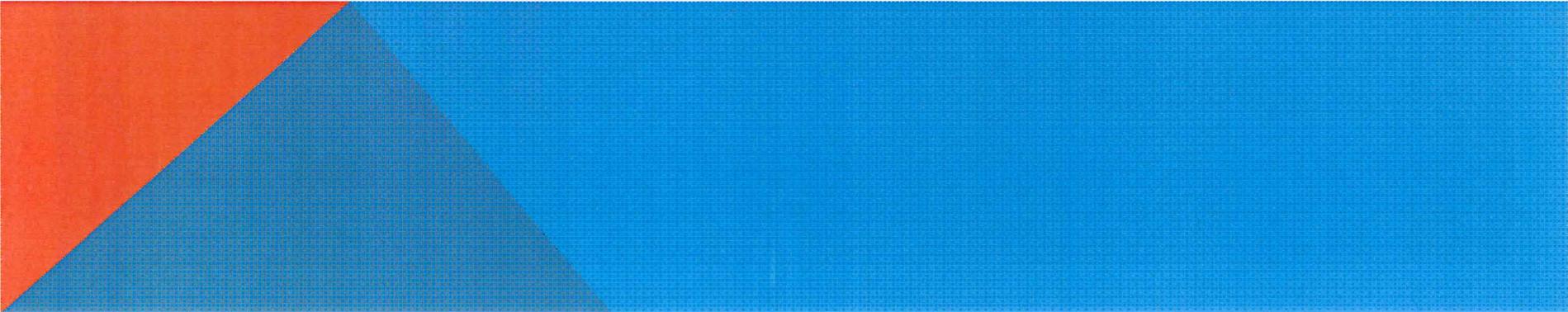
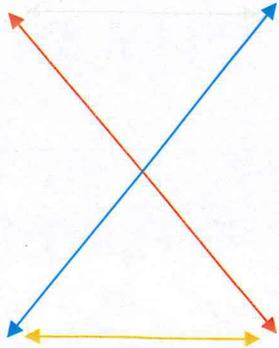
Four Tips for Success

Transparency is Assurance

Train for Accountability

Tools for All

Community Involvement



Thank You

Questions?

