

The Rent Stabilization and Arbitration Board: Compliance and Interaction with the Language Access Ordinance

Presentation to the Board of Supervisors
Government Audit and Oversight Committee Meeting
May 3, 2017

Submitted + Presentations

5/3/2017

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Rent Board Approach to Language Access

- Effectively serve our diverse community
- Ensure that language access is applied to the implementation of our new or updated rental laws

Accomplishments and Best Practices

- Agency prioritization of language access
- Transformation of the Rent Board's information management system to incorporate language access
- Hiring of bilingual front-line staff
- Utilization of Language Line when in-house capacity not possible
- Maintenance of a procedure for hiring and working with interpreters for mediations and hearings

Challenges and Obstacles

- Translating the law into understandable language
 - Style varies from translator to translator
 - Requires careful review of each document to assess cultural competence and word choice
- Frequent changes in the law require regular revisions of materials
- Numerous forms and informational materials
- Maintaining consistent standards

Moving Forward

- Hired an administrative analyst to create and update materials
- Regular updates of forms and website